



# Volunteer Information Pack



**VIVID**



# A message from the CEO

Welcome to Vivid!

We are an organisation that provides support to over 260 adults who are living with an intellectual disability across Echuca, Swan Hill, Kerang and Kyabram. Such a large organisation couldn't thrive without community support and we are excited that you're interested in becoming a Vivid Volunteer!

Volunteering your time and skills is an amazing gift to your community. There are many ways that you can get involved so read on to see how you can contribute and support the lives of people with a disability.

Be sure to contact us if you have any questions. I also encourage you to have a think about what you would like to gain from volunteering. This can help us make arrangements that will reflect what your expectations are and enable great outcomes for everyone.

Scott Alexander  
Chief Executive Officer



# What We Do

Vivid operates in Echuca, Kyabram, Swan Hill and Kerang and we pride ourselves on flexible support plans that suit the individual needs of the people we work with. We have a unique transport network that means people living in rural and remote areas can access our services in their community.

Vivid has three main service areas:

- Vivid Living
- Vivid Work Crew
- Vivid Learning

We are committed to creating a community where people of all abilities thrive.  
We are Vivid.





Vivid Living encompasses a suite of support options in Echuca, Kyabram, Kerang and Swan Hill. This diverse range of services varies from arts, educational and therapy based programs to assisted holidays. With the overall aim of enhancing the independence, confidence, self-esteem and life choices of each individual, services can be delivered at any Vivid Living site, within the community, at home, in a group or 1:1. This flexible support arrangement directly supports individual goals and promotes choice and control.

Vivid Living also includes a boutique accommodation service stream with a proud history. As a shared house offering 24/7 care and support to six residents, Burke House resembles a family home. Lead by Residential Supervisor Lyn Brook, Burke House's team of dedicated staff are committed to empowering our residents to live as independently as possible and be involved members of the house and community.





Vivid Work Crew is an Australian Disability Enterprise located in Echuca, Swan Hill and Kerang. Each site is unique, partnering with local businesses to get the job done! Vivid Work Crew prides itself on offering paid, meaningful work to adults with a disability. Along with their Support Workers, the teams at each site are constantly learning new skills and challenging themselves.

In Echuca, the key contracts are gardening, commercial cleaning, relabeling cans, Little Blue Towels laundering and the ever popular car wash.

Kerang is home to a dedicated crew who work on packing florist supplies, Little Blues Towels, garden maintenance, painting surveyor pegs and more.

In Swan Hill, the flagship contract is timber pallet production for fruit exports. This site is also the home to specialised products made out of pallets including Christmas trees, cubby houses and vegetable gardens. Off site, the crew carry out garden maintenance and commercial cleaning.



Vivid Learning is a nationally Registered Training Organisation (RTO), with the overall goal of providing quality training and education services to people employed in, or wishing to gain entry to, the disability sector. As a RTO, Vivid Learning offers flexible and self-paced training, supported by qualified industry trainers.

Vivid Learning also offers short courses to people with disabilities, so they can build life skills and gain confidence in their day to day lives. Learners can choose from a range of courses including cooking, gardening, employment ready and digital literacy. Some of these courses are offered outside regular day program and work hours so we can welcome participants across all of our service steams.





# Our Values

- Teamwork
- Growth
- Innovation
- Integrity & Respect
- Fun



# Principles of volunteering at Vivid

At Vivid, we recognise the value of volunteers. Volunteers are an invaluable community resource, one which is vital to the activities of our organisation, supporting people with intellectual disabilities to actively engage in the life of the community and achieve personal aspirations.

Vivid aims to professionally plan, train and coordinate volunteers to ensure that volunteers can effectively respond to the needs of the people we support, and the organisation.

## The rewards of volunteering

Volunteering is a two way relationship. Just as you will be lending a hand to someone, you too will find that you benefit from the relationship. You will discover new things about yourself and learn more about your local community.

Volunteering also offers the chance to have fun, develop new skills and gain a sense of having done something worthwhile and valuable.

