

# Volunteer Framework

The KHG Volunteer Framework is designed to inform and guide potential volunteers, current volunteers, and staff of the roles, experiences and expectations of volunteers at KHG.



## About Kevin Heinze Grow

Kevin Heinze Grow (KHG) is open to people of all ages and abilities. We use therapeutic horticulture principles to provide opportunities for experiential learning and positive personal development. Participants primarily work outdoors alongside our highly qualified multidisciplinary team of staff and volunteers, developing confidence and resilience while engaging in meaningful activities.

## Vision

Health and wellbeing through connection to nature and community.

## Mission

To be a leader in delivering experiential learning and positive personal development through the use of therapeutic horticulture principles and our natural environment.

## Definitions

### Acronyms

**KHG:** Kevin Heinze GROW

**NDIS:** National Disability Insurance Scheme. This scheme provides all Australians with a permanent and significant disabilities, aged under 65, with the reasonable and necessary supports they need to live an ordinary life.

**NDISWS:** National Disability Insurance Scheme Worker Screening  
<https://www.service.vic.gov.au/services/national-disability-insurance-scheme>

**WWCC:** Working with Children Check. This is required for all individuals who work or volunteer at an organisation that provides services to people under the age of 18.  
<https://www.workingwithchildren.vic.gov.au/individuals/applicants/how-to-apply-1>

**NDIS Online Training:** A Worker Orientation Module called 'Quality, Safety and You' will assist all NDIS workers (both paid and voluntary) to better support people with disability. This module explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants.  
<https://www.ndiscommission.gov.au/workers/training-course>

## Terms

**Volunteer:** A volunteer is an individual who willingly gives their time for the common good and without financial gain. At KHG, volunteers lend their time and skills to the KHG community.

**Trainer:** Trainers are employed by KHG to facilitate and work with a group of participants to complete activities onsite at KHG.

**Lead Trainer:** The Lead Trainer is an individual who is employed by KHG to work with a group of participants, as well as overseeing and coordinating GROW program activities onsite (Doncaster and Coburg).

**Participant:** Participants are individuals who pay KHG to receive a particular service. At KHG, these individuals often have physical, intellectual and/or psychosocial disabilities.

**Induction:** Induction is the process of introducing a new volunteer to the culture, processes and requirements of KHG, with the aim of making them feel comfortable and aware of their rights and responsibilities as a volunteer. Induction typically occurs on a volunteers first day at KHG.

## Programs

**Core GROW Program:** This program is open to people of all ages and abilities. It involves nature-based activities and gardening projects that are tailored to meet the needs and goals of participants.

**Hospitality Program:** This program is delivered from our Coburg site. Participants in this program learn a variety of hospitality related skills, including cooking, barista skills and customer service skills.

**GROW Well:** This program works with children aged approx. 8-16 years of age who have experienced poor mental health or trauma, and those who have cognitive disabilities.

**ReGROW:** This program targets adults who are experiencing cognitive impairments or declining mental health as a result of Dementia, Acquired Brain Injury, Stroke or social isolation.

**GROW on the Go:** The GROW on the Go program trains people with disabilities for jobs in garden maintenance. Participants in this program complete mobile garden maintenance jobs to gain skills in the industry.



## About Volunteering

The Kevin Heinze Garden Centre was established in 1979 in collaboration with celebrity gardener; Kevin Heinze and the volunteer run Kiwanis Club of Doncaster and Templestowe, as a place where people with disabilities could come together to learn about the value of gardening. In the early days, the Kevin Heinze Garden Centre heavily relied on the support of its dedicated volunteers. Today, although our organisation has grown significantly, we still greatly value the hard work and support of our volunteers to keep us running smoothly.

Volunteers at KHG have the opportunity to contribute to the KHG community; bringing their diverse range of skills and experiences to their work, as well as learning new skills from highly experienced staff and wonderful participants. As KHG is an NDIS provider, volunteers will gain valuable knowledge from working alongside our participants, most of who have some form of cognitive, physical and/or psychosocial disability. Volunteers can also improve upon their plant knowledge by working in our lush gardens under the guidance of our Trainers.

The KHG volunteer process is overseen by the Community Liaison Officer.  
We have several different types of volunteers at KHG, all with different focuses and responsibilities.

