

# Volunteer Handbook





## Contents

Foreword	3
Director's Note	4
Introduction	5
Code of Practice	6
5-Step Application Process	8
Social Service Agencies	9

“Service is the sign of true love. Those who love know how to serve others.”

POPE FRANCIS

# Foreword

By Bishop Don Sproston DD,  
Auxiliary Bishop of Perth



Much attention these days is being given to the role of the volunteer in our society. The heavy lifting behind so many of our works to provide practical help for people in need has started with a dream someone has had to make a difference in people's lives, and then was carried through by volunteers.

In the twentieth century, "Friendly Societies" came into existence to help families that were struggling on near subsistence income and had to deal with health or employment issues. The work of those Societies, which gave the families a life line, was largely taken up by volunteers.

The situation today is very different as there are many more social services available for individuals and families. Unfortunately, people face new issues that are not yet provided for and contribute to their experience of desperation and isolation.

The Gospel parable of the Good Samaritan poses the question, "Who is my neighbour?" It points to someone who surprisingly proved to be a good neighbour to a man who had been beaten, robbed and 'left for dead'.

The audience who heard this story, told by Jesus, were challenged to acknowledge that a despised stranger did what respected members of their community could not do. The Samaritan stepped up and acted, without expecting anything in return, for the sake of the person who was battered and degraded.

The place of the volunteer in our communities is as necessary today as ever. Society needs people who generously offer themselves to be available to further the good of another. In many ways, they show the heart of a community. The Catholic Volunteer Hub is an exciting initiative to bring together our volunteers for support, formation and the opening of new opportunities to serve.

I pray that the Hub will become an important part of the volunteering scene of the Archdiocese of Perth in the years ahead.



# Director's Note

By Steve McDermott,  
Director Catholic Social Services WA



As Catholics, the Sacraments can sometimes take precedence in our thinking, over and above the call to be 'a good and faithful servant' by 'loving one another as I have loved you'. Yet it's just as important that we help to win others for Christ through our acts of Christian charity and service - for their sake even more than ours. The whole Body of Christ, not just the head, must be empowered to fulfill the mission of the Gospel if we are to realize the genuine growth within the church.

The Catholic Volunteer Hub creates an opportunity for adults who are seeking to volunteer in a parish setting or an agency to participate in performing the Good Works of the Church and realize the objectives outlined in the Archdiocese Plan 2016 - 2021.

Volunteering for work in the Catholic Social Welfare sphere can provide volunteers with a valuable insight into the many problems people face within our community. Volunteers will be able to participate in providing valuable service delivery to the disadvantaged within our community and to understand the central role Catholic agencies provide in these services.

The Volunteer Hub is open to anyone who would like to volunteer in a Catholic agency or parish, whether they are baptised or not, once acceptance is obtained from the agency or parish. This 'openness to persons of good will' is part of what Pope Francis would call the 'Social Friendship' aspect of the Hub. After all was it not 'Social Friendship' that allowed the Good Samaritan in Luke's Gospel to interrupt his journey, change his plans and unexpectedly come to the aid of an injured person who needed help.



# Introduction

## Catholic Volunteer Hub

The Catholic Volunteer Hub creates an opportunity for 18+ people who are seeking to volunteer in a parish setting or for an agency. The Hub enables the successful volunteer to meet other volunteers, work with a Catholic parish or Catholic agency. These volunteers may appreciate the good work Catholic agencies do, admire the Catholic ethos of respecting the dignity of the human person or respect the compassionate stance of Catholic organisations and appreciate the Catholic desire to be inclusive and to encourage participation and collaboration.

## Catholic Volunteer Hub Community

The Catholic Volunteer Hub is a community which invites everyone to participate in the life of the Church in a variety of ways and is not limited to those who have been baptised in the Church. In fact, the Hub is open to anyone of goodwill who desires to work with the church in promoting the common good, especially towards those in need.

The Hub offers the volunteering community opportunities:

- To get informed about the good that the church does in health, education and welfare
- To assist the church in becoming more welcoming
- To volunteer across a variety of parishes and Catholic agencies
- To access workshops for personal learning and personal growth
- To attend a yearly Thanksgiving Mass
- To participate in social gatherings to meet other Hub volunteers
- To be recognised at the annual recognition ceremony

## Benefits of Volunteering

*"This is my commandment: that you love one another as I have loved you" – John 15:12*

This quote from Jesus in the Gospel of John is talking about neighbourly love. In everyday life, this is when a person reaches beyond their family, circle of friends or someone they know, to help someone they have never met before, because that person is in need of assistance.

