

North Melbourne Language & Learning Inc
RTO No. 6410



NMLL Values

- Compassion
- Integrity
- Respect
- Perseverance
- Diversity
- Celebration



33 Alfred Street North Melbourne 3051
Phone 9326 7447
www.nmll.org.au
www.facebook.com/northmelblanguagelearning

Volunteer Handbook 2025

Welcome

Thank you for giving your time and helping us to make a difference to the North Melbourne community and the lives of our students, and community members. North Melbourne Language & Learning (NMLL) could not achieve what we do without the invaluable contribution of volunteers.

This handbook aims to give volunteers a broad overview of NMLL and to answer some frequently asked questions. More detailed information is contained in the NMLL Planning, Policy and Procedure Documents. Please ask the Community Development Coordinator, General Manager or your supervising staff member if you would like to see any of these documents. We look forward to working with you and hope that your time at NMLL is enjoyable and rewarding.

North Melbourne Language & Learning

Ground floor, 33 Alfred Street
North Melbourne Victoria 3051

T (03) 9326 7447 E enquiries@nml.org.au



NMLL is supported by and works in partnership with a range of organisations including Federal, State and Local Government:



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ABN: 91 844 560 623 TOID: 6410

4.6. Appropriate use of Information Technology (IT)

North Melbourne Language & Learning requires all who use its IT facilities to do so in a responsible and ethical manner. The policy applies to staff, volunteers, students and visitors.

Users **must**:

- take all reasonable care in using NMLL IT facilities and report any breakdowns or problems to reception
- abide by software licensing agreements and copyright laws
- respect the physical and intellectual property of others
- use all IT facilities in an ethical and legal manner
- take responsibility for their own health by using good ergonomic practices, ensuring adequate light and taking regular breaks to avoid potential health hazards
- obtain approval from a staff member prior to inserting any disc or loading any files or programs.

Users **must not**:

- use IT for activities which are inconsistent with NMLL aims, objectives and values
- have food or drink in the computer room
- store private or personal information
- change or delete any systems or data files belonging to other users
- use IT to access pornographic sexist or racist materials
- use IT to send messages which are defamatory, derogatory, harassing, pornographic or contain confidential information about a member of the community or NMLL staff
- use IT for cyber-bullying
- use IT for the purpose of advertising or political lobbying
- use IT to infiltrate another computer/computer system.

See Information Technology policy on the NMLL website

If this is the case, the person concerned must be informed directly that any information they give (i.e. on violent crimes, child abuse) may be reported to the relevant authority in accordance with Victorian or Federal laws.

RESPONSIBILITIES

The NMLL General Manager oversees the implementation of this policy by ensuring that members of the Committee of Management are aware of their obligation to:

- respect the confidentiality of personal information to which they may have access
- the policy is available to staff, volunteers and participants in NMLL courses and activities
- staff and volunteers are informed of the policy and their role in its implementation as part of their induction.

See full policy on the NMLL website.

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1. About NMLL

1.1. Our Mission, Vision and Values

Our Mission

To give adult residents of North Melbourne and surrounding areas the learning needed to build a better life for themselves and their families.

Our Vision

To be North Melbourne's leading learning centre for the culturally and linguistically diverse (CALD) community, recognised for enriching and empowering the lives of the people we serve.

NMLL's Values

We value and are committed to:

- **Compassion**
Sensitivity, understanding and caring in our service of each other and all people
- **Integrity**
Honest, accountable, transparent and fair in all our work and relationships
- **Respect**
Treating each person as we expect to be treated; offering acceptance and support in the face of challenges
- **Perseverance**
Finding effective, innovative and sustainable ways to fulfil our mission
- **Diversity**
Building social cohesion by creating opportunities for inter-cultural experiences between people of all ages, genders and cultural backgrounds
- **Celebration**
Recognising and celebrating the efforts and achievements of our students and participants, their families and our staff and volunteers

4.5. Privacy

As a Registered Training Organisation (RTO) NMLL is required to collect and provide certain information to Government. These requirements are detailed in the 2020 Enrolment form.

