

Crohn's and Colitis Australia™ Volunteering FAQ

Are there opportunities for volunteer work in regional areas?

Yes, we are currently building our volunteer bases in all regions, with the hope of creating various volunteer groups in regional locations.

Do I need my own transport?

This is not essential. Your volunteer work may require you to travel, for example, to the head offices, however public transport can be used. If transport is an issue, simply explain this in the comments section on your form, and we will keep this in mind when asking you to volunteer.

Do I need special skills to volunteer?

No professional skills are required. You must however, demonstrate a willingness to be compassionate, reliable, dedicated and flexible.

How do I become a volunteer?

The first step is to fill in the registration form. You will then be contacted by our Support Services Coordinator, who will discuss the process with you. It is then necessary to fill in a Volunteer Application form, and to undergo the relevant checks.

How long does it take to get started as a volunteer?

Once we have received your application form, there may be a short delay before you can become involved in the volunteer roles, as we need to complete an appropriate screening and selection process. In the meantime, we encourage you to participate in fundraising and administration opportunities.

How much time do I need to commit?

It depends. Each volunteering role is unique, so the time commitment does vary. The time required varies according to your availability and the number of activities needing volunteer support.

If I don't have a lot of time, can I just help once or twice a year?

Of course – there are plenty of annual events such as Awareness Week which will enable you to contribute on a casual basis.

Is there an age limit for volunteers?

This also varies with the different volunteering opportunities. We encourage volunteers of all ages to offer their support, though in some programs, age restrictions may apply.

Is there training involved?

In some cases it is necessary to undertake speciality training. For some administrative and fundraising roles, no extra training is required.

What are the benefits of volunteering?

Above all, volunteering can be a lot of fun and is a great way of meeting people and finding new friends in your local area. Many volunteers also benefit from learning new skills and building up valuable work experience, which can often assist them in getting paid work in the future. Other volunteers gain great satisfaction from putting their existing experience or professional skills to good use by donating their talents to our cause.

Who volunteers at Crohn's & Colitis Australia™?

There is a great range of people who volunteer with us. Students and young people volunteer to gain work experience and skills that they need to help them get a job later in life. Similarly, other people volunteer after they have had a break from the job market and are looking for a new experience. Many of our volunteers are retired people, looking to put their experience and their newfound free time to good use! Other volunteers are in full-time work but find the time to volunteer at evenings and weekends or have the support of their employer to be involved in short-term or one-off projects.

How much time do I have to give?

CCA has a range of volunteering opportunities that require different amounts of time. To keep within Volunteering Australia's national standards, volunteer roles generally do not exceed 16 hours per week. Take a look at the different roles we have available and choose the one that suits you best.

What skills and experience do I need?

Many of our volunteer roles do not require you to have any experience or specialist skills. For example if you would like to work on one of our events or try your hand at fundraising, we will provide all the training and information you need to take on these roles. Office based administrative support roles may require you to have good computer, telephone and customer service skills. We develop job descriptions for all of our volunteer roles and the skills and experience required are always clearly outlined.

What training and support will I be given?

Where possible, we try to recruit volunteers with the relevant skills and experience to fit the job description. When required, we provide role specific training for volunteers. All CCA volunteers have a staff member who they can go to for help and support. In many roles, more experienced volunteers will also be on hand to offer advice to new members of the team.

Can I claim expenses?

CCA volunteers do not receive any payment for their work. Where appropriate, expenses can be reimbursed. CCA will also cover the cost of any conferences, travel, accommodation and training if it is a requirement of the volunteer role and approved by the Volunteer Program Unit and CEO.





Where can I volunteer?

You can volunteer in our Head Office (Hawthorn, VIC), or at many events held nationally. Contact us to obtain a list of opportunities in your local area. There may also be some projects or activities that can be undertaken externally from work or home.







I have a special skill to offer – can I volunteer too?

From time to time people come forward willing to offer their professional skills or expertise to our cause. In the past we have benefited from the help of web writers, lawyers, journalists, business analysts, dietitians, video producers, accountants, trainers and facilitators to name but a few.

What we will expect from you:

-  To cooperate with paid members of staff and volunteers, to listen and learn from what they have to say to achieve the aims of the organisation.
-  To respect the need for confidentiality whenever you have access to restricted or personal information.
-  To take reasonable care of your own health and safety whilst volunteering and that of others who may be affected by your actions or omissions.
-  To encourage two-way communication with other volunteers and paid staff, fostering a pleasant and friendly atmosphere.

What you can expect from us:

-  To celebrate success and recognise loyalty and dedication.
-  To respect you as a volunteer, listen and learn from what you have to say, consistently encouraging two-way communication.
-  To attempt to match the needs of CCA with your skills, knowledge, experience and motivation as a volunteer.
-  To ensure the health, safety and welfare of all CCA volunteers whilst undertaking volunteering activities.
-  To foster a friendly and supportive atmosphere – aiming to make volunteering fun.
-  For further information about our principles for volunteering, please download a copy of the best practice principles and practices developed by Volunteering Australia