

Like to train at WIRE but don't have the time to volunteer?

WIRE allocates up to three positions in each program for people working in the community sector who would like to develop their women-sensitive practice skills but do not have the time to be WIRE volunteers.

Taking up a non-volunteer position involves going through the normal selection and training process, plus the successful completion of five probationary shifts in order to obtain a statement of attainment for the six competencies from the community services training package.

The professional training fee is \$450.

Indigenous scholarship

We also have at least one free place in each training group for an Indigenous woman already working in the community and welfare sector, or who would like to pursue a career in that field. We hope in this way to strengthen our links with women in the Indigenous communities of Victoria.



What our volunteers say...

“What a great thing it is to be among a diverse group of wonderful women, in training and in the phone room. It's been inspirational and a real learning experience.”

“I enjoyed the training group immensely and love working on the phones.”

“Thank you for opening my eyes and allowing me the experience to learn and grow.”

“I really appreciate being able to make a difference to the women who call WIRE.”

“WIRE has connected me to life.”

If you would like to volunteer with WIRE, the first step is to register your interest. We will then send you an invitation to our next orientation session. To register phone:

1300 134 130.

Find out more about WIRE:

visit us at the
Women's Information Centre
Ground floor
Queen Victoria Women's Centre
210 Lonsdale Street
Melbourne 3000
or
check out our website at
www.wire.org.au

Women's Information and Referral Exchange Inc.
ABN 98 957 157 895 Reg. No. A122



Training and volunteering with us



Women's Information

RTO 4197



What do WIRE volunteers do?

WIRE provides a free telephone information, support, and referral service and a Women's Information Centre (WIC) for Victorian women. WIRE's volunteers staff the phone room and also help out in WIC.

Women contact WIRE when they want to talk things through with a sensitive and supportive woman. WIRE volunteers are trained to give women the space to explore their issues and form plans of action.

Who can volunteer at WIRE?

WIRE volunteers need good communication skills, an openness to diversity and other people's values, and a willingness to be challenged and to learn.

We look for women who are willing and able to commit to volunteering with WIRE for at least 12 months. This involves one four-hour shift per week for the first six months and fortnightly thereafter. Please note that WIRE's service operates during business hours only.

All WIRE volunteers must go through our training program. Potential trainees need to attend an orientation session, fill out an application and attend a small group interview.

There are no formal educational prerequisites, but due to the challenging nature of the work, you must be at least 21 years old.

We actively encourage women from different cultural and linguistic backgrounds to apply; you should have enough English language skills to meet the requirements of the training program and to work on the phones or in WIC.

WIRE is required by law to perform a police check on all applicants; however, having a record does not automatically exclude you from volunteering with us.

Our training

WIRE uses our own well-developed feminist model for training women in the skills of listening, supporting and empowering women. We also explore issues that women commonly call us about, such as domestic violence and family law, and place them into a broader social context.

Because WIRE is a Registered Training Organisation (RTO), successful completion of our course will earn you six units of competency from the Community Services Training Package:

CHCTC301B	Deliver a service consistent with the organisation's mission and values
CHCCOM403A	Utilise targeted communication skills to build relationships
CHCTC403A	Provide telephone counselling in crisis situations
CHCTC302A	Provide client-centred telephone counselling
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
CHCDFV301A	Recognise and respond appropriately to domestic and family violence

Which is partial completion of the following qualifications:

CHC41002	Certificate IV in Telephone Counselling Skills
CHC41402	Certificate IV in Community Services (Information, Advice & Referral)
CHC50702	Diploma of Community/Welfare Work

Credit transfers and RPL

While WIRE has a process for the Recognition of Prior Learning, we have a strong preference for trainees to attend the entirety of the course. This is to ensure that they have a thorough understanding of WIRE's model of service delivery and also that they benefit from the group learning environment. More information can be found in our 'Selection Information' document.

What does the training involve?

Training is very interactive and involves workshops and simulated practice phone calls, as well as readings and some written exercises. As part of WIRE's course, trainees are also given the opportunity to practice their skills in our phone helpline service. Trainees are supported by the team using reflective practice and debriefed by experienced team leaders who help our volunteers continuously improve their knowledge, skills and confidence.

Training courses are run three times per year in February, May and September. Accreditation takes up to six months to complete. In order to be accredited trainees need to complete:

- eight days of group training (usually one full day per week)
- a two-hour observation shift in the phone service
- a two-hour observation shift in WIC
- two three-hour evaluated shifts in the phone service
- a three-hour session on using the referrals database
- a one-hour mid-training interview
- a one-hour end of probation interview, and
- 10 four-hour shifts once per week in the phone service.

WIRE provides a warm, supportive environment for women to learn and experience new things.

What does it cost?

- \$314 full price
- \$214 student price
- \$164 concession price

In order for the training program to be open to all, arrangements can be made for women who may find payment difficult, such as payment in instalments.