Such a spontaneous or intentional act of kindness can be a reward in itself for both the person giving and the person receiving but what makes volunteering such a powerful form of neighbourly love is that it is planned - the person deliberately makes themselves available to further the good of another.

## Volunteer Commitment

We encourage volunteers to commit for a minimum of six months, this ensures a meaningful experience for volunteers and organisations they are placed with.

## Safeguarding Commitment

Creating a safe church is a dynamic process that involves active participation and responsibility by all leaders, clergy, church workers, and the wider church community, including parents and families. The Archdiocese is committed to making this possible through collaboration, vigilance, and proactive approaches across legislation, policies, procedures, and practices.

# Code of Practice

As a volunteer with the Archdiocese of Perth, you have rights and responsibilities. These guidelines encourage volunteers to work in a collaborative manner together in solidarity to improve the aims and goals of each Catholic entities.

## Values and Attitudes

As a volunteer, I will:

- Recognise my own motives and volunteer to a job that suits my personal preferences, motivation, skills, experience and qualifications.
- Know my Director and know how to contact him/her.
- Say NO to any request against my wishes or that I do not feel comfortable with.
- Be willing to undertake relevant training and opportunities for personal development.
- Seek assistance, guidance or information where necessary.
- Take responsibility for my spiritual development, by seeking support and guidance.
- Ensure I have the time necessary to take on the volunteer position.
- Give feedback on issues and concerns in the best interest of the agency.
- Know myself as a valued team member with the right to contribute to decisions which may affect my work.
- Value and support other team members.

## Occupational Health and Safety

As a volunteer, it is my responsibility to:

- Be aware of safety, care and WHS issues for myself and the visitors.
- Abide by the rules and regulation.
- Use reasonable judgment in making a decision and check with the supervisor if unsure.
- Report any incident involving occupational health and safety to the supervisor that presents a risk.



### Work Practice

As a volunteer, I will:

- Maintain confidentiality of discussions, issues, information generated in and through the Archdiocese of Perth agencies (refer to Privacy Amendment Act 2000).
- Respect other volunteers and visitors.
- Be reliable, trustworthy, and dependable.
- Be given adequate guidance, support, and training.
- Be given accurate and truthful information about the agency.
- Carry out all tasks that I agreed to do, responsibly and ethically.
- If unable to attend, give adequate notice for the Director to find a replacement.
- Recognize, respect and value the rights, privacy and dignity of visitors and fellow members.
- Be punctual and attend the time that I have agreed upon.
- Give advance notice when changing circumstances will affect my capacity to volunteer.

### The agency will:

- Provide adequate support, guidance and training.
- Provide me with accurate and truthful information about the agency and my duties/tasks.
- Listen to and resolve, as far as is practicable, my concerns and complaints.

# 5 Step Application Process

CSSWA

STEP  
01



## EOI

Fill out our Volunteer Expression of Interest form and return the completed form to the CSSWA office by email to be considered for a volunteering position.

STEP  
02



## Referral

Potential volunteer will be referred to the nominated organisation.

STEP  
03



## Interview

Potential volunteer will be contacted by the nominated organisation to arrange a meeting time.

AGENCY

STEP  
04



## Documents

Completion of necessary documentation.

STEP  
05



## Induction

An induction is essential prior to commencement as a volunteer.

During the interview time, the Director or representative from the relevant organisation will arrange a suitable date and time to commence volunteering.

# Social Service Agencies

## Aboriginal Catholic Ministry

acm.perthcatholic.org.au



The Aboriginal Catholic Ministry (ACM) promotes the spiritual, cultural and social development of people of Aboriginal descent; providing pastoral care to Aboriginal people. ACM acknowledges the traditional owners of country throughout Western Australia and recognises their continuing connection to land, waters and community. We pay our respect to them and their cultures; and to elders both past and present.

## Catholic Homes

catholichomes.com



Catholic Homes is a Christian based, not-for-profit aged care organisation. We have been caring for Western Australians as they age for more than 50 years.

## Catholic Outreach

outreach.perthcatholic.org.au



Catholic Outreach has been a part of the Church's care network since 1990 and helps set up and support Parish Pastoral Care Programs to enable volunteers to provide practical emergency short term support for people in their local community. The nature of this support reflects the needs of each community and the availability of volunteers. It might include visiting, transport, bereavement support, emergency meals, family support, gardening, maintenance and home help. As the label suggests, a Parish Pastoral Care Program is parish-based and requires local people to manage the program and to deliver the services.

