



SHRINE OF REMEMBRANCE  
MELBOURNE

## FREQUENTLY ASKED QUESTIONS ABOUT BEING A SHRINE VOLUNTEER

Volunteers are an integral part of the Shrine of Remembrances strategic objectives in helping meet growing visitor service and education program demands. The answers to these questions may help you decide if volunteering at the Shrine is right for you.

### WHAT EXPERIENCE DO I NEED?

No previous experience, qualifications, special knowledge or connections to Australia's wartime history are required to volunteer at the Shrine. Applicants should possess a desire to learn, or an interest in Australia's wartime history and to serve the visiting general public. We are looking for people with excellent presentation, communication and interpersonal skills. Everything you need to know for this role is covered in the training. Indeed some people volunteer to gain skills that will help them to apply for paid work.

### HOW MUCH TIME DO I NEED TO COMMIT?

Volunteers are asked to commit to one regularly rostered shift per week. Shifts are 9.30am to 1pm (Morning Shift) and 12.30pm to 4pm (Afternoon Shift), across seven days of the week except Christmas Day and Good Friday. Staff welcome Volunteers at the beginning of each shift at briefings.

Volunteers are provided with many opportunities to increase their skills and knowledge and this in turn helps the Shrine to ensure a high quality of visitor engagement. We usually find that Volunteers want lots of information to help them perform their role well. The amount of time you spend doing this is up to you. Shrine and Galleries fact sheets are provided to Volunteers that include basic information and suggested reading lists, including books, articles and websites as a starting point to learn more.

Volunteers are invited to undertake additional ongoing and regular training, such as curator walk throughs and Volunteer Luncheons. The days for these vary and might fall outside of your allocated shift time. We think these sessions are valuable to help you perform your role.

During peak times Volunteers may be asked to alter their usual rostered day or time for a short period or invited to undertake additional shifts to meet increased demand or on major commemorative days such as ANZAC Day. All such arrangements are made by mutual consent of the Shrine and the affected Volunteer.

We also hope that a Volunteer who has completed successful induction and training can commit to being a Shrine Volunteer for at least two years.

### WHO ARE SHRINE VOLUNTEERS?

Shrine Volunteers are men and women of varying ages, with diverse education, work and life experiences. They possess varying degrees of knowledge about Australia's wartime history but are keen to learn more. Some volunteers have first-hand experience of wartime having served in the forces. Others have close or distant family members that have been affected. Other Volunteers have

no association to this history but are connected through a desire to learn and engage with our diverse visitors.

## I AM UNDER 18, CAN I VOLUNTEER?

Volunteering at the Shrine is for adults over 18 years of age. For students in Year 9 the Shrine offers a Young Ambassador leadership program. Information about this is available on the Shrine website. See [shrine.org.au/YoungAmbassadors](http://shrine.org.au/YoungAmbassadors). Young people with an interest in Australia's wartime history may like to attend the Shrine's public programs and events. See [shrine.org.au/Whats-On](http://shrine.org.au/Whats-On) for more.

## WHAT TRAINING IS PROVIDED FOR NEW VOLUNTEERS?

Induction training is structured as follows:

1. **Core Training Module 1** including Shrine corporate and organisational overview, policies that affect volunteers including; (a) Discrimination, Sexual Harassment and Bullying Protection Policy (b) Occupational Health, Safety, Rehabilitation and Wellbeing Policy and (c) Social Media Policy. General safety and security, providing excellence in visitor service, engaging with visitors and daily logistics of being a Shrine Volunteer.
2. **Buddy allocation.** Weekly shifts served alongside an experienced Volunteer where trainee Volunteers engage with the general public.
3. **Core Training Module 2** dealing with a general Shrine history overview and specific knowledge relating to the Shrine of Remembrance and Galleries of Remembrance.
4. **Volunteer Training assessment.** Completion of module units, recorded in a passport style booklet. Assessment will consist of an online quiz responding to questions and potential scenarios, and a trainee Volunteer review and evaluation of training.

When trainee Volunteers have completed steps 1 to 4 they will be presented with a Volunteer jacket. It is anticipated this training will take no longer than 3 months. Volunteers may then be invited to be involved in the education program delivery, consisting of the following 5 steps.

5. For delivery of schools and local community group tours additional support is provided:
  - a) **Education Training Module 3a** dealing with services provided to local community groups, general interpretation and guiding including public speaking skills and dealing with core education competencies, techniques for dealing with diverse visitor types and handling groups of visitors at the Shrine.
  - b) **Education Training Module 3b** dealing with formal education groups including achieving curriculum goals, working with teachers, inquiry based learning methods, techniques for managing students and school groups.
  - c) **Buddy allocation.** Weekly shifts served alongside an experienced Volunteer where trainee Volunteers engage with the general public.
  - d) **Education Training Module 3c** dealing with the Education handling collection and working with students and teachers.
  - e) **Education Training assessment.** Completion of tasks as outlined, recorded in a passport style booklet and staff observation and feedback of delivery.

