

THE GIFT OF GIVING

**TAMWORTH REGIONAL COUNCIL
VOLUNTEER REFERRAL SERVICE**

*Think About
Volunteering*

THE OPPORTUNITIES AND REWARDS



What we Offer



The Volunteer Referral Service offers information, support and training for people looking to volunteer in the Tamworth region. The region encompasses towns such as Barraba, Nundle, Manilla, Kootingal and Moonbi.

The service has information on volunteer opportunities and works with individuals to find the volunteer role that best suits their skills and passion.

The service also provides training to volunteers as an opportunity to develop their skills and knowledge in such areas as work place health and safety, first aid and customer service.

The referral service provides support and information to volunteer organisations to ensure that managers and staff have the information and skills needed to successfully support volunteers across a range of roles.

If you would like to volunteer or need assistance with your volunteer organisation, please call 02 6766 4480 or email volunteer@tamworth.nsw.gov.au to make an appointment to see the Volunteer Referral Service Coordinator.



Understanding Volunteering

NSW Volunteering is promoting the Statement of Principles for the Recognition of Volunteers to improve respect, dignity and fairness for volunteers.

This ensures that volunteers are managed effectively and that volunteers and their organisations are aware of their mutual obligations.

Organisations are invited to sign up to the Principles and to receive a certificate to indicate their support. More information is available from www.volunteering.nsw.gov.au.



'What counts in life is not the mere fact that we have lived. It is the difference we have made to the lives of others that will determine the significance of the life we lead'

Nelson Mandela

Understanding Volunteering

In summary as a volunteer, you are required to:

- have the time necessary to take on a volunteer position
- work within the policies and rules of the organisation
- respect the privacy of staff, clients, members and other volunteers
- be reliable and dependable
- complete agreed hours and tasks
- be loyal to the organisation
- speak up about important issues and concerns
- attend orientation and training sessions where required
- follow directions given by supervisors or volunteer coordinators
- follow instructions relating to work health safety
- be a team player and support staff and other volunteers

In summary volunteer managers and organisations are obliged to:

- demonstrate a commitment to best practice in volunteer management
- involve volunteers in the life of the organisation and include them in decisions that affect them
- provide volunteers with clarity about their roles and be clear about expectations and policies that impact on their roles
- respect the roles of everyone in the organisation including volunteers
- recognise and celebrate the contribution of volunteers
- provide volunteers with training and professional development for their roles

There is substantial evidence to suggest that volunteering is beneficial for both your mental and physical health. Not only does it provide you with opportunities to be physically active, but the feeling of helping others and working with people that share the same passions as you creates a wonderful sense of mental wellbeing.

Volunteering in your local community has other benefits as well. They include:

- meeting new people and making new friends
- increasing your knowledge of community services
- learning new skills that can help you secure paid employment
- positive branding for your business
- showing potential employees that you are willing to work and contribute to the community
- team building

Why Should You Volunteer?



Volunteer Opportunities in the Tamworth Region



Administration

Are you handy with computers? Do you have a good phone manner?

Volunteer administration roles can encompass a wide range of office duties from answering phones, responding to emails, filing and mail duties.

Administration roles are a great way to gain skills and experience in customer service, reception skills, computers and basic office duties.

Education

Do you love kids? Do you enjoy teaching others?

Volunteer opportunities exist in schools and other educational centres, such as colleges to assist in a range of activities from reading groups, literacy and numeracy support and library tasks.

Volunteers are also needed to teach people specific skills like using the computer and car maintenance.

Education volunteer roles are a great way to develop skills in communication, information technology and team work.



Volunteer Opportunities in the Tamworth Region



Animal Care

Do you have pets? Have you had experience with horses? Do you enjoy working in the fresh air?

There are a number of volunteer opportunities where you can assist with the care of both domestic and wild animals. You can also care for horses which are used to assist people who have a disability to ride.

Not only does animal care gain you experience with caring for animals but you will also develop teamwork skills and gain new friends.

Emergency + First Aid Services

Are you calm in stressful situations? Are you available most days and nights and can be on call?

Emergency services rely on people volunteering their time to help in times of natural disasters and other accidents. Volunteers are trained to deal with stressful situations and there is a great sense of mateship in these organisations.

Being part of a first aid team may involve taking part in events across the region to ensure services are provided to people that are attending.

Being an emergency or first aid services volunteer will ensure that your accreditation in these areas is always up to date and you will develop skills in dealing with stressful situations and working as part of a team.

'The best way to find yourself is to lose yourself in the service of others'

Ghandi

Volunteer Opportunities in the Tamworth Region



Aged Care

Do you have a special talent? Do you like spending time with people and talking about old times?

Aged care roles exist in many retirement villages and nursing homes within the region. There are also a number of organisations that provide activities and services for aged residents within the Tamworth region.

Volunteer opportunities exist in a range of areas with aged residents from craft activities, social activities and general companionship.

If you are interested in gaining employment in community services, this is a great way to learn empathy and understanding and social skills with vulnerable clients.

Child Care

Do you love kids? Are you creative and imaginative and love to have fun, sing and dance?

There are many playgroups around the Tamworth region which are run by volunteers. These playgrounds involve both the child and carer coming together for a period of time and socialising with other families. Volunteers help with set up and the general organisation of the activities.

This is a great way to gain skills in child care, team work and organisational skills.



Volunteer Opportunities in the Tamworth Region



Tourism

Are you knowledgeable about our local area?
Have you got an interest in events, history or culture?

