



4TH WORLD CONGRESS

Mental Health and Deafness 2009

CALL FOR VOLUNTEERS

INTRODUCTION

Welcome to the 4th World Congress on Mental Health and Deafness!

The 28-30 October 2009 will be 3 days exploring and understanding mental health and deafness.

The Congress will be an event that will have a big impact on Deaf and hard of hearing people. It will raise awareness of the mental health issues faced by Deaf and hard of hearing people everyday and show how Deaf people can be empowered, connected and achieving.

This document is about volunteering at the Congress. If you have had experience volunteering and want to get involved, we would love to hear from you!

AREAS REQUIRING VOLUNTEERS

The Congress will require volunteers in the following areas:

- General Plenary and concurrent session ushers
- Registration Assistants (giving out satchels and Congress programs)
- Technical Assistants (AV, lighting, sound, captioning)
- Brisbane Convention and Exhibition Centre assistants (give directions around the venue)
- First Aid Officers
- Ad Hoc volunteers (assist Congress staff)

ROLES AND RESPONSIBILITIES

A volunteer will have different responsibility depending on the role that you have.

The responsibilities applicable to roles are:

- General Plenary and concurrent session ushers
 - Provide assistance to delegates.
 - Be available to answer questions.
 - Be aware of the Brisbane Convention and Exhibition Centre floor plan.
 - Show delegates bathroom areas, accessibility, entries and exits.
 - Provide general customer service.
- Registration Assistants (including the issuing of satchels and Congress programs etc)
 - Stand at the registration booth.
 - Give people programs and registration identification
 - Provide general customer service
 - Tell delegates general program timelines for the day
- Technical Assistants (AV, lighting, sound, captioning, etc)
 - Provide support to Brisbane Convention and Exhibition Centre
 - Help Congress and Brisbane Convention and Exhibition Centre staff regarding technical issues
 - Help set-up and pack up of equipment
- Brisbane Convention and Exhibition Centre directional assistants
 - Assist delegates with locating various plenary and concurrent sessions rooms.
 - Provide support where needed to the registration desk.
- First Aid Officers
 - Administer first aid if and when required
 - Assist with general customer service

Please tell us which areas you would like to volunteer in on your volunteer application form.

VOLUNTEER REQUIREMENTS

There are a number of skills needed to volunteer at the Congress. The skill sets required to assist at the Congress are:

- Knowledge of Australian Sign Language (Auslan) and/or International Sign (IS)
- Customer Service experience
- Previous Congress/Conference experience

In addition, there are skills that are important to particular volunteers, such as:

- AV equipment experience (technical experience in lighting, sound, technology connection)
- First Aid Qualification

There are also personal behaviours that are important in order to maintain a professional image at the Congress. Such important personality traits are:

- Professional
- Vibrant
- Positive attitude
- Problem solving and having a 'can-do' attitude
- Communication skills
- Proficiency with Technology (mobile phones etc).
- Experience working with the deaf and hard of hearing Community

By having volunteers who have these skills and attitudes, Congress staff and delegates will be confident knowing that they are presenting a professional and appropriate appearance at all times.

TRAINING PROGRAM

As a volunteer, you will have training to prepare you for the three day event.

- Occupational Health and Safety (OHS)
- Basic First Aid (for those volunteers who do not hold formal qualifications)
- Showing you the Congress facilities
- Giving you a policies and procedures document for you to keep and study prior to the event

The above training will help you answer questions at the Congress. Participation in the training is compulsory (i.e. you have to go) and will have to be completed before the Congress starts. If you are a successful volunteer, you will be contacted with details about training you need to do.

All volunteers will also need to fill out a Volunteer Agreement form. This form will outline the responsibilities you will have, and tell you anything you will receive (meals, transport etc) as well as the rules involved with being a volunteer at the Congress.

SELECTION PROCESS

Expressions of interest open on the 31st August 2009 and close on Friday 18th September 2009.

The applications/expressions can be given through the website (www.mhd2009.org).

Please click on the Volunteer Program link in order to submit your interest. It is important to include a letter of interest in volunteering in the Congress as well as a one-page resume (CV) detailing your experience in volunteering.

Congress Organisers will select volunteers and let you know no later than the 22nd September 2009. All training will be given in the weeks leading up to the event.

FOR FURTHER INFORMATION

Please contact the Congress Organiser, Karyn Barrasso via the website www.mhd2009.org



4TH WORLD CONGRESS

Mental Health and Deafness **2009**

VOLUNTEER APPLICATION FORM

PERSONAL DETAILS

NAME:

ADDRESS:

STATE:

AREA/POSTCODE:

COUNTRY:

EMAIL ADDRESS:

MOBILE PHONE NUMBER (SMS):

COMPULSORY ITEMS TO INCLUDE IN YOUR APPLICATION

(please tick below to indicate)

ITEM:	<input checked="" type="checkbox"/>
LETTER OF INTEREST:	<input type="checkbox"/>
RESUME:	<input type="checkbox"/>
SELECTION CRITERIA:	<input type="checkbox"/>

Please nominate the days that you would like to volunteer at the Congress and nominate your preferred volunteer areas.

DAYS	<input checked="" type="checkbox"/>
WEDNESDAY:	<input type="checkbox"/>
THURSDAY:	<input type="checkbox"/>
FRIDAY:	<input type="checkbox"/>

PREFERRED AREA TO VOLUNTEER	
1 ST :	<input type="text"/>
2 ND :	<input type="text"/>

APPLICANT DECLARATION

1. I declare that to the best of my knowledge all the information in this application is true and correct.
2. I give permission to The Mental Health and Deafness Congress to contact the referees I have nominated in my resume.
3. I have included all the necessary documentation and satisfied all criteria required to properly evaluate my suitability for a volunteer role at the Mental Health and Deafness Congress.

NAME:

SIGNATURE: