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| **Resource Name** | Emergency Relief Volunteer Reference Check |
| **Related Documents and/or Information** | * Your organisation’s HR Policies relating to required checks (eg Police Check) and reference checks * Your organisation’s Volunteer Management Policy (or similar) |
| **Version 1.0** | 23 May 2018 |

**About this document**

This document is part of a suite of resources developed by Matrix to assist organisations delivering Emergency Relief services in Australia. We gratefully acknowledge the generous assistance provided by the following organisations, who provided examples of their own documents to inform the development of this set of resources.

**Community Information and Support Victoria - CISVic**

**Lutheran Community Care SA/NT**

**Using this document**

This resource is intended to provide a starting point for the development of appropriate Emergency Relief service forms, policies, procedures, processes and other documents. It is provided as a ‘white label’ template, which means that it may be customised to suit the needs of your organisation. Text in *italics and highlighted in blue* indicates customisation is required. Matrix strongly recommends that the whole document is carefully reviewed to ensure that the details are compliant with your organisation’s funding agreements, contracts, service standards and policies. We have kept formatting to a minimum, as your organisation may require specific formatting to be applied to the final document.

Your organisation’s decision making or delegation policies and procedures should be followed to ensure appropriate approvals are obtained.

It is good practice to review and update any formal documents on a regular basis. We have included a ‘document review’ field in the footer of this document for this purpose.

Please contact Matrix on (freecall) 1800 628 749 or mobct.com.au if you have any questions or problems using this resource.

*Delete this cover page after reading*

# **Emergency Relief Volunteer Reference Check**

|  |  |  |
| --- | --- | --- |
| **Name of person checking references:** |  | |
| **Name of applicant:** |  | |
| **Referee Name** | **Referee Contact Number** | **Date Referee was contacted** |
|  |  |  |
|  |  |  |
|  |  |  |

**Introduction**

‘Hello. My name is *(insert name)* and I am calling from *(insert organisation name)*. Can I please speak to *(insert referee name)?* Are you aware that *(insert applicant name)* has applied for a volunteer position with us and has listed you as one of their referees? Are you happy to provide a reference? Do you have ten minutes now to complete the check?’

**Before proceeding, provide a brief description of the volunteer position and its responsibilities.**

**Questions**

1. How long and in what capacity have you known *(applicant name)?* Is s/he a personal friend?

|  |  |
| --- | --- |
| **Referee 1** |  |
| **Referee 2** |  |
| **Referee 3** |  |

1. How would you describe *(applicant name)*’s approach to their work?

|  |  |
| --- | --- |
| **Referee 1** |  |
| **Referee 2** |  |
| **Referee 3** |  |

1. Can you comment on the skills and characteristics *(applicant name)* has, which might be relevant for this position?

|  |  |
| --- | --- |
| **Referee 1** |  |
| **Referee 2** |  |
| **Referee 3** |  |

1. Our organisation has a culturally diverse range of clients and staff, how do you think *(applicant name)* will handle this, has s/he had any previous experience in this kind of environment?

|  |  |
| --- | --- |
| **Referee 1** |  |
| **Referee 2** |  |
| **Referee 3** |  |

1. Do you think *(applicant name)* will be able to provide practical and emotional support to clients and/or their family and friends? How would you describe *(applicant name)* as a communicator?

|  |  |
| --- | --- |
| **Referee 1** |  |
| **Referee 2** |  |
| **Referee 3** |  |

1. Do you think that *(applicant name)* will be able to work as a part of a team as well as by themselves from time to time? Do you think they would need to be supervised closely?

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| --- | --- |
| **Referee 1** |  |
| **Referee 2** |  |
| **Referee 3** |  |

1. At certain times *(applicant name)* may be exposed to private and confidential information. How do you think *(applicant name)* would manage this?

|  |  |
| --- | --- |
| **Referee 1** |  |
| **Referee 2** |  |
| **Referee 3** |  |

1. Within this role, volunteers may come across stressful situations. How do you think *(applicant name)* would handle this?

|  |  |
| --- | --- |
| **Referee 1** |  |
| **Referee 2** |  |
| **Referee 3** |  |

1. Is there anything further that you think will help us in making a decision about *(applicant name)* ‘s suitability for this position?

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Referee 1** | **Referee 2** | **Referee 3** |
| **Not at all** |  |  |  |
| **With reservation** |  |  |  |
| **Recommend** |  |  |  |
| **Strongly recommend** |  |  |  |
| **Not sure** |  |  |  |

1. Are there any other comments you would like to make?

|  |  |
| --- | --- |
| Referee 1 |  |
| Referee 2 |  |
| Referee 3 |  |

**Conclusion**

“Thank you for taking the time to speak with me today. If required, are you happy for the information you have provided today to be shared with the applicant? “

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Referee 1** | **Referee 2** | **Referee 3** |
| **YES** |  |  |  |
| **NO** |  |  |  |

**Summary and recommendations**

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