NMLL is serious about the protection of privacy. In compliance with the Privacy Act 1988 (Commonwealth); Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Commonwealth); and Public Records Act 1973, a Privacy and Confidentiality Policy note the following key points:

- NMLL is committed to handling personal information responsibly and with respect for the principle that people have control over the way information about them is handled.
- All people are entitled to have personal information treated with confidentiality. NMLL will endeavour to protect confidentiality, and will create an environment of respect and privacy for program participants and service users.
- No information about staff, Committee of Management members, volunteers or program participants may be given out without the person's written consent.
- Confidentiality applies to verbal information, written information and information stored on computers and discs etc.
- If any information is to be used, consent will be sought in writing.
- Committee of Management, staff and volunteers will respect the confidentiality of information obtained in the course of their work with NMLL.
- Staff are entitled to share information with their supervisor (internal or external) for the purposes of supervision and debriefing. The supervisor will treat information disclosed confidentially.
- Your photo may be shared online and in NMLL marketing materials. Please indicate on your enrolment form if you do *not* want your photo used.
- Information about staff, volunteers, program participants and other NMLL users shall remain confidential except where it involves:
 - serious illegal actions on the part of a person involved with the organisation
 - any issue which could endanger the safety of other people
 - any issue which could endanger a person and/or dependent children
 - A situation where a staff member is obliged to make a notification to the Department of Human Services.

4.4. Code of conduct

At NMLL we seek to create an environment of cooperation and mutual respect.

All persons attending NMLL have a right to:

- be treated fairly
- be treated with respect and patience
- feel safe in the learning environment
- be free from harassment, discrimination and physical or verbal abuse
- have a comfortable and welcoming environment
- have their needs listened to.

All persons at NMLL are expected to:

- treat each other fairly and equally
- respect other people's differences in culture, religious beliefs, politics and sexual preferences
- express ideas and opinions in ways that do not offend others.
- be polite and courteous at all times
- conduct themselves in an appropriate manner
- observe the safety requirements of NMLL at all times
- adhere to NMLL policies
- treat the premises, equipment and furniture with care.

Harassment of any form is not acceptable at NMLL. Harassment based on gender, race ethnicity, religion, size, age, disability or sexual preference, including sexist or racist language, or physical, emotional or verbal abuse is a criminal offence.

Any person who feels they have been or are being treated unfairly should speak with the General Manager. Where appropriate, they should complete an Incident Report. The General Manager will follow the grievance procedure process. Any person continuing to behave inappropriately may be asked by the Manager to leave.

Please also refer to:

- Complaint and Appeals Procedure - Staff and Volunteers
- Privacy and Confidentiality Policy
- Privacy and Confidentiality Procedure

Organisational Goals

NMLL's organisational goals are:

Sustainability To have a reliable, secure and flexible income stream to meet present and future needs

Influence To be a leader in advocating with our target communities

Capacity To form collaborations and partnerships with volunteers, the community sector, the education sector, government and business to achieve our goals (and provide opportunities for supporters who work with us)

Communities To be responsive to our target communities' learning needs and aspirations. To enable social equity and inclusion through assets and strength based approach. To base ourselves with our communities are

Innovation To be innovative with both our programs and our systems

1.2. Our history

NMLL was formed in 1989 by a group of concerned local residents and representatives from various local agencies. With funding from Adult Community and Further Education (ACFE), their aim was to assist Culturally and Linguistically Diverse (CALD) residents of North Melbourne learn English. By providing relevant and easy to understand information about services, they were also able to help these residents connect with local agencies.

Thirty years later, NMLL remains a not-for-profit organisation and operates under the guidance of a community-based Committee of Management. Since its establishment, NMLL has focused on providing services to the CALD communities of the inner north of Melbourne. Many migrants and refugees arrive in Australia without English language skills. NMLL has a well-established reputation as a provider specialising in English language, the development of life skills and employability skills.

As a Registered Training Organisation (RTO), NMLL delivers foundation level skill development programs focused on English as an Additional Language (EAL) and computer literacy. These courses deliver content that fosters knowledge and understanding of Australian communities and society. Community Development principles are central to this approach, aiming to empower individuals and CALD communities of North Melbourne to be more independent and engaged in the life of the wider community.