## Centacare Employment and Training

centacarewa.com.au



Centacare Employment and Training is a not-for-profit, registered training organisation (RTO). It delivers flexible adult education programs and fully accredited Vocational Education and Training, (VET) courses, specifically for disadvantaged and/or marginalised members of the community who are looking to learn new skills or obtain the qualifications necessary to go on to further study, training or employment in a particular field or industry.

## Centrecare Inc

centrecare.com.au



With a history dating back to the 1940s, Centrecare is a Catholic not-for-profit, community services organisation with over 300 staff delivering more than 72 qualities, professional counselling, support, mediation and training services throughout the Perth metropolitan, Goldfields, Esperance and South West regions of Western Australia.

## Daydown Advocacy Centre

daydown.org.au



Daydown Advocacy Centre assists Aboriginal people, particularly in relation to tenancy issues and homelessness, and offers legal support for clients facing evictions from their homes.

## Edmund Rice Camps for Kids WA Inc

edmundricecampswa.com.au



Edmund Rice Camps for Kids WA Inc.(ERCKWA) is a non-profit community based organisation that serves the needs of kids aged 7–16 and their families. As a not-for-profit organisation we rely heavily on community support to be able to run camps and other programs. This support includes fundraising, donations, grants and in-kind contributions from different groups and agencies.

## Emmanuel Centre

emmanuelcentre.com.au



The Emmanuel Centre is a volunteer-run, self-help centre for people with disabilities. It is often described as the place to contact if you have tried everywhere else, and has a number of support groups and organisations involved in running the centre, including Catholic Association for Special Education Support and Catholic Mental Health Network.

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### Emmaus Community Inc

[emmauscommunity.org.au](http://emmauscommunity.org.au)



Emmaus Community Inc provides long term independent community living for people of adult age who live with mental health issues. The environment is such that it supports and encourages the independence of the individual to the best of each member's ability.

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### Identitywa

[identitywa.com.au](http://identitywa.com.au)



Identitywa is one of Western Australia's leading agencies supporting people with a disability and their families, with a 40-year legacy of providing quality support to children and adults throughout the Perth metropolitan area. With a vision that all people live with a sense of purpose, a sense of belonging and a sense of wellbeing,

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### Justice, Ecology and Development Office

[jed0.perthcatholic.org.au](http://jed0.perthcatholic.org.au)



The Justice, Ecology and Development Office (JEDO) mission is 'to serve God for justice, peace and ecology'. This means that the office is concerned with defending individual human dignity, promoting solidarity, and fostering the common good, as well as working to cultivate personal and social responsibility, and standing with the marginalised to actively safeguard the integrity of all creation.

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### Knights of the Southern Cross Western Australia

[ksca.org.au](http://ksca.org.au)



The Order of the Knights of the Southern Cross is a national organisation of Catholic laymen who operate with the support of the Australian Bishops. Autonomous Branches of the Order operate in each Australian State. The Order is guided by the Catholic faith and the cardinal and chivalrous virtues of prudence, faith, justice, fortitude and temperance in all its charitable works. It strives to serve the wider community and support those in need.

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### Kora Centre

[koracentre.org.au](http://koracentre.org.au)



Kora Centre, a non-profit organisation was established in 1977. In accordance with the Servite Charism of "Compassion" towards women and children, the Servite Sisters saw a profound need of an increasing number of Aboriginal people and stepped in to provide meaningful activities and services. Kora Childcare has been in operation since the start of the centre, more than 40 years ago. Today, it is a licensed childcare service. Kora continues to be a vibrant centre, reaching out to many disadvantaged families in the suburbs of Bedford, Embleton, Inglewood, Mt.Lawley and Maylands.

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### MacKillop Family Services

[www.mackillop.org.au](http://www.mackillop.org.au)



MacKillop Family Services began on 1 July 1997. The history extends back more than 150 years, when the Sisters of Mercy, Christian Brothers and Sisters of St Joseph began their work in Australia, establishing homes for children who were orphaned, destitute or neglected, and for families in need of care and support. Just like their founders, they are deeply committed to their work and are driven by social justice. They continue to live the values of the courageous and visionary Mary MacKillop, Catherine McAuley and Edmund Rice who inspire us today.

