

OPEN FAMILY AUSTRALIA'S MISSION

TO PROVIDE
OUTREACH
SUPPORT AND
SERVICES TO
YOUNG PEOPLE
AT RISK.

Open Family Australia
1/75 Crockford Street
Port Melbourne VIC 3207

To enquire about volunteering
please contact:

Volunteer Coordinator
T: 03 8698 6700
F: 03 8698 6701
E: info@openfamily.com.au



Open Family Australia
...knows the street.

BECOME AN OPEN FAMILY AUSTRALIA VOLUNTEER

YOU CAN
MAKE A BIG
DIFFERENCE



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WHO IS OPEN FAMILY AUSTRALIA?

Open Family Australia has been providing outreach support and services to young people at-risk for more than 30 years. Our client group is young people aged between 12 and 25 who are disengaged from society. Over 80% of these young people are in this situation due to family break down or family conflict. This issue goes across all socio economic groups, and may result in homelessness, criminal activity, drug abuse, mental health problems and disengagement from school or employment.

Through our expertise and proven methodology, we go to where young people are. We look in the hot spots such as railway stations, shopping centres, rooming houses and squats. We engage with young people to link them to services which can help them connect back into a supportive environment and a healthy community. This could include crisis support and services such as housing, health, drug and alcohol programs, family counselling, legal services, re-engagement back into school, and assisting young people to find suitable work.

We never judge, we never give up and we never turn away.

WHAT IS OUTREACH?

Assertive Outreach is a model that offers youth focussed services to street frequenting young people in the environments where they congregate. The model of providing comprehensive ongoing support in all aspects of a young person's life rather than just concentrating on one issue is successful as it provides the young person with support from a worker who is available for all their needs and who also works to integrate them into mainstream society.

Assertive outreach provides for long-term support to address the complex needs of each individual, rather than applying a 'one size fits all' approach to a larger audience. Seeing a young person progress from homelessness to finding housing, gaining employment and self worth is an example of the results that can be achieved through this model. This model of assertive outreach has been recognised by the World Bank as a model of Best Practice.

The ultimate challenge is the continuation of long term support to these young people who have immense potential once they gain the appropriate guidance and support.

OPEN FAMILY AUSTRALIA'S PROGRAMS

We engage with young people through Outreach and other programs through our six pillars of business. These are:

Community Ownership Model	Providing Outreach support directly into communities
Education Alliance	Keeping young people in school and university
Business Alliance	Creating a business community that helps young people
Life Skills	Teaching skills to create positive lives
Wellbeing Alliance	Creating healthier lives for young people
Prevention	Preventing young people from falling through the cracks

WHAT IS HOMELESSNESS?

Homelessness includes people who are sleeping rough, as well as people staying in temporary, unstable or sub standard accommodation. Many people who are homeless cycle between homelessness and marginal housing. Homelessness is not just a housing problem – it is impacted upon by some of the following issues:

- Family breakdown
- Family conflict
- Long term unemployment
- Substance abuse
- Mental health issues

THE NUMBER OF HOMELESS YOUTH

Current published figures indicate that there are 32,444* youths (12 to 25 year olds) who are homeless however, Open Family Australia is aware of many young people who are not completing the census which would increase this number significantly.

*32,444 homeless people between 12 and 25 years (FaHCSIA – ABS Census Data)

VOLUNTEER VACANCIES

CHATTERBOX YOUTH BUSES

Open Family Australia operates mobile outreach buses in Melbourne's CBD and surrounds and in Sydney's Western suburbs. The service, called The Chatterbox, operates three nights a week providing support to street frequenting young people. The Chatterbox provides a focal point for youths at-risk which is mobile and able to go to where young people are, operating in several targeted areas where significant numbers of homeless or socially disenfranchised and street frequenting young people congregate. Many young people in these areas are experiencing a wide variety of issues including being involved in commercial sex work, struggling with drug issues, sleeping rough and requiring material aid such as crisis accommodation, food or food vouchers, first aid, clothing, blankets, toiletries and Metcards.

The Chatterbox provides the following:

- Basic needs such as clothing and toiletries
- Information on various community services including access to accommodation, drug and alcohol counselling, mediation, legal services and health information
- Harm reduction material
- Counselling facilities for young people with direct access to a Youth Outreach Specialist
- Health referral service with a qualified health care professional
- Access to the internet, educational materials and career information.

The following volunteer positions are available for the Chatterbox Bus service in Melbourne's CBD and surrounds and Sydney's West:

- **YOUTH BUS SUPPORT**
Providing direct support service to street frequenting young people.
- **YOUTH BUS DRIVERS**
The Chatterbox Bus in Melbourne and Sydney requires Light Rigid training and licensing.
- **YOUTH BUS MAINTENANCE**
Assisting with the ongoing stocking, cleaning and maintenance of the bus on a regular basis.

