

Knox Infolink

An Information Resource Centre for the Community

Volunteer Information Booklet



Knox Infolink Inc
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Boronia VIC 3155

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Welcome to Knox Infolink

Thank you for taking the time to enquire about volunteering at Knox Infolink. The majority of our services depend on our volunteers. We would not be able to operate without the commitment of individual people dedicating their time, energy and knowledge.

This booklet has been designed to assist you with getting to know our organisation, inform you and highlight the many volunteering opportunities available.



History of Knox Infolink

In the late 1970's / early 80's "Knox Community Volunteers" first mooted the idea of having a Citizen's Advice Bureau (CAB) in Knox. Unfortunately, funds were not available at that time to proceed with such a project.

As time went on the need for an Information Centre in the area became more pressing and this time Knox City Council was able to support the idea and after early discussions a special meeting was called on 24th September 1990 to discuss the establishment of a CAB and an interim Steering Committee was set up on 19th November 1991.

After the initial work of the founding committee a Public Meeting on 13th October 1992 at Knox City Council formally established the Citizens' Advice Bureau. The Centre opened its doors to the community in July 1992 initially opening from a building in Orchid Avenue, Boronia.

In August 1993 the Knox CAB began to dispense Emergency Relief for the Knox City Council. This increased the role of the Centre dramatically and in November 1995, the CAB moved to more accessible premises at 136 Boronia Road, Boronia, at the same time changing its name to Knox Information and Support Service Inc. In 1998 the name was again changed to the more manageable Knox Infolink Inc.

Mission

To provide confidential / impartial information and support to the community with the aim to empower individuals to make informed decisions which will enhance their quality of life.



Our Philosophy

We believe in the individuality of each and every person.

We are committed to providing a welcoming environment whilst delivering our services to people who have specific needs or disadvantages, irrespective of gender, ethnicity, religion, sexual preference, disability or age.

All services provided are given impartially regardless of the personal views or options of individual's staff and volunteers.

At all times the service will respect the dignity and needs of the service users.

Our Community

The City of Knox is located in outer-eastern Melbourne and is one of the most populous municipalities in Victoria with almost 153,000 residents.

These include the suburbs of:

Ferntree Gully
The Basin
Lysterfield
Scoresby

Upper Ferntree Gully
Wantirna
Rowville
Bayswater.

Boronia
Wantirna South
Knoxfield

Knox embraces the multi-cultural ethos of modern Australia, with residents from 130 different countries who speak 54 languages. Overall, Knox is a comparatively affluent city, however there are distinct pockets of disadvantage, particularly within Boronia, Bayswater and Ferntree Gully, which are suburbs with comparatively higher levels of public housing and welfare dependency.

Knox Consumer Resource Guide

The Knox Consumer Resource Guide was developed by Knox Infolink Inc and is given to clients who are new to the area or who we feel may benefit from the information it provides. Information in the guide relates to resources in the City of Knox and covers areas such as finances, housing, counselling, health and community festivals and events. Clients will also find many handy hints to save money in areas such as shopping, cleaning and travel.

Services

Knox Infolink is a community based, not for profit agency in the City of Knox. Core functions undertaken by the Centre include the provision of Information, Support and Referral and Emergency Relief for the residents of City of Knox. Other services include:

- Tax Help Program (Aug- Oct)
- No Interest Loans Scheme (NILS)
- Family Violence NILS (FV NILS)
- Knox Community Christmas Support Program
- Fax Service
- Mail Holding Service



Aims, goals and objectives

To ensure that groups and individuals have equal access to information about their rights, responsibilities and the services available in order:

- That they may be independent and effective members of their community
- To provide direct and indirect aid to the people of Knox and the surrounding areas who find themselves in need of assistance
- To pursue donations and subscriptions from benefactors, benevolent societies and like organisations as a means of providing relief and services to people in the City of Knox
- To exercise a responsible influence on the development of social policies and services in the City of Knox



Committee of Management (COM)



Knox Infolink Inc is managed by a Committee of Management, elected at a public meeting, according to its Rules of Association.

The COM prepares an annual budget of estimated income and expenditure, and ensure that there is adequate funding for maintaining the operation of the Centre.

The COM ensures that all insurance needs are covered.

The COM is responsible for volunteers and employees and ensures that appropriate policies and procedures are in place for all staff.

The COM is responsible for preparing an annual Business Plan.

The COM is responsible for ensuring that written policies are in place for the efficient and professional provision of programs provided by the Centre.

The COM ensures that the Centre works within current government legislation, and is aware of any changes to legislation that are introduced.

Staffing at Knox Infolink

Committee of Management - Various backgrounds

Part time paid staff -

Manager
ER Co-ordinators
Knox Community Christmas Support Co-ordinator
Community Information Co-ordinator
Bookkeeper
Cleaner

Volunteers -

A large team of volunteers in various roles within the organisation.