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### MercyCare Ltd

[mercycares.com.au](http://mercycares.com.au)



MercyCare started more than 170 years ago with the vision of creating a better, more equal, caring and compassionate outlook for all Western Australians, no matter who they are. They are proud to continue this legacy into the 21st century by offering over 40 services designed to offer care and assistance wherever it is needed. These include: Child Care, Aged Care, Disability Services, Family Services, Health Care, Community Services.

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### Personal Advocacy Service

[paswa.org.au](http://paswa.org.au)



Personal Advocacy Service works to promote and implement the inclusion of people with intellectual disability within their local parish community. They accomplish this by maintaining small groups in a number of parishes where a volunteer provides one-to-one friendship with a particular friend with disability at regular two hour group meetings throughout the year. In addition Personal Advocacy recruits volunteers in participating parishes, to identify, actively invite and welcome people with intellectual disability into their local parish community to the benefit of the community, the invitee and their family.

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### Pregnancy Assistance Inc

[pregnancyassist.com.au](http://pregnancyassist.com.au)



Provides compassionate care and emotional, practical and informative support to women in need throughout their pregnancy and post birth. Their free and confidential services are extended to all people irrespective of religion, race, demographic or personal values. They provide a safe space in which all pregnant women have access to the care and support they need during their pregnancies and the freedom to make healthy decisions whether they are facing a crisis pregnancy and/or have had an abortion, miscarriage or stillbirth.

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### Safeguarding Program Office

[safeguarding.perthcatholic.org.au](http://safeguarding.perthcatholic.org.au)



The Safeguarding Office is the Perth Catholic Archdiocese abiding commitment to promoting the safety, welfare, and wellbeing of children and adults at risk. The Safeguarding Program is informed by a fundamental belief that children and adults at risk have the right to physical and psychological safety at all times and that the Church, as a Christian institution, should now and into the future be at the forefront of efforts to make this a reality.

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### St John of God Healthcare

[sjog.org.au](http://sjog.org.au)



St John of God Healthcare is a not-for-profit organisation that offers hospitality, hope and healing in their hospitals, home nursing, disability and outreach services throughout Australia, New Zealand and the wider Asia-Pacific region.

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### St Patricks Community Support Centre

[stpats.com.au](http://stpats.com.au)



For more than 40 years, St Patrick's has worked to provide immediate and holistic care for the homeless, those at risk of being homeless and the disadvantaged in Fremantle surrounding areas. Their primary aim is to promote social inclusion and self-worth and help people to return to independent living, a safe environment and a better quality of life.

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### St Vincent de Paul Society (WA)

[vinnies.org.au](http://vinnies.org.au)



The St Vincent de Paul Society provides a helping hand to many West Australians through food assistance, material aid, budget advice, shelter, advocacy, friendship and support.

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### Stella Maris Seafarers' Centre Fremantle

[stellamarisfremantle.org](http://stellamarisfremantle.org)



The Apostleship of the Sea is a Catholic charity operating through Stella Maris centres and supporting seafarers worldwide. They provide practical and pastoral care to all seafarers, regardless of nationality, belief or race. Port chaplains and volunteer ship visitors welcome seafarers, offer welfare services and advice, practical help, care and friendship. The Stella Maris Seafarers' Centre in Fremantle is part of an international network known to the maritime world as Stella Maris, working in 334 ports with 227 port chaplains in 59 countries.

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### The Shopfront

[shopfront.perthcatholic.org.au](http://shopfront.perthcatholic.org.au)



The Shopfront provides dignity, respect and hospitality to those in need. Staffed predominantly by volunteers, The Shopfront provides a daily lunch program and emergency food relief to people who are struggling with life challenges such as homelessness, loneliness, unemployment, mental health and alcohol and drug issues. They work collaboratively with other agencies and service providers in the provision of emergency accommodation and access to medical services. When they are able they refer those in need to the appropriate Government and non-Government agencies.

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### West Australian Catholic Migrant and Refugee Office

[wacmro.perthcatholic.org.au](http://wacmro.perthcatholic.org.au)



The WACMRO is an agency of the Catholic Archdiocese of Perth that seeks to promote the acceptance and settlement of migrants and refugees into Australia. They aspire to support migrants and refugees in a manner that upholds their dignity to enable them to feel a sense of welcome and belonging in the parish and broader community.

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For more information, contact (08) 9220 5950 or email [volunteer.csswa@perthcatholic.org.au](mailto:volunteer.csswa@perthcatholic.org.au)