NMLL supports, empowers and encourages the local CALD communities to engage with all aspects of community life. NMLL Community Development (CD) activities have been provided alongside the long running EAL (English as an Additional Language) programs since 2006. NMLL's current CD practice focuses on working with existing community skills and strengths, a commitment to co-design and responding to expressed community needs and aspirations.

4.2. Planning Documents and Handbooks

	Owner*
Planning Documents	
• AQTF Roles & Responsibilities	FE Coordinator
• Risk Management Plan	General Manager
• Disability Plan	General Manager
• Strategic Business Plan	General Manager
• Staff Professional Development Plan	General Manager
Organisation Handbooks	
• Student Handbook	FE Coordinator
• Staff Handbook	General Manager
• Management Committee Handbook	General Manager
• Volunteer Handbook	Community Development Coordinator

4.3. Recycling and Sustainability

NMLL is an environmentally conscious organisation. Please make every effort to reduce waste and maximise recycling by:

- only printing if absolutely necessary
- reusing paper whenever possible (instead of throwing it out)
- putting paper in recycling boxes instead of the rubbish bin.

4. Policies and Procedures

4.1. NMLL policies and other documents

NMLL Policies, Procedures and the majority of forms from the NMLL shared drive and upon request from the NMLL office.

Policies, procedures and other documents most relevant to students are all available on the NMLL website (www.nmll.org.au) under the Courses menu. These include:

- Privacy Policy
- Marketing Policy
- Responding to Health Warnings Policy
- IT Policy
- Diversity Policy
- Professional Development and Moderation Policy
- Enrolment Procedure - Assessor and Administration responsibilities
- Complaint and Appeals Procedures - Students
- Fee Collection, Waiver and Refund Procedure
- Student Handbook
- Enrolment Form
- Code of Conduct Agreement
- Complaints Form
- Request for Refund Form

All activities and work at NMLL is carried out with due consideration for obligations under the:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Disability Act 2006 (Vic)
- Working With Children Act 2005 (Vic)

1.3. Funding bodies in 2025

- Department of Education & Training via the Higher Education Skills Group (HESG)
- Adult Community & Further Education (ACFE)
- Victorian Multicultural Commission (VMC)
- Department of Home Affairs (DHA), Adult Migrant English Program (AMEP)
- Department of Jobs, Skills, Industry and Regions (DJSIR)
- Department of Families, Fairness and Housing (DFFH)
- City of Melbourne
- Greater Western Water

1.4. Partnerships

Our partnership program helps us to cater for the complex needs of our participants. Our partners provide funding, resources and opportunities to network. They include:

- North Melbourne Public Housing Residents Association (NMPHRA)
- Drummond Street Services
- Inner Melbourne Community Legal (IMCL)
- Kensington Neighbourhood House
- Carlton Neighbourhood Learning Centre
- Wingate Avenue Community Centre
- Farnham Street Neighbourhood Learning Centre
- The Centre, North Melbourne
- Flemington Community Centre
- North Melbourne Community Centre
- Jean McKendry Centre
- City of Melbourne
- Melbourne Polytechnic
- Djerring Hub

1.5. Management and organisation

NMLL is administered by a volunteer **Management Committee**, responsible for setting the policies that guide the work of the organisation. Members of the committee include local residents and community sector workers.

Funding bodies are the groups and organisations that NMLL has funding agreements and/or partnerships with. These may change from year to year.

The **General Manager** oversees our programs, engages appropriately qualified staff, seeks funding and ensures the policies and standards are followed.

The **Community Development (CD) Coordinator** plans initiatives that will improve the lives of our members and also coordinates the NMLL Volunteer Program.

The **Education and Compliance Coordinator** is responsible for coordinating NMLL's education programs and ensuring they meet the compliance standards.

Our **teaching staff** deliver accredited and pre-accredited courses.

The **Accountant** is responsible for maintaining and reporting on NMLL's financial situation. This role reports to the General Manager and the Management Committee.

The **Administration and Data Coordinator** ensures the smooth operation of NMLL by planning and controlling administration, ensures that the Student management system (SMS) is up to date, uploads data to SVTS and ensures the data's integrity.

The **Administration Assistant** performs reception duties, student enrolment procedures and a raft of course administration and other tasks as delegated.

