



CWS Procedure – Information for Facilitators (Regular and Guests).

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Overview

The Coolum Women’s shed is all about connecting women. We believe that participating in a variety of activities on a regular basis is a great way to build friendships with other women in the Sunshine Coast. Feeling connected and having a support network enhances the health and wellbeing of our members. Our activities are run by volunteers and paid facilitators. We believe that members of the shed should be empowered to set up activities that they are interested in.

This document provides you with information relevant your role as a facilitator at the shed. It outlines your responsibilities and expectations relating to your role. This document includes:

- why work with the Coolum Women’s Shed
- the distinction between volunteering and paid work
- how we differentiate between groups, workshops and classes
- definitions of the key people involved with the shed.
- social media, marketing and promotion
- cancellations
- procedure for running an activity at the shed including your responsibilities as a regular or guest facilitator
- how facilitators are paid or claim material costs from the shed.

Intended users

- Volunteers
- Regular and Guest facilitators

Is it an activity, group, workshop or class?

- **Activity** – a generic name for groups, workshops, classes, talks, tours and other activities that may be run for the benefit of our members. New activities are approved by the general manager. If there is any question about the suitability of an activity or it requires additional funding the management committee are also required to give approval.
- **Group** – regular meeting of members to participate in an activity. Self taught, members may teach other members. Ideally managed by 1 or 2 volunteer coordinators. Groups may book facilitators.
- **Workshop** – 1 or 2 sessions focussing on a specific skill, usually taught by a guest facilitator. May be engaged by group or bookings coordinator.
- **Class** – Regular session with facilitator. May be engaged by group or bookings coordinators. May be ongoing or a finite series e.g. 4 weeks.

Key roles

- **Members** – attend activities at the shed and participate in groups
- **Volunteers** – members that assist the Coolum Women's Shed on a regular or one-off basis.
- **Activity coordinator** - The person that is listed as 'Coordinator 1' on the activity proposal is also known as 'the activity coordinator'. The activity coordinator is usually whether the bookings coordinator, a group coordinator or the general manager.
- **Group coordinators** – volunteers that assist with a specific activity, usually involved in running a specific group of members. Group coordinators may choose to engage a paid facilitator to teach a workshop or class.
- **Admin coordinators** – volunteers that help with the activities required for the general running of the shed, which are not specific to one area, for example the Bookings coordinator, Grants coordinator or Health & Safety coordinator.
- **Bookings coordinator** – reviews balance of activities offered and seeks other activities that may be run by a coordinator or a paid facilitator. Manages roster and booking system admin.
- **Regular facilitator** – contracted by the shed to teach a class or workshop on a regular basis. Regular facilitators are inducted and trained on using our payment systems, and how to access the shed. e.g. a yoga teacher.



- **Guest facilitator** - contracted by the shed to teach a class or workshop. Guest facilitators are not given access to the payment system or shed key codes. Guest facilitators need a trained volunteer to help with setting up and booking people in.
- **Health & Safety coordinator** – can provide guidance on risk assessment and prevention for activities.
- **Grants coordinator** – may be able to identify potential grants and assist with applications for funding e.g. for training, equipment or materials.
- **Volunteer coordinator** – maintains a register of potential volunteers. May be able to identify people that would want to be involved with a new activity. Inducts volunteers into the Coolum Women’s Shed
- **General volunteers** – may help with ‘one-off’ requests for help or may assist coordinators
- **General manager** – Manages the day to day running of the shed and ensures that policies and procedures are followed. The general manager has a duty to notify the management committee of currently approved activities and funding needs/surplus (working with the treasurer, group coordinator and grants coordinator if required).
- **Management committee** – ensures that policies and guidance are in place so that volunteers meet any legal obligations for example risk management. Maintains oversight of activities to ensure that they are contributing to the overall mission of the Coolum Women’s Shed. The **management committee has final say** on whether we will subsidise an activity that may not be able to fully fund itself. The management committee is usually elected annually at the AGM.

Why engage with the Coolum Women’s Shed?

We are an incorporated not for profit association building a community of women on the Sunshine Coast. We are unique in that we offer a broad range of activities to all women, of different socio-economic backgrounds and life stages. We believe that women can build connections through regularly participating in activities. For example, one of our members may meet someone at a macramé class, and then see that same person in our walking group, and then again at one of our social events. This frequency and variety of interaction enables women to get to know each other and build shared experiences, reducing isolation and increasing a sense of belonging. We believe that there are other therapeutic benefits to engaging in activities, both for mental and physical health. As a facilitator we also want to encourage you to become part of our community. Therefore we will work with you to offer something at a price point that allows women to participate on a regular basis. Some facilitators are happy to donate their services to the shed, others need to charge. You are under no pressure to work with us if you feel it will put you at a disadvantage financially.