Melbourne Chatterbox Key Supporters:

Tattersalls, Cabrini Health, Lloyd Williams, Arno Herpe, PFD Food Services, Property Industry Foundation (Vic), Telstra Bigpond

Sydney Chatterbox Key Supporters:

Property Industry Foundation (NSW)

NOSH – NUTRITION, OUTREACH, SUPPORT AND HEALTH (SYDNEY WEST)

We have identified that the young people in the Sydney West region are in a high risk category of low food security i.e. that they do not have enough food to eat each week. Food insecurity is associated with poor health and insidiously exacerbates other health inequalities.

We have identified that the way to best address both these needs is to have two buses working together – one as the Chatterbox providing a private space for counselling, referrals, internet access and information and the second the NOSH Program, as a health and wellbeing service providing nutritional healthy food options for these young at-risk people.

NOSH PROVIDES THE FOLLOWING:

- Healthy meal options
- Food packs for young people
- Nutritional information for young people

Sydney NOSH Major Community Partner:
Goodman Fielder

OPPORTUNITY SHOP

Volunteers are required to assist in our recycled boutique in Hampton, Victoria. Retail volunteers are needed for a range of tasks including customer service, sorting of donated clothing and bric-a-brac, displaying goods and pricing stock and using a cash register. Both weekday and Saturday shifts are available. This is a fantastic opportunity to gain some new skills and have some fun.

OFFICE / ADMINISTRATOR

Based at our head office located in Port Melbourne, this role will help Open Family Australia to operate efficiently through the performance of general office and reception duties. This role would ideally suit someone who has prior office experience and is well organised and friendly. You will also need very good English skills both written and verbal. Preferably you'll be able to commit to 1 – 3 days per week on a regular basis between the hours of 10am – 4.00pm.

BACK TO SCHOOL PROGRAM

Volunteers in this program provide support in sorting out donated books, shelving books and matching booklists to available books. Where books are not in stock, volunteers are required to source books from approved stockists and co-ordinate the collection of books.

FOOD COLLECTION

The Volunteer in the food collection program works on a roster, collecting and sorting food from participating agencies and organising its distribution. Food is collated into food parcels which are made available to our Outreach workers for distribution to people in need.

EVENTS

As part of its fundraising efforts, Open Family Australia runs approximately four events per year and also participates at community events such as barbeques, sporting events and family days. Duties include assisting with the set-up and running of events, providing general information to attendees, assisting participants to their seats, selling raffle tickets, silent auctions and co-ordinating mailouts.

FUNDRAISING

- Do you have experience with fundraising?
- Want to assist a local community organisation?
- Do you have good communication skills?

Open Family Australia provides extensive services to its clients. To continue to provide and expand these opportunities we require people to assist with our fundraising efforts. We are looking for people who either have experience with fundraising, developing fundraising projects, and/or with the hands on work required, ie setting up stalls, phoning businesses for donations etc.

MENTORING/SPORTS PROGRAMS

Are you willing to donate an hour of your time on a regular basis to help with our mentoring program or assist one of our sports teams? Open Family Australia is looking for people who can help guide a young person through schooling, their career or as a mentor for our Youth Leadership Program. In addition, there are opportunities to help coach or manage one of our basketball or soccer teams.



VOLUNTEER APPLICATION FORM

VOLUNTEER RECRUIT PRELIMINARY

DATE FORM RECEIVED: _____

1. Name _____
Address _____
Suburb _____ State _____ Postcode _____
(Ph) Home _____ (Ph) Work _____
Mobile _____ D.O.B. _____
Email _____

2. Are you presently Employed?
Yes No Full-time Part-time
Occupation _____

Studying? Yes No Full-time
Study area _____

What is your availability?

Mon AM PM Tue AM PM
Wed AM PM Thu AM PM
Fri AM PM Sat AM PM

3. Driver's Licence?
Yes No Manual Auto Light Rigid

4. Emergency contact
Name _____
Ph _____
Relationship _____

LEGAL

5. Do you have a Criminal Record? Yes No
Do you consent to a Police Check? Yes No
Do you consent to a Working with
Children Check? Yes No

REFERENCES

6. Character reference
Name _____
Address _____
(Ph) BH _____ AH _____
How long have you known this person? _____

7. Work/Professional reference
Name _____
Address _____
(Ph) BH _____ AH _____
How long have you known this person? _____

8. Experience, skills and knowledge possessed which can be used
in delivering Open Family Australia's work with marginalised
young people? (respond on a separate page if not
enough space)

9. What motivates your interest in volunteering with
Open Family Australia?

10. Are you trained in First Aid? Yes No
Year _____ Level attained _____
Provider _____

11. Area/s you would like to be involved in?
 Chatterbox Youth Bus
(require biannual training Melbourne and Sydney)
 NOSH Bus - (Sydney)
 Bus preparation (e.g. cleaning/stocking)
 Administration / office work (business hours)
 Mentoring
 Op Shop (business hours)
 Special events
(Christmas / open days / community events)

There are many areas in which volunteers can participate in the delivery of our services to marginalised young people, if the area of your interest is not listed above, please contact the Volunteer Projects Coordinator who will gladly explore available options and new ideas with you.