The **Bookkeeper** processes payments and records accounts and prepares reports for the GM and Accountant.

Volunteers are engaged in a range of roles including teaching assistance, event support, administration and selected projects.

Consultants, contractors and project workers are engaged for set periods to work on defined projects or activities.

- If anyone is unsure if they may accept a gift, they must consult with the Community Development Worker and their supervisor.

3.12. Special Events

From time to time NMLL runs special events. These might include excursions, guest speakers or other events. Volunteers will be given the opportunity to assist with these events if interested, but are not obliged to do so.

NMLL volunteers have a responsibility to:

- uphold the vision and values of NMLL
- respect the beliefs, religion and culture of all NMLL students/ participants and NMLL staff
- respect the privacy and confidentiality of all NMLL students/participants, their families and NMLL staff
- perform the duties described in their task/position description, including attending any training, workshops etc. as required
- not to give personal advice, especially on matters of health, finances, relationships and/or legal situations
- take reasonable care of resources.

NMLL volunteers need to advise the Community Development Worker, the General Manager or their supervising staff member promptly:

- of any issues or concerns related to their volunteer activity
- of any changes to their address or other contact details
- if they are unable to attend
- if they are unable to continue volunteering.

3.10. Reimbursement of expenses

NMLL will reimburse volunteers for out-of-pocket expenses related to their work at NMLL provided the expense has been agreed to and authorised in advance by either the Community Development Coordinator, the General Manager or their supervising staff member.

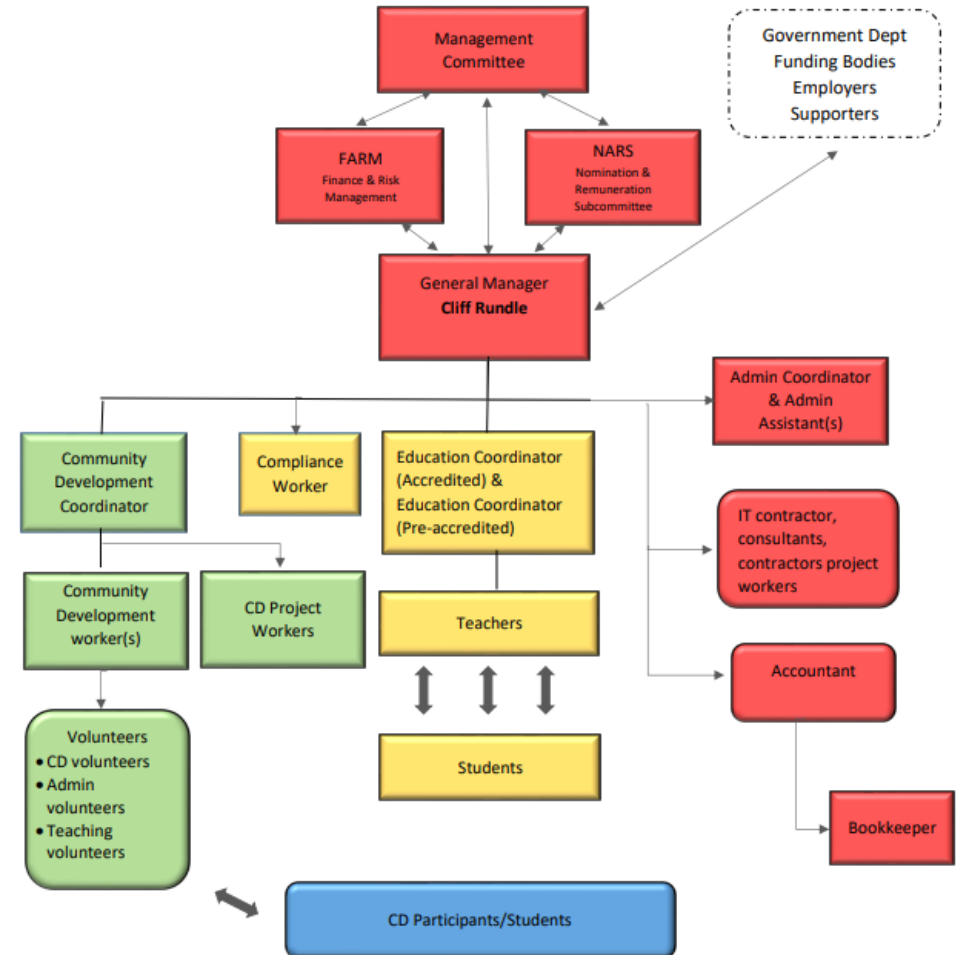
Receipts must be produced for all reimbursements.

3.11. Gifts

As a general rule, staff and volunteers are discouraged from accepting gifts from residents/clients and/or their families. Monetary gifts or any valuable gifts must not be accepted. The following shall apply:

- small gifts such as sweets, biscuits, flowers or other inexpensive items may be accepted, but be limited to seasonal festivities


Organisation Chart
 Updated October 2024



2. Learning

2.1. Teaching approach and flexible learning

For the higher level courses where students have begun to develop functional language skills NMLL's teaching approach is based on adult learning practices. This approach ensures each student becomes an active participant in their own learning.

Each new student completes a language assessment during the enrolment process. This allows the student to be placed in the appropriate level class. An individualised learning plan is developed to guide the student's progress through the qualifications.

NMLL offers a flexible learning environment by:

- encouraging individual as well as group learning activities
- encouraging participation in community engagement events
- arranging regular excursions and visiting speakers
- using computers as a learning and teaching tool
- allowing access to facilities outside of class times
- providing individual assistance upon request

2.2. Recognition of Prior Learning (RPL)

NMLL no longer offers RPL assessments but can advise of organisations that do offer the service.

2.3 Credit Transfer (CT) and Recognition of AQF qualifications

Accredited units, modules and courses undertaken at another Registered Training Organisation (RTO) can be recognised by NMLL if an original Statement of Attainment from the other RTO or an authorised copy is provided. This service is restricted to the courses and units NMLL is approved to deliver as indicated on NMLL's current Scope of Registration.

3.8. Unable to attend

We rely on our volunteers but understand that sometimes illness or other issues may prevent them from attending. Volunteers are asked to give as much notice as possible of any absence by contacting NMLL reception. With sufficient notice, we may be able to find someone to fill in.

3.9. Rights and responsibilities

As a volunteer at NMLL, you are covered by the policies and procedures put in place by our Committee of Management.

NMLL volunteers have the right to:

- work in a safe and healthy environment
- be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- be adequately covered by insurance
- be given accurate and truthful information about NMLL.
- be given a copy of NMLL's Volunteer Policy and any other policy that affects your work
- not to fill a position previously filled by a paid worker
- not to do the work of paid staff during industrial disputes
- have a job/task description and agreed working hours
- have access to a grievance procedure
- be given an orientation to the organisation
- have their confidential and personal information dealt with in accordance with the Privacy Act 1988
- be given sufficient training to do their job/task
- experience satisfaction from volunteering
- be recognised and respected as a valued NMLL team member
- to work in an environment free from sexual harassment and also have the responsibility to help prevent sexual harassment in the workplace

3.6. Support and supervision

The initial point of contact for all volunteers at NMLL is our Community Development Coordinator. The CD Coordinator's role is to:

- ensure the purpose of the volunteer program is being met
- induct new volunteers to the organisation
- ensure recognition of the volunteer's contribution to NMLL
- check-in with volunteers and supervising staff members to ensure that they are happy with how the placement is progressing
- formally review the volunteer's progress. This will be after 1 month for class volunteer placements and 3 months for all other NMLL volunteer placements.

The role of the supervising staff member is to:

- supervise and support the volunteer during their placement with NMLL
- ensure that the volunteer understands the tasks they are given
- provide the volunteer with opportunities for questions and feedback during their placement
- ensure the volunteer has access to appropriate information, and resources in order to undertake their volunteer placement with NMLL
- ensure that the volunteer is able to access the staff area for breaks and undertaking their duties as required.

3.7. Termination

NMLL may at times end a volunteer's involvement. For example, if the service is no longer required, if a volunteer is in breach of policies or if a volunteer is not providing the service at the required standard.

Volunteers may at any time terminate involvement with the NMLL volunteer program. NMLL would appreciate it if written notice or resignation could be given to the relevant supervising staff and CD Coordinator as soon as possible.