Many of our past volunteers have taken advantage of job opportunities at Vivid and moved into paid employment with the organisation once they get a sense of the rewarding work that is being done.



# Your training and support

Initial training is given to you before you start as a volunteer. You will be notified of any additional training that you may need to undertake.

The Volunteer Coordinator or Human Resources Manager will provide ongoing support. This is also an opportunity for you to discuss ideas, solve any problems or give feedback about your experiences.

Volunteers will also be supported by trained Vivid staff who are dedicated to supporting and caring for the people who access our services.



# What you can expect as a volunteer

As a volunteer, you can expect to be:

- trained and orientated
- kept informed and consulted about policies, programs and changes which directly affect your work
- adequately informed about Vivid's policies and practices
- valued and supported as a team member
- protected from exploitation
- thanked and acknowledged for your help
- invited to Vivid social events
- provided with a reference

## What is expected of you

As a volunteer you should be:

- reliable and dependable
- ethical and respectful of confidential information
- adhere to the policies and practices of Vivid
- able to approach volunteer work in an open, positive and constructive manner
- treating the people we support with consideration and respect at all times
- actively sharing information with co-workers and participating in giving feedback



# Expenses

Funds are limited but no volunteer should be out of pocket.

You will be reimbursed for prior approved, out of pocket, expenses only.  
If in doubt, check with the Volunteer Coordinator.


# Confidentiality

Volunteers, as well as staff, are responsible for ensuring the privacy, dignity and confidentiality of the people we support.

Information about the organisation also remains confidential.

# Equal Opportunities

Vivid complies with the Equal Opportunities Act for its staff and volunteers.



# Occupational Health & Safety


Your health and safety while volunteering at Vivid is of the utmost importance to us. Common sense plays a big part in it. Please be careful while participating in our programs. Not everyone is accustomed to traffic, public transport or equipment used for various activities.

If there are any specific issues that you should be aware of, we will inform you. Likewise, we ask that you let us know of any issues that we should know (such as prior injuries).

Please ask your supervisor or Volunteer Coordinator if you have any questions.

## Accident or Incident

In the case of an accident or incident please contact the Volunteer Coordinator or your supervisor immediately.





# Lines of Accountability


The Volunteer Coordinator is held accountable for all volunteers. In the same measure, you will be accountable to the Volunteer Coordinator.

## Grievance and Disciplinary Procedures

If any dispute or grievance arises between you and Vivid, please be aware that we have a formal grievance procedure. First discuss the problem with the Volunteer Coordinator. If you and the Coordinator are unable to agree, discuss the matter with the Human Resources Manager.

## Sexual Harassment

Vivid believes that all people have the right to volunteer or work in an environment which is free of sexual harassment and is committed to providing a safe environment. For further details, see Vivid's Workplace Behaviour Policy.



# Insurance

Our Public Liability policy extends to cover all activities, subject to policy terms and conditions.

## Duty of Care

Duty of Care is a duty which applies to volunteers to take reasonable care of the people we support during programs or planned activities. For example, if you saw a footpath closed sign, using reasonable care would mean that you cross the road. Much of Duty of Care comes down to using common sense.






# Some thoughts on disability

People are forever expressing their likes or dislikes. It is a part of our human nature. When certain things are highly valued such as wealth, good health or intelligence, then their opposite can sometimes become devalued, for example, poverty or intellectual disabilities.

People with an intellectual or physical disability are sometimes thought of as sick, or as a menace or being like a child even when they are adults. One word describes this process: devaluing. This is something that society does to a person. It is not something within the person being devalued. Therefore, being devalued can be overcome.

If devalued people are treated poorly, they are likely to live down to expectations. Every devalued person needs a positive image and a valued or respected role such as a neighbour, volunteer, student or worker.

Through participation in Vivid programs, the people we support are given the opportunity to learn and develop new skills and participate within the wider community. Through this, Vivid aims to give dignity, respect and opportunities to the people we support.



# GET IN TOUCH WITH US

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