## Types of Volunteers at KHG

- **Participant-focused volunteer**
- **Hospitality volunteer**
- **Garden Maintenance volunteer**
- **General Maintenance volunteer**
- **Horticulture volunteer**
- **Kiwanis volunteer**
- **Project volunteer**

\* see Appendix for position descriptions

## Testimonial

*“Volunteering at the KHG has meant a lot to me. It’s meaning has changed over time too. At first it was a great balancing act, helping me to come to terms with losing my ability to work. It gave me something that I could do while trying to rehab from a serious back injury & being put on a pension. At first it was about me, but that changed after a while.*

*Now it is about what I can do to help others.*

*I now spend my time at the KHG tutoring clients in various ways :- from English lessons to maths, from learning to read to getting a Learner’s Permit, from playing music to drawing out a Handball court with chalk and even feeding the chooks. And then comes potting up seedlings, watering the plants and the garden! I have learned so much over the years I can’t possibly list it all, some of it is about the garden, some is about the clients, some is about grilling sausages and some is even like ‘is that a weed?’*

*I have even learned a thing or two about myself ....”*

— JP (long-time volunteer)

## Application Process

### 1. Enquiry received

- Is a position available?
- Interview/site tour.



### 2. What type of volunteer do you want to be?

### 3. Compliance/Paperwork

- WWCC
- Police Check
- NDISWS
- NDIS Online training
- Volunteer Information Form
- Volunteer Contract
- Sighting of COVID-19 Vaccination Certificate
- Read policies



### 4. Induction/First Day

- Key staff
- Introduction to tasks



### 5. Ongoing

- Regular check ins
- Opportunities to learn from caring and experienced staff



## Types of Volunteers at Kevin Heinze GROW

### Participant-focused Volunteer

A "Participant-focused" volunteer's primary responsibility is to work with participants within the KHG programs (Core GROW program, ReGrow, Grow Well, GROW on the Go, etc). This can include specialist programs such as Art class, Literacy class, TAFE, Social Skills class, and the "Let's Get Physical" group. This type of volunteer is responsible for providing social, emotional or occupational support directly to one or more participants on the Doncaster and/or Coburg sites. The volunteer will be supervised by one of our Trainers on the day.

### Hospitality Volunteer

A "Hospitality" volunteer's primary responsibility is to work with participants and the Coordinator Hospitality Program/Trainer within the KHG Hospitality program, run from the Peppertree Place Café on our Coburg site. Tasks for this position may include preparing foods instructed by the Coordinator Hospitality Program/Trainer, supporting participants to safely prepare recipes assigned by the Café Manager, making hot drinks for customers, and serving customers at the Peppertree Place Café. This type of volunteer is directly supervised by the Coordinator Hospitality Program/Trainer.

### Garden Maintenance Volunteer

A "Garden Maintenance" volunteer's primary responsibility is to maintain the gardens and green areas around the site (Doncaster or Coburg). This may include weeding, composting, pruning, sweeping, mulching and general tidying. Garden Maintenance volunteers may work independently away from the Core program, or alongside a group within the Core program, to complete garden maintenance tasks. They are not responsible for directly supporting participants, and work under the direction of a trainer. This type of volunteer is supervised by one of our Trainers on the day.

## General Maintenance Volunteer

A "General Maintenance" volunteer's primary responsibility is to maintain the infrastructure and complete minor repairs around the KHG sites (Doncaster and Coburg). This may also include construction projects. Most projects being completed by general maintenance volunteers must be risk assessed and approved by the Chief Operating Officer. General maintenance volunteers are supervised by a Trainer, the OH&S Officer or Chief Operating Officer, depending on the nature of the task.

## Horticulture Volunteer

A "Horticulture" volunteer's primary responsibility is providing horticultural assistance to Trainers. This may involve propagation, organizing of plants, identifying plants, labelling plants and maintaining nursery stock. Horticulture volunteers will undergo training in KHG horticulture processes by a Trainer, and induction by the Principal Practitioner. The applicant must have some training or experience in horticulture. Horticulture volunteers are not responsible for directly supporting participants, however they may work alongside them when completing horticulture tasks. This position is only available at the Doncaster site and is supervised by a Trainer on the day.

## Kiwanis Volunteer

A "Kiwanis" volunteer is a volunteer that comes to KHG through one of the associated Kiwanis Clubs. Kiwanis volunteers have a long-standing relationship with KHG, having been part of the establishment of the Kevin Heinze Garden Centre in 1979. Their responsibilities while at KHG will be determined upon application and by what the needs of the organisation are at the time. Kiwanis volunteers report to a Trainer or the Chief Operating Officer.

## Project Volunteer

A "Project" volunteer's primary responsibility is to undertake and complete a specific project on a KHG site (Doncaster or Coburg). These volunteers will volunteer for the duration of the project or contract. This may include corporate volunteers. They may continue to be a project volunteer once the project is completed, but may need to wait until another opportunity presents itself. Project volunteers may also transition to another volunteer position once their project is completed. All projects must be risk assessed and approved by the Chief Operating Officer.

## How to Get in Touch

If you have any questions about volunteering at Kevin Heinze Grow, please get in touch through the following:

**Email:** [communities@kevinheinzegrow.org.au](mailto:communities@kevinheinzegrow.org.au)

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