



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 see 3 days dedicated to the exploration and understanding of the complexities and interdependent relationship between mental health and deafness.

The Congress will be a transformational event that will have a significant impact on the lives of Deaf and hard of hearing people. It will promote awareness of the mental health issues faced by Deaf and hard of hearing people in Australia and lead a collaborative movement that brings together both the deafness and mental health sectors internationally.

New research will be presented, investigating contemporary practice, delivering outcomes whilst demonstrating how Deaf and hard of hearing people can be empowered, connected and achieving.

This document details the volunteer requirements of the Congress and how you can get involved. If you have had experience volunteering in such events, we would love to hear from you!

AREAS REQUIRING VOLUNTEERS

The key areas where the Congress will require volunteers are as follows:

- General Plenary and concurrent session ushers
- Registration Assistants (including the issuing of satchels and Congress programs etc)
- Technical Assistants (AV, lighting, sound, captioning, etc)
- BCEC directional assistants
- First Aid Officers
- Ad Hoc volunteers (to assist Congress staff)

ROLES AND RESPONSIBILITIES

A volunteer's responsibility will vary depending on the specific role that you have been assigned.

For the above mentioned roles – the corresponding responsibilities apply:

- General Plenary and concurrent session ushers
 - Provide assistance to delegates so they are able to conveniently locate plenary and concurrent sessions
 - Be available to answer questions regarding the program and related break times.
 - Be aware of the BCEC's floor plan and advise delegates on bathroom areas, accessibility, entries and exits.
 - Provide other general customer service assistance.
- Registration Assistants (including the issuing of satchels and Congress programs etc)
 - Man the registration booth prior to and during registration time periods
 - Issue programs and registration identification to delegates
 - Provide general customer service assistance
 - Advise delegates of general program timelines for the day
- Technical Assistants (AV, lighting, sound, captioning, etc)
 - Provide support to BCEC and captioning staff (Red Bee etc)
 - Act as a liaison between Congress and BCEC staff regarding technical issues
 - Assist with the facilitation of technical activities (set-up and pack up of equipment etc)
- BCEC directional assistants
 - Be available to registered delegates and assist them with locating various plenary and concurrent sessions.
 - Provide ad hoc support where required to the registration desk and other ushers.
- First Aid Officers
 - Administer first aid if and when required
 - Assist with general customer service

Please nominate your first and second preference areas in your application.

VOLUNTEER REQUIREMENTS

There are a number of skill sets involved with volunteering at the Congress that are of particular value. The key skill sets required to assist at the Congress are as below:

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

Additional to the above, there are particular skill sets that are relevant to particular volunteer areas, such as:

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

There are also a number of personal qualities that should be prioritised in order to maintain a consistent, professional image of the Congress. Such key personality traits to be mindful of 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 possess these skills and attitudes, Congress staff and delegates will be confident knowing that we are presenting a professional and appropriate presence at all times.

TRAINING PROGRAM

As a volunteer of the Congress, there will be training involved to prepare you for the three day event.

- Occupational Health and Safety (OHS)
- First Aid (for those volunteers who do not hold formal qualifications)
- Briefing on the Congress facilities (what we are providing to delegates etc)
- BCEC premises (this training will include a walk-through with the you to ensure understanding)
- Issuing of a policies and procedures document for you to keep and familiarise yourself with prior to the event

The above training will fully equip you to field a wide range of questions throughout the Congress. Participation in any training organised is compulsory and will have to be completed prior to the Congress. If you are a successful volunteer, you will be contact with details about any training you need to complete.

All volunteers will also need to complete a Volunteer Agreement. This agreement will outline the key responsibilities you will have throughout the Congress, any concessions you will receive as well as the rules and regulations 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 submitted via the website (www.mhd2009.org). Please click on the Volunteer Program link in order to submit your interest. It is mandatory to include a letter of interest in volunteering in the Congress as well as a one-page resume detailing your experience and skills in volunteering in similar events.

Congress Organisers will select volunteers and inform you no later than the 22nd September 2009. All training will be performed 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: