

Melbourne AMEP Volunteer Handbook



CONNECTING | EMPOWERING | ENGAGING

Updated October 2023



Welcome

Thank you for joining Melbourne AMEP Volunteer Tutor Scheme. We hope that your time with us is rewarding and enjoyable. This handbook gives you a brief overview and relevant information about the program.

There are over 600 active volunteers from Melbourne and regional Victoria, who bring a variety of skills and experience to the role. All of them share a desire to support migrants and refugees to practice English, learn about the Australian way of life and connect to their local community.

Throughout your time with us you will be provided with training and ongoing support from the VTS Team.

Who we are

The Melbourne AMEP (Adult Migrant English Program) has a proud history helping new arrivals settle in Australia. Melbourne AMEP is a network of TAFE and Learn Local organisations, led by Melbourne Polytechnic, which delivers English language tuition across these regions in Victoria:

- Melbourne Inner Metro
- Melbourne North East
- Melbourne North West
- Melbourne South East (including the Peninsula)
- Bendigo

Our commitment

Australia is one of the most diverse and multi-cultural countries in the world, so successful integration into the community has never been more important.

Melbourne AMEP is committed to social and economic inclusion for migrants and refugees who are new to Australia. We are dedicated to helping students gain the skills and build the connections they need to settle and contribute to society.

We are constantly seeking opportunities for new arrivals to:

- Practice English language
- Learn about life in Australia
- Experience Australian workplace culture
- Gain skills and employment
- Build networks

TO DO THIS WE NEED YOUR HELP!

What does the VTS do?

The VTS recruits, trains and supports volunteers who go on to provide opportunities for an AMEP eligible adult (including young adults 16-24) from culturally and linguistically diverse backgrounds to practise English and gain knowledge and confidence as they settle into life in Australia.

The VTS is **student-centered**, and committed to providing tutors with training and ongoing support in order to meet learners' needs.

Your commitment



- Complete on-boarding process
- Undertake initial online training (self-paced)
- Participate in a training discussion session online (occur Wednesday 4:00-5:00pm fortnightly)
- Undertake practical training by participating in at least one online Conversation Clubs (occur weekly)
- Organise the first 1:1 tutoring session with learners within 7 days of matching.
- Tutor for at least one hour each week. E.g. 1 hour, 2 sessions x 30 minutes or 4 sessions x 15 minutes.
Volunteering is flexible and can be online or face to face in a public space, such as at a library or cafe
- Carry out the work you've agreed to do responsibly, reliably and ethically—this includes respecting the rights and privacy of others.
- **Log your volunteering hours and client encounters each week via the My Impact page.**
- All contact with your learners needs to be reported.
- If you are unable to arrange a session in a particular week, this must also be reported.
- Attend ongoing training workshops and social gatherings each term as needed.
- Contact the VTS Office for support or assistance, or when your availability or that of your learner changes.
- Give 2 weeks' notice before withdrawing from the program. You will be invited to complete an exit survey.

Essential requirements for volunteers

- Over 18 years old
- Proficient in spoken and written English
- Empathetic and have the ability to relate to people from different cultural backgrounds
- Willing to obtain Volunteer Working with Children Check and Police Check

(Cost is covered by Melbourne Polytechnic)

Insurance

Melbourne AMEP volunteers are covered by the Victorian Managed Insurance Authority (VMIA) policy. This cover applies whilst tutoring within a Melbourne AMEP site and also when engaged in volunteer duties off campus. This cover does not include travelling to and from the tutoring venue. *No reimbursement for travel costs can be made.*

Safe, healthy work environment

Melbourne AMEP is committed to tutor and learner safety. Currently it is recommended that volunteer tutors meet a learner online or face to face in a public space.

Occasionally a volunteer may meet with a learner in the home.

If you attend a learner's home, the VTS will conduct a phone assessment to identify possible occupational health and safety issues, prior to commencement of tutoring in the learner's home.

All VTS activity is conducted in line with any current government health guidelines and the VTS will advise volunteers if there are any changes.

Please let the VTS office know if you are concerned about your welfare or that of your learners.

Employee Assistance Program

Our Employee Assistance Program who offers short-term confidential counselling to assist employees in resolving personal or professional matters is also available to volunteers. Confidential counselling is offered through professionally trained counsellors and they can be contacted directly on **1300 361 008**

Child Safety Policy

Melbourne Polytechnic and the Melbourne AMEP is a child safe organisation.

This is achieved by:

- respecting, empowering and encouraging young people
- having a zero-tolerance approach to child abuse, identifying risks and following legislative requirements
- Ensuring the safety of children and young people on campus and in on-line learning environments

[child-safety-policy](#)

Privacy Policy

Melbourne AMEP is committed to ensuring compliance with relevant privacy legislation and has established principles of transparency and fairness for the management of personal information and health information and protecting the privacy of those whose information it holds.

Collection of personal information and health information are authorised and regulated under the Privacy Act 1988 (Cth), the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Any personal information or health information collected will be for the purpose of running and administering the AMEP program including:

- Training and assessment
- Conducting research, preparing statistics and reporting to various bodies including government bodies and regulatory authorities
- Program administration and monitoring and evaluation of the program

By submitting your application, you consent to:

The collection, use and disclosure of my personal information in accordance with the privacy notices above and Melbourne Polytechnic's Privacy Policy available on Melbourne Polytechnic's website at <https://www.melbournepolytechnic.edu.au/>

Melbourne AMEP VTS grievance procedure

Concerning any grievances, contact the VTS office. If the grievance is not resolved, contact Melbourne AMEP management. If need be, you can request, in writing, an external review.

Contact Us

VTS Office

Telephone: (03) 9269 1514

After hours: 0409 078 262

Melbourne AMEP Management: 0468 561 290

Email: amepvts@melbournepolytechnic.edu.au

Facebook: Click below to join the closed Facebook page @ the Melbourne AMEP Volunteer Tutor Group

https://www.facebook.com/pg/MelbourneAMEP/groups/?ref=page_internal

Web: www.melbourneamep.com.au