Options for facilitating at the Coolum Women's Shed:

- Give a talk
- Run a 'taster' workshop
- Run a full workshop
- Run a series of weekly or monthly classes
- Coordinate a group
- Organise a related activity e.g. a tour

Benefits of collaborating with us:

- Access to our members and the wider public. People may come directly to you in the future. Our members may recommend you to their networks.
- Trial new activities in a supportive environment.
- Use of a venue.
- Support from a volunteer team – marketing, online booking and event management.
- We may be able to source grant funding or sponsorship to fund your workshop.
- Promotion via our media channels.
- A chance to market yourself to other Women's Sheds and organisations.
- The sense of belonging to the Coolum Women's Shed community.

The distinction between paid work and volunteering

We want to build a continuous relationship with our facilitators – you are an important part of our community.

We are very grateful when facilitators are able to offer their services for free or at a discount as this can be a good source of funding for the shed, and help us keep activities accessible for our members. We recognise that people cannot always work for free and try to design activities that are a mixture of discounted, free or full fee formats. This scenario is common with our regular facilitators – for example they may offer their services for free for a workshop and then offer a series of full fee classes in the future. Or they may offer to attend one of our regular groups to help our members develop their skills further.

Another way that you can support us is by committing to run activities that might have lower numbers. For example we may trial a weekly class for 4-6 weeks before extending the run. We consider this is enough time for people to begin to attend regularly if the activity meets their needs, but there may only be 1 or 2 people in the first few weeks.

Paid work and volunteering have different insurance and legislative requirements. The Women's shed does not have any paid employees and is therefore classed as a 'Volunteer association' for the purpose of Workplace Health & Safety legislation. Paid facilitators are engaged as 'independent contractors' and are required to have current public liability insurance. This is because in the event of damage to the venue or injury to a person, an insurance company may seek to recover costs from



the facilitator if they are an 'independent contractor'. **If you do not have public liability insurance, you risk having to cover these costs yourself.**

Sometimes facilitators do not have public liability insurance and offer to volunteer for the Women's Shed. In this case, the facilitator may be covered by our insurance and does not require public liability insurance. We may still require evidence of appropriate qualifications and experience as part of our risk assessment for the activity. **We will always expect you to comply with risk mitigation strategies for the activity.**

Volunteering may be a good option if you want to trial offering your services to see if there is a market demand for them before arranging your own insurance. It is not possible to add facilitators to our insurance policy as we will incur admin and financial costs to do so. Having your own insurance policy will enable you to offer classes at other venues.

Independent contractors are responsible for declaring income to the tax office and managing their own super, leave entitlements and other 'work related' benefits. The Coolum Women's Shed does not currently have the admin capacity to take on paid employees, although this may change in the future.

Social media, marketing and promotion

When we have agreed to run an activity, we will:

- set up the activity in our booking system
- advertise it on our website, Facebook, Instagram and newsletter
- advertise it on our monthly hard copy calendar available at the shed (if timeframes allow)
- when our marketing capacity grows, we may additionally notify local press and radio stations, and the Sunshine Council website

You can assist us to market the activity by:

- Sharing our website listing with your networks e.g. friends, work colleagues, via social media, or via email.
- If you have a Facebook business page, we will set you up as a co-host for the event. Or you can set the event up and invite us to co-host. This is often better as you can add the best images and copy.
- Sharing into relevant Facebook groups such as 'What's on Sunshine Coast'. Putting our printed timetable up on local notice boards.

The amount of coverage we can provide is based on how much volunteer capacity we have. Our most successful activities are usually due to a combined effort between the shed and the facilitator. **We cannot guarantee how much marketing we will do for your activity.**

Cancellation

Cancellation affects our brand image:

- It is frustrating for people who may have organised childcare or turned down other activities in order to attend
- It can be seen as an indication that we are disorganised or that we cannot be counted on to run an activity when we said we will
- People that have planned to attend an activity that has been cancelled at short notice are disappointed and they may not bother to book with us again
- Cancellation incurs additional admin work by other volunteers at short notice to notify attendees and refund them.

For this reason we do not mind running activities for small groups as we are a new organisation and would rather provide an activity if someone has expressed an interest in it. However, sometimes cancellation is unavoidable.

Cancellation by us:

- We will only cancel after a discussion with you.
- We may decide to cancel if there aren't enough numbers to make an activity viable.
- We will attempt to make cancellation decisions early enough to give us enough time to notify attendees.
- We reserve the right to cancel an event if we feel that it is necessary to do so.

Cancellation by you:

- When we are planning an activity we will discuss whether you have a minimum number of attendees to make the activity worthwhile.
- We will also discuss an appropriate 'cut-off' point to make a decision about final numbers.
- As mentioned above, we do not mind running activities for small groups as we feel that it encourages participation. Attendees will recommend you to others or attend your next class or workshop if they enjoy the activity.
- If you are unable to run the activity due to illness or an emergency then we will do our best to notify and refund attendees.
- If you wish to cancel for any other reason please contact us to discuss in good time e.g. at least a week before so that we can notify attendees.