Volunteering Definition

Volunteering is an activity which takes place through not for profit organisations and is undertaken:

- To be of benefit to the community and the volunteer
- Of the volunteer's own free will and without coercion
- For no financial payment; and
- In designated volunteer positions only.

Volunteering Policy Statement

Volunteers are the unpaid team members who choose to undertake designated roles at the Centre. Knox Infolink Inc appreciates this contribution and will ensure ongoing effective volunteer management.

Benefits of Volunteering

Volunteering is an enriching experience, and has given many people a powerful sense of personal fulfilment and growth. At Knox Infolink Inc, volunteers make a vital contribution to the community.

We provide a warm and welcoming environment in which to learn new skills, make new friends and work. Training and support are given when volunteering to ensure confidence in dealing with clients.

Benefits to the volunteer may include any of the following:

- Job satisfaction
- Self esteem
- Discovery of abilities not previously required
- New skills
- The experience of working in a team
- New friends and other social contacts
- Greater standing in the community
- Career opportunities

Benefits to the community may include:

- Services which would otherwise not be available
- Innovative services which meet new needs arising from social changes
- An opportunity for true community participation in the planning and delivery of services
- Implementation of the principles of equity and access at a local level
- The sharing and enhancement of skills
- An increased level of competence in delivering services to the community

Volunteer Roles within Knox Infolink

We have various opportunities for volunteers to be actively involved in our organisation. Below is the range of opportunities available. There are a limited number of volunteers allocated to each program at any one time and is also determined by training availability.

Volunteer roles include:

- Community Information worker
- ER Interviewer / Community Information Worker
- Reception
- NILS (No Interest Loans Scheme)
- Tax Help
- Driver / Transport Worker
- Knox Community Christmas Support Worker

Time Commitment

Volunteering needs to be tailored to fit in with the volunteer's life. Volunteer shifts are negotiated between the Volunteer and the Manager/ ER Coordinator. Knox Infolink requires a minimum commitment of one shift per week usually for a commitment of a 12-month period.

Volunteer shifts for Monday – Friday are as follows:

Morning (AM) 9:45am – 12:45pm

Afternoon (PM) 12:45pm – 3:00pm



Police Checks

Police Checks need to be completed before commencement of work. Knox Infolink will apply for a Police check through Crimcheck. Proof of ID will be required for the Manager to process the application. A copy will be placed on file located at Knox Infolink Inc.

Working with Children Checks

A Working with Children Check needs to be completed as well. The forms are available online – www.workingwithchildren.vic.gov.au It is a requirement to have a passport photo taken. A card will be sent in the mail, and a copy will be provided to the Manager.

Office Hours

Office hours are from 10:00am – 3:00pm Monday to Friday.

The office will be closed for three (3) weeks over the Christmas/New Year period.

How to Apply

If you would like us to call you when a volunteer position becomes available, please submit an expression of interest by filling out an application and returning it to us either by email or by post.

Email : info@knoxinfolink.org.au

Or

Manager

Knox Infolink Inc
136 Boronia Road
Boronia VIC, 3155

APPLICATION FOR VOLUNTARY COMMUNITY INFORMATION WORK

VOLUNTEER DETAILS

Name:

Address:

Home Telephone:..... Mobile No:.....

Email Address:
.....

Emergency Contact Person:..... Telephone:.....

Medical Practitioner:..... Telephone:.....

I AM INTERESTED IN VOLUNTEERING FOR THE FOLLOWING ROLE/S:

- Emergency Relief Interviewer /Community Information Worker
- Community Information Assistant
- Receptionist
- Tax Help Worker
- Driver/Transport (see Driver/Transport Application Form)
- Knox Community Christmas Support Worker

I AM AVAILABLE TO VOLUNTEER ON THE FOLLOWING DAYS:

- Monday Tuesday Wednesday Thursday Friday
- AM/PM AM/PM AM/PM AM/PM AM/PM

What general work experience, paid or unpaid, have you been involved in?

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What skills or qualifications do you have? (For example skills in office work, languages)

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.....

Please write about why you are interested in working at this agency.

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REFERENCES:

(Please give details of two people to whom we can apply for references).

- 1. Name: Telephone:
- 2. Name: Telephone:

PLEASE ATTACH RESUME.

Your application will be followed by a selection interview.

If you are selected, you will be required to:

- 1. Be available for a weekly rostered session at this agency
- 2. Be able to attend regular ongoing training sessions organised by this agency throughout the year.
- 3. Abide by the Code of Ethics and the rules of this agency, which is an Incorporated Association
- 4. Undergo a Police Check and a Working with Children Check.