2.4. Courses offered

NMLL offers accredited qualifications and pre-accredited courses as outlined below.

Accredited qualifications are nationally recognised qualifications and offer a pathway to a vocational qualification.

The pre-accredited courses are entry level courses, designed for those who are returning to study and who are acquiring fundamental skills.

The accredited courses on offer are:

- 22636VIC Course in Initial EAL
- 22637VIC Course in EAL
- 22638VIC Certificate I in EAL (Access)
- 22639VIC Certificate II in EAL (Access)
- 22640VIC Certificate III in EAL (Access)

Pre-Accredited courses:

These courses vary each semester but may include:

- Pathway Support
- Moving on from ACE
- Working with numbers - numeracy essentials for everyday living
- Working with numbers - numeracy essentials for employment
- Digital Essentials

Please contact the NMLL office for the latest information.

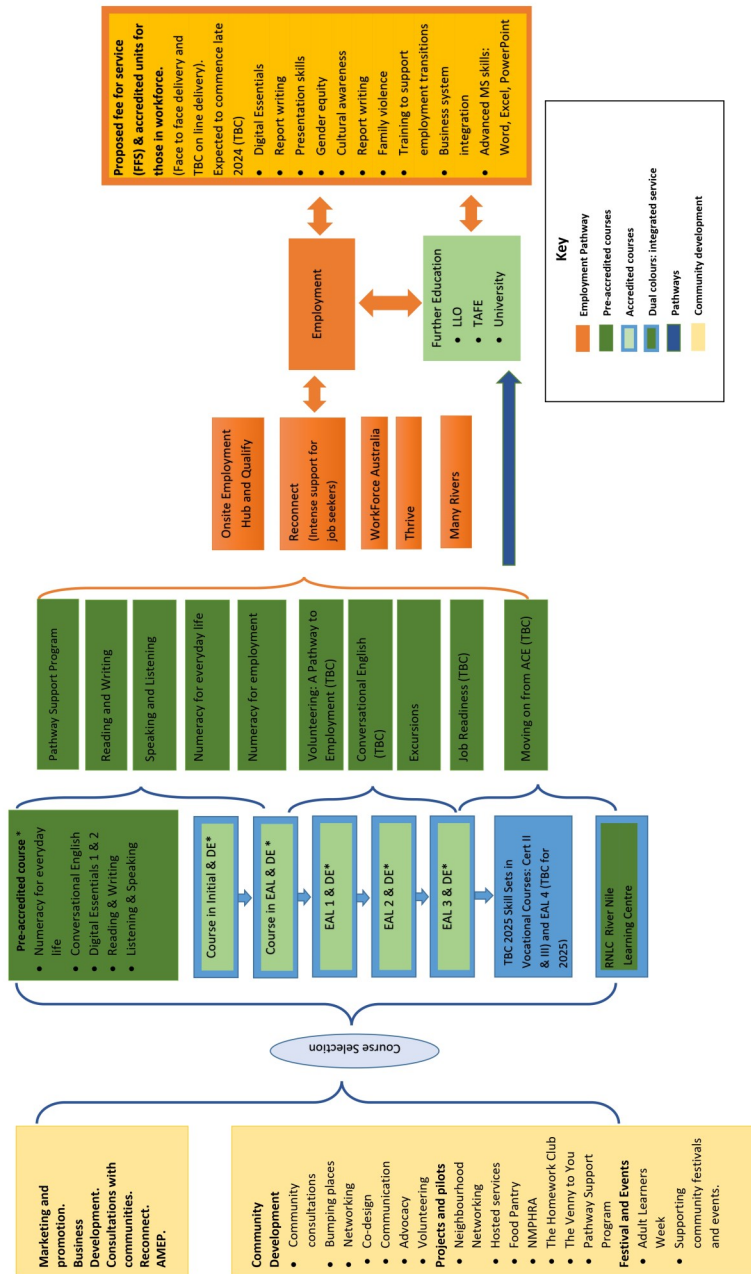
AMEP

NMLL also delivers the AMEP in partnership with Melbourne Polytechnic. The Government has improved the AMEP – migrants can now stay in the program longer as the previous 510 hour cap has been removed. People who were previously not eligible may now be eligible.