If you have ticked the Open Family Youth Bus, are you able to commit to at least one evening shift (7pm-midnight) a fortnight for at least 6 months? Yes No

Applicant signature _____ Date _____

This completes your initial application for volunteer work with Open Family. Thank you for your time and interest. Your application will be assessed and you will be contacted shortly and advised of the outcome.

Please post your application to Open Family Australia,
1/75 Crockford Street, Port Melbourne VIC 3207.

If you have any questions or require clarification on any point please contact the Open Family Australia Volunteer Coordinator on (03) 8698 6700 or info@openfamily.com.au

VOLUNTEERING REQUIREMENTS:

- Attendance at an information session, training sessions and an interview.
- A positive non judgemental approach and most of all, a friendly attitude.
- Completion of a Volunteer Registration Form, a Police check and a Working with Children Check (for volunteer positions dealing directly with youth only).

IN ADDITION, CHATTERBOX BUS AND NOSH VOLUNTEERS ARE REQUIRED TO:

- Assist Open Family Australia in the delivery of services to marginalised young people through the delivery of informal outreach services at meeting points during the nightly bus runs;
- Make a commitment of a minimum 2 shifts a month for a minimum of 6 months; and
- Attend regular meetings and training days.

“

FOR ME TO SEE A YOUNG PERSON SMILE WHO MINUTES AGO WAS ANGRY AND DISILLUSIONED IS THANK YOU ENOUGH FOR SOMEONE WHO HAS GIVEN UP THEIR TIME TO MAKE A DIFFERENCE.”

Sue Renkin, CEO, Open Family Australia



GUIDANCE FOR VOLUNTEERS

GENERAL GUIDELINES

You already have the basic skills you need to do this job. Although you may not have realised it, doing what comes naturally will help you succeed in other ways as well.

- Respect others. Treat every one at Open Family Australia in the way you would like to be treated. Everyone is doing an important job.
- Be flexible and resourceful. Expect the unexpected while working. You may have to change your job or do things differently than you originally thought. Be ready and willing to help others.
- Find the answer. If someone asks you a question, do not guess at the answer. If you do not know for sure, say, "I am not sure about that but I will find out for you." Then follow through.
- Communicate. Make sure you communicate clearly with others. Do not hesitate to ask questions if something is unclear to you. Share concerns with your supervisor.
- Ask for help when you need it. There will be times when you will need help completing a job or handling a problem. Be sure to ask for assistance especially when your safety or the safety of those around you is in question.
- Work side-by-side with others.
- Take care of yourself. You cannot work well with others if you are not working well yourself.

“VOLUNTEERS ARE THE CORNERSTONE OF THIS ORGANISATION AND ARE INVALUABLE TO HELP OPEN FAMILY AUSTRALIA CARRY OUT THE WORK WE DO. WE ARE A SMALL ORGANISATION YET OUR REACH IS WIDE THROUGH THE STRENGTH OF OUR VOLUNTEERS. OUR CHATTERBOX SERVICES ARE ENTIRELY MANNED BY VOLUNTEERS AND GIVE CRITICAL SUPPORT AND SERVICES TO YOUNG PEOPLE FREQUENTING AND LIVING ON THE STREETS.”

VOLUNTEERS' RIGHTS AND CHECKLIST

Unlike paid staff, volunteers are not covered by awards or work-place agreements. However, volunteers do have rights, some which are enshrined in legislation and some which could be considered the moral obligations of an organisation involving volunteers.

VOLUNTEERING AUSTRALIA PROMOTES THE FOLLOWING AS THE BASIC RIGHTS OF A VOLUNTEER.

- The right to work in a healthy and safe environment (refer various Occupational Health and Safety Act[s]);
- The right to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- The right to be adequately covered by insurance;
- The right to be given accurate and truthful information about the organisation for which you are working;
- The right to be reimbursed for out of pocket expenses;
- The right to be given a copy of the organisations volunteer policy and any other policy that affects your work;
- The right not to fill a position previously held by a paid worker;
- The right not to do the work of paid staff during industrial disputes;
- The right to have a job description and agreed working hours;
- The right to have access to a grievance procedure;
- The right to be provided with orientation to the organisation;
- The right to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- The right to be provided with sufficient training to do your job.

CHECK THAT:

- The organisation is a not-for-profit;
- The purpose of the organisation matches your own values and beliefs;
- The organisation carries volunteer insurance;
- Your role is clear and specific;
- The organisation can provide you with written information about its purpose and activities; and
- You are satisfied that the funds of the organisation are expended in accordance with its mission.



“ A MAN STANDS TALLEST WHEN HE BENDS TO HELP SOMEBODY ELSE. ”



“ THOSE WHO CAN, DO. THOSE WHO CAN DO MORE, VOLUNTEER. ”