Cancellation by attendees:

- We have no control over attendee cancellation
- If we have time we will attempt to fill the spot
- We cannot pay you for attendees that pull out

Procedure for running an activity at the shed

- 1) If you are receiving any payment for this activity you are classed as an **independent contractor** for the purposes of this activity.
 - a) You will need to provide a copy of your public liability insurance to us
 - b) If you will be working with children you will be required to show us a current bluecard.
- 2) If you are donating your time to run this class you are classed as a **volunteer** for the purposes of this activity.
 - a) You do not need to provide a copy of your public liability insurance to us
 - b) If you will be working with children you will be required to show us a current bluecard.
- 3) **Accessing the shed – Guest facilitators**, setting up and packing down:
 - a) We will ensure that a volunteer is assigned to meet you at the shed
 - b) The volunteer will follow our procedure for opening up which includes checking for potential hazards.
 - c) The volunteer will assist you with any setup requirements.
 - d) Please ensure that you follow any specific risk mitigation processes as outlined in the activity proposal (also see below 'specific risk management').
 - e) The volunteer will welcome attendees to the shed, ensure that people are checked in on our booking system and that they sign in on our attendance register
 - f) The volunteer will open the activity by welcoming everyone to the shed, telling people where the fire exits, evacuation point, toilet and tea and coffee facilities are. They will then introduce you.
 - g) Our volunteer can set out any refreshments. They will assist in the clean up of dishes etc.
 - h) You and the volunteer are responsible for packing down, cleaning up and locking the building after the activity.
- 4) **Accessing the shed – Regular facilitators**, setting up and packing down:
 - a) Regular facilitators will be trained in the set up and pack down process
 - b) Regular facilitators will follow our procedure for opening up which includes checking for potential hazards.
 - c) If you need a volunteer to assist you with any setup requirements we will arrange for one to attend.
 - d) Please ensure you or the volunteer do not attempt to lift heavy items.
 - e) Please ensure that you follow any specific risk mitigation processes as outlined in the activity proposal (also see below 'specific risk management' and 'general risk management').
 - f) You or the volunteer will welcome attendees to the shed, ensure that people are checked in on our booking system and that they sign in on our attendance register
 - g) You will open the activity by welcoming everyone to the shed, telling people where the fire exits, evacuation point, toilet and tea and coffee facilities are. You can introduce the volunteer.
 - h) If appropriate you or the volunteer can set out any refreshments.
 - i) You and the volunteer are responsible for packing down, cleaning up and locking the building after the activity.

- 5) **Specific risk management.** You are responsible for identifying and managing any risks that may lead to injury or property damage whilst running this activity. For example, if you are a yoga teacher you should check whether people have pre-existing health conditions or injuries before commencing the activity and ensure that you modify the activities to reduce risk of further injury. If you are running an art project you are responsible for ensuring that the interior of the venue is protected against damage by using protective sheets and cleaning up spills immediately. **This is your responsibility as you are deemed to be qualified to teach this activity.**
- 6) **General risk management** before, during and after the activity:
- a) As the facilitator you are responsible for telling people about how they can evacuate in the event of a fire and where they should meet.
 - b) Please ensure you or the volunteer do not attempt to lift heavy items.
 - c) In the event of a fire, as long as it is safe to do so, please bring the sign in book/ipad so that we can ensure that no-one is left in the building.
 - d) You and the volunteer are jointly responsible for notifying the emergency services if the need arises.
 - e) In the event of any injury or accident, you and the volunteer are jointly responsible for notifying us via the communication book or email to coolumwomensshed@gmail.com
 - f) We cannot guarantee that our volunteers are trained in first aid. We are planning on training them as part of our overall risk management strategy. You should only administer first aid if you feel qualified to do so.
 - g) The volunteer is responsible for checking the shed has been left in a suitable condition and windows and doors have been locked.
 - h) For night time activities we ask that volunteers and facilitators leave at the same time i.e. no-one is left alone in the building.

How facilitators are paid or claim material costs from the shed.

Materials

As a facilitator we will usually ask that **you source materials** that are required for the activity you are running. This is because it reduces the risk of us buying incorrect materials – you know which brands and which suppliers are best suited to your activity. If you need an advance to cover these costs please contact our Treasurer. **We need receipts** for any material expenses that you wish to claim from us. We will update you with numbers of attendees nearer the event. **We suggest that you do not buy materials without having a good understanding of how many attendees will be coming.**



Facilitator fees

Facilitator fees are usually paid after an activity – even if an event sells out people may cancel. We do not pay cash. Where we have agreed a price per attendee, we will only pay for those attendees checked in on our booking system (if you are a guest facilitator the volunteer will assist with this but it is your responsibility to ensure all attendees have been accounted for).

Please send an invoice and any receipts for the attention of our treasurer to Coolumwomensshed@gmail.com.

Further Information

For any feedback, questions or comments, please contact the general manager via coolumwomensshed@gmail.com.

Hard copies of our procedures and policies are held in a file at the Community Centre.

Online access is available to volunteers via the volunteer section of our website www.thewomensshed.org. Access to this is given to volunteers as part of their induction.

This document may be updated at any time – the latest version will be available on our website. Where there is a discrepancy between the website version and any printed copy, the website version is deemed as the latest copy.