## WHAT TRAINING IS OFFERED AFTER INDUCTION?

After induction training Volunteers have ongoing opportunities to learn more at:

- Daily briefings 15-30 minutes at the start of each shift.

- Quarterly training and luncheon meetings.
- Orientation, curator or educator lead floor talks and training sessions for exhibitions and displays. These are usually offered during school holiday periods.
- Other briefings or training opportunities as they arise, one-on-one mentoring from the Education and Volunteer Manager and Education staff, team teaching, ongoing shadowing of local community tours and education programs presented by other Volunteers and Education staff.
- Mandatory training to ensure the Shrine meets its ethical and legal obligations.
- Additional texts and information regarding the Shrine, exhibitions and newsletters will be distributed electronically.

## IS THERE A DRESS CODE?

As Volunteers have a role that puts them at the forefront of visitor interactions, as the face of the Shrine, they should dress professionally. After completion of training Volunteers are provided with a jacket to wear during their shift. For men, ties are optional during regular shifts but usually worn for commemorative events.

In warmer weather Volunteers may prefer to wear a plain shirt/top. Volunteers are encouraged to be 'sun smart' when outdoors and to keep hydrated. A white, beige or tan panama/straw brimmed hat will look smart and provide sun protection.

Volunteers are asked to wear their Shrine photo identification badge on a red lanyard, silver Volunteer name badge and carry their Working With Children Check card or Victorian Institute of Teaching registration card on them, during shifts.

## DO I NEED A WWCC OR POLICE CHECK?

All Volunteers are required to pass a Police Check and Working With Children Check (WWCC). Volunteers must abide by current legislation as outlined in the *Children, Youth and Families Act 2005* (Vic.). WWCC and Police Checks are one part of creating and maintaining a child-safe environment that the Shrine of Remembrance takes very seriously and there are penalties for organisations who do not comply. Checks are renewed on a regular basis.

- Police Checks are submitted to CrimCheck and paid for by the Shrine.
- WWCCs can be completed online at the Department of Justice website.  
[workingwithchildren.vic.gov.au](http://workingwithchildren.vic.gov.au)

Teachers with Victorian Institute of Teaching (VIT) registration have a WWCC included in their registration. This registration does not exempt holders from completing a CrimCheck. Volunteer hours spent working with students at the Shrine can be used towards the 50 days currency of practice and professional development for the purposes of VIT registration. Refer to the VIT website [www.vit.vic.edu.au](http://www.vit.vic.edu.au).

## WHAT ARE THE NATIONAL STANDARDS FOR VOLUNTEER INVOLVEMENT?

As a not-for-profit organisation involving volunteers in its work, the Shrine is committed to an ongoing, relevant, high quality Volunteer Program. The Shrine adheres to the [National Standards for Volunteer Involvement](#).

## WHAT ARE MY RIGHTS AND RESPONSIBILITIES AS A VOLUNTEER?

Unlike paid staff, volunteers are not covered by awards or work-place agreements. However volunteers do have rights, some which are set out in legislation and some which are ethical obligations of an organisation involving volunteers. If at any time volunteers have any concerns they should in the first instance contact the Education and Volunteer Manager. All of this is detailed in the Volunteer training. For more information on volunteers rights and responsibilities see: <http://volunteeringvictoria.org.au/repository/a-guide-for-volunteers/>.

## ARE THEIR BENEFITS FOR VOLUNTEERING?

Aside from giving back to the community Volunteers are passionate people who freely provide their time and energy to support the work of paid staff at the Shrine. The benefits you could enjoy include:

- The chance to learn new or extend skills and knowledge (i.e. public speaking, personal communication, history knowledge and develop employability skills).
- Opportunities to broaden social circles and meet a diverse range of people, including staff, volunteers and visitors with similar interests.
- Involvement in commemorative activities including ANZAC Day, Remembrance Day, Legacy Day and Battle for Australia Day.
- An opportunity to impart their own, family's or community's experience of wartime.
- Discounted tickets and invitations to attend Shrine public programs and events.
- Recognition of milestone years of service effective 11 November each year and formal acknowledgement at a presentation held each December.

## WHAT IS THE APPLICATION PROCESS TO VOLUNTEER?

The application process and important dates are outlined on the Shrine Volunteer website. See [shrine.org.au/volunteer](http://shrine.org.au/volunteer).

## I HAVE OTHER QUESTIONS

Please read the Position Description and the Shrine Volunteer website [shrine.org.au/volunteer](http://shrine.org.au/volunteer) carefully. All points in this handout are covered in greater detail in the volunteer induction training. If you have other questions please send an email to [volunteer@shrine.org.au](mailto:volunteer@shrine.org.au) and we will get back in touch with you as soon as practicable.