Engagement, Education and Employment Pathways

NMLL Engagement, Education & Employment Pathways
(updated 12/18/2024)



Step 7- Exit Interview

In order to assist NMLL to understand how we can improve our volunteer program NMLL asks all volunteers to participate in an Exit Interview with the Community Development Coordinator on the last week of their volunteer placement at NMLL.

Step 8 - Alternative Volunteer Pathways (Project Officer)

NMLL may be able to create a suitable role for individuals who express interest in contributing specific skills to the organisation. In this case we would seek to make the most of your skills, advance NMLL priorities and work within your available time. In this instance you will be asked to:

- complete a Volunteer Application Form (as outlined in Step 2)

- make a time to meet with the CD Coordinator.

At this meeting with the CD Coordinator you will discuss:

- the skills and experience you have to offer
- the types of volunteer assistance we need that interest you
- your availability - time and days
- any other questions you might have to be sure that we are the right organisation for you.

Once a role has been approved a position description will be developed for the Volunteer Project Officer. The will clearly outline the tasks that the volunteer will be undertaking during their placement with NMLL. The final position description is to be agreed upon by the volunteer, supervising staff member and CD Coordinator prior to the commencement of the volunteer placement.

Volunteer Project Officer placements will also need to complete Steps 2 to 6 as per the volunteer process outlined previously.

3.4. Becoming an NMLL volunteer

Step 1- Finding out about Volunteer opportunities

Go to the NMLL website for current volunteer opportunities. Usually these volunteer opportunities are posted on Ethical Jobs, Seek Volunteer and Go Volunteer. NMLL also promotes current volunteer opportunities through a range of community forums and community noticeboards.

All volunteers will be provided with a Position Description (PD) prior to submitting their application to NMLL for fixed pre-determined roles.

All volunteers are required to make a minimum commitment of 6 months to volunteering at NMLL. Time commitment and hours are outlined in the respective PD for volunteer roles.

Step 2 - Volunteer Application process

All applicants need to submit the NMLL Volunteer Application form along with their current CV to the Community Development Coordinator.

Step 3 - Interviews

All applicants are required to interview with the CD Coordinator or another approved staff member - this can either be face to face or over Zoom.

Step 4 - Referee checks and meeting with supervisors

Before approving any volunteer placement the CD Coordinator or other approved NMLL staff member will:

- Contact two of your nominated referees to undertake a referee check
- Undertake a police check on your behalf
- Record your current Working with Children Check number

Step 5 - Induction and orientation

At the beginning of your placement we will ask you to attend an induction session to make sure you know your way around and are familiar with our staff and procedures.

Step 6 - Probationary period

All volunteers will be subject to a probationary period of 1 month for volunteers assisting teachers in the classroom and 3 months for all other NMLL volunteer placements.

2.5. Student selection and enrolment

NMLL's work embraces the principles of equity, inclusion, cooperation and mutual respect.

For more information, students should read the NMLL Student Enrolment Procedure or speak with the Education and Compliance Coordinator or the NMLL Administrative staff.

Before enrolment in an accredited or pre-accredited course is approved, the student must be interviewed by a qualified member of staff. Following this assessment, and a discussion about their particular needs, they will be assisted to complete an enrolment form and placed in the appropriate class.

Enrolment

Before commencing classes at NMLL a student needs to:

1. Consent to the terms and conditions of enrolment, which include:
 - agreement to enrol in a specified course/s and acceptance of the associated fees
 - agreement to act in accordance with the NMLL Code of Conduct
 - acknowledgement of NMLL Fees and Refunds Policy
 - receipt of Student Handbook
 - privacy statement
2. Pay relevant fees
A receipt will be issued and, if required, a confirmation of enrolment letter.
3. If fees are paid for by someone other than the student, they will need to provide their name and contact details when enrolling. Refer to the Enrolment fee schedule on the NMLL web site or a course brochure for details of the fees.

Selection criteria apply to both enrolment and to Government funded places. Enrolment fees payable depend upon individual circumstances. Fees information is available from the NMLL website and by speaking to our administration team.

2.6. Assessment

Throughout each accredited course, teachers conduct assessments and record student achievements.

Teachers will provide clear timely advice about the assessment activities. Assessments will be in accordance with the appropriate guidelines and requirements.

Assessment may be carried out using a variety of methods and activities including:

- oral questioning, interviews and group discussion
- written tasks
- listening and reading
- role-play
- participation in workshops, forums, excursions and community-based activities
- teacher directed activities

Students will be given ongoing information regarding competencies and achievements and will be able to access this information in your student file at any time.

For further information about our enrolment and assessment policies and procedures, please speak to the Education and Compliance Coordinator.

2.7. Qualification Certificates

When the requirements for an accredited course are completed, NMLL will issue students with a Certificate and a Statement of Results. This identifies the code and title of the qualification, and the units of competency attained.

Where only selected modules of a course are completed, a student may request a Statement of Attainment, which identifies the enrolled units of competency or modules and their result.

NMLL will reissue a certificate upon request and proof of identity at a cost of \$10.00.

3.3. Definitions and Principles of Volunteering

'**Volunteering** is time willingly given for the common good and without financial gain' - Volunteering Australia 2015

NMLL endorses these principles developed by *Volunteering Australia*:

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not-for-profit sector only.
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

Volunteering Australia Inc., Lvl 3, 11 Queens Rd, Melbourne 3004
Volunteering Victoria Inc., 2/491 King Street, West Melbourne 3003

3. Volunteering at NMLL

3.1. Why volunteer?

Most volunteers are motivated by a desire to contribute to the community, to help people learn English to engage with their communities, or who to expand their knowledge and skills as a pathway to employment. Our volunteers do all of that – their contribution is enormous. We consistently hear about how much they have learnt about different cultures, about the challenges others have faced, and about themselves. Volunteering can be an intensely rewarding experience, for both the beneficiaries and the volunteer.

3.2. The purpose of the NMLL Volunteer Program

The purpose of the NMLL volunteer program is to:

- enhance the language and the community development programs delivered to/for the NMLL community; and
- provide volunteers with meaningful volunteer opportunities that complement the language and community development programs of NMLL.

2.8. Fees and refunds

Student's personal circumstances will determine their eligibility for government funding or a concession.

For all fee details, please refer to current NMLL Fees Schedule on the NMLL website.

NMLL charges a materials fee for all enrolments. This contributes to the cost of learning materials, facilities and refreshments.

In cases of hardship, students may be exempt from fees in accordance with NMLL policy. To apply for an exemption, they must complete an *Extreme Hardship Concession/Exemption Form*.

If a student wishes to withdraw from a course, and do so within four weeks of commencement, they can complete a *Withdrawal & Refund Form* and the fees will be refunded in accordance with NMLL Fees & Refunds Policy. No refund will be made without the completed form.

Please note that all timetables and scheduled classes may be changed or cancelled at NMLL's discretion if enrolment numbers make the class financially unviable.

2.9. Student support and services

NMLL will refer students to appropriate support services as required. The range of available services includes

- Legal advice
- Housing advice and assistance
- Health
- Social support
- Community services
- Assistance with applications to further education
- Counselling

Referrals are made at no cost and, wherever possible, you may be connected with agencies that provide free or low-cost services.

If you are unsure where to go or who to speak to about a particular issue, you are encouraged to talk to a staff member.

Frequently used services include

Legal

Inner Melbourne Community Legal (IMCL)
2/508 Queensberry Street
North Melbourne Vic 3051
(03) 9328 1885

Public Housing

Department of Health and Human Services (DHHS)
North Melbourne Housing Office
33 Alfred Street
North Melbourne VIC 3051
(03) 9326 6377

Health

North Melbourne Community Centre
49-53 Buncle Street (Main Entrance via Mark St)
North Melbourne VIC 3051
(03) 9320 4700

cohealth Kensington

12 Gower Street
Kensington VIC 3031
(03) 9448 5537

Counselling

City of Melbourne | Family Support and Counselling Intake
(03) 9320 4731
supportandcounselling@melbourne.vic.gov.au

Drummond Street Services

100 Drummond St, Carlton VIC 3053
(03) 9663 6733
<https://ds.org.au/>