There are many tourist attractions in and around Tamworth that require volunteers to assist with customer service and maintenance. The Tamworth region has information centres, museums, art galleries and other tourist services that are open up to seven days per week.

If you enjoy communicating with people and like working in busy environments, a role in tourism is for you. Working in tourism can develop your skills in customer service, communication and marketing.

Disability Care

Do you like helping others and are passionate about ensuring everyone, regardless of their abilities, gets opportunities to play and learn?

There are a number of organisations within the Tamworth region that work on providing activities and opportunities for people that have a disability. Volunteer opportunities exist to assist young school children with special needs and also adults with a disability.

Working in disability care can develop your skills in community service, special needs therapy and program management.



Volunteer Opportunities in the Tamworth Region



Events

Do you like the hustle and bustle of events?
Do you like working with a large team of people?

The Tamworth region has an extensive calendar of events each year and many of them require the help of volunteers. Events range from music and food festivals, charity fundraisers and outdoor fitness events.

If you would like to volunteer but cannot commit to a regular shift, event volunteering may be the role for you. Event volunteering is mainly weekend work and can give you skills in event management, communication, customer service and team work.

Parks and Gardens

Do you want to learn more about horticultural and the preservation of bushland? Have you got a green thumb and love being in the great outdoors?

The Tamworth region has many beautiful park and garden spaces that are cared for by volunteers. There are also charity organisations and aged care facilities that need assistance from local gardeners to ensure that their gardens are maintained for their clients to enjoy.

If you would like to work in the natural environment and fresh air, then a volunteer role in parks and gardens is for you. These roles will give you skills in horticulture and team work.



Volunteer Opportunities in the Tamworth Region



Fundraising

Do you have sales skills? Do you like travelling to events and are passionate about supporting local charities?

The Tamworth region has many local charity groups that require assistance with fundraising to keep their services available to local residents. From rescue services to health services, money is always needed to be raised to help cover costs.

Fundraising can involve manning a stall at the local shopping centre or being involved at a call centre ringing for donations. It can also include helping out at BBQ's and events.

If you would like to get skills in marketing, cash handling, communication and customer service, a fundraising volunteer role is for you.

Transport/Delivery

Do you have your drivers licence and are a confident driver? Do you know your way around the Tamworth region?

There are a number of transport services in and around Tamworth that require volunteer drivers to assist in transporting clients to and from their residence for appointments and errands.

There are also services which deliver food and other goods to people that are isolated and unable to manage shopping by themselves.

Being a transport or delivery volunteer can give you skills in stock handling, customer service and client program management.

'How wonderful it is that nobody need wait a single moment before starting to improve the world'

Anne Frank
The Diary of a Young Girl

Volunteer Opportunities in the Tamworth Region



Health Care and Support

Are you familiar with local health services?
Do you like talking to people and looking after them when they are unwell?

Local health services have a number of volunteer positions that range from assistance with administration and concierge roles to support of patients and clients.

There are also other services that offer family support that need volunteer assistance. There are accommodation providers that offer a safe place for families to stay while their children have medical appointments. These providers need volunteers to assist in supervision, cleaning and social support.

Being a volunteer in health care and family support can develop your skills in work place health and safety, communication and community service.

Retail

Do you like shopping? Have you got a creative eye for displaying clothes and goods? Are you able to sort boxes and stock shelves?

There are many charity op shops in and around Tamworth that require volunteers to serve customers, stock shelves and organise donated goods. You can be involved in the customer service side of the shop or you can work behind the scenes with a team of people sorting boxes and organising stock to be sold.

Retail volunteer positions can develop your skills in customer service, cash handling, manual labour and team work.



Volunteer Opportunities in the Tamworth Region



Youth Development

Are you young at heart? Do you enjoy supporting young people to develop skills?

There are a number of youth development programs in the Tamworth region that provide opportunities for youth to develop skills and have fun.

If you like spending time with young people and feel that you can be involved in a supportive role to assist them with their development, than youth volunteering is for you.

Youth development volunteering can enhance your skills in program implementation, social support and team work.

Counselling Services

Are you able to work with people on personal issues with a high level of sensitivity and compassion? Do you have a good telephone manner?

There are services within the Tamworth region that require volunteers to assist in counselling services both over the phone and in person for local residents that need someone to talk to. These people may be dealing with mental health issues, financial difficulties and family struggles and need to confide in someone that can help them through.

Training is always provided for volunteers in these roles and you can develop excellent communication skills and gain extensive experience in community service.



Volunteer Opportunities in the Tamworth Region



Hospitality

Do you enjoy cooking? Would you like to assist organisations to provide wholesome meals to those less fortunate who may rarely have the chance to enjoy a nutritious meal otherwise?

There are many volunteer roles in our community in the areas of hospitality. From preparing and serving food at a soup kitchen for disadvantaged members of your community to preparing and serving food at day centres for people that are aged or have a disability.

If you love cooking, working in a team environment and interacting with members of the community, a hospitality role may be just right for you. These roles are a great way to increase your food preparation and handling skills and can provide you with kitchen skills and experience to assist in gaining employment in restaurants, cafes and other hospitality jobs.

Thanks

The Tamworth Volunteer Referral Service would like to thank the following people and organisations for the assistance with this brochure:

Tamworth Regional Council Staff
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The Friends of Marsupial Park
The Lions Club of Tamworth
One of Kind Tamworth
Jess and James Hair and Make Up



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