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Volunteer Service Information Kit

Welcome

Welcome to DVAC. We hope your voluntary contribution to the service is an enjoyable and fulfilling one, and as valuable an experience to you as it is to our community. Thank you very much for considering giving your time to become part of the DVAC team.

We place great importance on the activities of volunteers and are truly grateful for their contribution in helping to support care for our clients.

Philosophy Statement

The Domestic Violence Action Centre (DVAC) has a long history in providing high quality services to women, children and young people who have experienced domestic, family, and sexual violence in the Ipswich, Toowoomba, and surrounding regions. DVAC works from a feminist perspective. We have a gender analysis of domestic violence that understands that domestic, family, and sexual violence is a result of systemic power imbalances and inequalities. We acknowledge the many barriers that exist for women and their families as they seek safety and support, and that women from diverse backgrounds can face particular and unique barriers. We are strong advocates for change on all levels. We actively stand against all forms of oppression (including racism, sexism, ableism, homophobia, and multiple other forms of oppression) and believe in the right of justice, equality, and fairness for all.

We regard women as the experts over their own life and we see our work as a partnership that is respectful, transparent, and accountable. We work from a relationship-based approach where we are committed to sharing information, validating choices, and ensuring we provide a safe space that is non-judgemental and at all times supportive.

We aim to consistently apply the same set of values and principles to all levels of our work – with clients, with colleagues in our organisation, and in our valued relationships with other workers and organisations within the service sector. We aim for a high level of integrity in all aspects of our work and we welcome feedback and input from all those involved with our service.

Through high quality service delivery combined with education, training, awareness raising and activism against violence in all its forms, our hope is to use our passion as leaders to create a world free from gender violence





Our Values

Community

- We are connected in solidarity across difference
- Every person is unique, and diversity makes us stronger
- Our collective efforts are working to end gender-based violence
- We unite for social justice and systemic change
- Relationships of trust and respect are important

Accountability

- We do what we say we will do, and we expect the same of others
- We communicate honesty and transparently
- We lead action to create positive change
- We are responsible for our actions and choices
- DVAC Strives for excellence in what we do everyday
- We expect accountability from others

Resilience

- We value strong and supportive relationships
- We are unified
- We are determined
- We learn from our setbacks and do not give up
- We choose courage over comfort

What we look for in our volunteers

- A fearless approach with a can-do attitude
- Infinite patience
- Creative thinker
- Eager to take initiative
- Stay humble about their work
- Driven by passion
- Team spirit
- Commitment and reliability
- Not afraid to ask for help

Volunteering

One of the better-known benefits of volunteering is the impact on the community. Volunteers are often the glue that holds a community together. Volunteering allows you to connect to your community and make it a better place. Even helping with the smallest tasks can make a real difference to the lives of people.



Benefits of volunteering:

- gain satisfaction from contributing in a meaningful way
- use your skills and interests to support women and their children
- being able to make a difference and be part of the community
- make new friends and expand your network
- it is a great way to gain experience that could be of benefit to your career

Please Note: Volunteers must be over the age of 18 years to volunteer with DVAC and have own transport.

General principles for use of volunteers

- Volunteering is to benefit the community and the volunteer and be of the volunteer's own free will and without coercion. Volunteers receive no financial payment and must work in designated volunteer positions only.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is not a substitute for paid work.
- Volunteering respects the rights, dignity, and culture of others.
- Volunteering promotes human rights and equality.
- Volunteers will not be utilised where legislative requirements or DVAC policies and procedures dictate the use of paid or contracted staff.
- Volunteer positions will not be created to suit the needs of individuals and this includes work experience opportunities.
- Volunteers must undertake a general Criminal History Check and/or hold a current working with children Blue Card. This will be arranged prior to starting with DVAC.
- Volunteering is never to be used as a precondition for paid employment or as a substitute for paid work. Volunteers are not to replace paid employees or pose a threat to their job security.
- They are not to fill a position previously held by a paid employee. Volunteers are not required to do the work of paid employees during industrial disputes.
- Activities undertaken by a volunteer are to positively support the achievements of the volunteer program. The activities are to be meaningful to the volunteer and contribute in a meaningful way to the objectives of DVAC. Volunteers are not to be exploited or expected to perform tasks that paid staff are reluctant to undertake.
- Volunteers need to be flexible and may have to work in any role depending on the availability of Volunteers.



Volunteer rights and responsibilities

- The terms and conditions of volunteer engagements are not covered by award conditions or workplace agreements. However, volunteers have rights provided by legislation or as an obligation of organisations engaging volunteers.
- Volunteers have the right:
 - to work in a healthy and safe environment.
 - to be interviewed and employed in accordance with equal opportunity and antidiscrimination legislation.
 - to be adequately insured and indemnified.
 - to be given accurate and truthful information about DVAC.
 - to be reimbursed for out-of-pocket expenses incurred on behalf of DVAC.
 - to be given an access to any policy that affects volunteers and their work.
 - not to fill a position previously held by a paid worker.
 - to have a job description and agreed working hours.
 - to have access to a grievance procedure.
 - to be provided with orientation to the organisation.
 - to have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988.
 - to be provided with sufficient and appropriate training to do the job.
 - to work only in their assigned unit and not be asked to perform tasks outside their experience without training and supervision.
 - of a place to work and suitable resources.

Volunteers will maintain a high standard of service and be responsible for:

- maintaining a friendly, polite, courteous, and helpful approach always.
- maintaining a high standard of personal presentation.
- will not be asked to perform tasks outside their experience without training and supervision.
- to be dependable, reliable, arrive on time, and notify the organisation if they are unavailable.
- have a willingness to learn, as training is essential to any job well done.
- welcome supervision and ask for support when they need it.
- avoid over-extending themselves, recognise personal limitations, and not make promises they cannot keep.
- value and support other team members and the functions of paid staff.
- address areas of conflict with their supervisor
- advise the organisation if you do not wish to continue.
- maintain client privacy and confidentiality always.
- if unable to provide immediate assistance, being able to refer clients to appropriate areas for assistance.



Volunteer Service Areas

- Court Volunteer
- Governance
- Event Support
- Business and Administration Support
- Pro-bono professional services

More Information

If you would like to volunteer for Domestic Violence Action Centre, please contact:

Volunteer Services
Domestic Violence Action Centre
PO Box 864
Booval Fair Qld 4304
Or Email: info@dvac.org.au