



NEW MEMBER INDUCTION PACK

Welcome

From the Conference President

Welcome to the St Vincent de Paul Society Canberra/Goulburn. We are very pleased that you are considering becoming part of our Vincentian community. Membership is more than volunteering: it is a spiritual journey, a journey shared in a community of friends, and a journey of helping others with compassion, dignity and hope.

You will be supported as you get to know your Conference, meet other members and discover what it means to live and serve as a Vincentian. This induction pack explains the first steps, the support available, the learning you will complete and the resources that will guide you along the way, including MemberConnect, our online member portal.

The Rule and our shared Vincentian journey

The Rule of the St Vincent de Paul Society describes our purpose, values and way of life. It guides how Vincentians grow in faith, build friendships, make decisions together and serve people experiencing hardship. You do not need to know it all at once. During induction, your mentor or Conference President will help you explore it and connect it with your experience as a member.

Vincentian membership can be understood as three connected journeys:

- **A spiritual journey** — growing through reflection, prayer, service and a deeper awareness of the dignity of every person.
 - **A journey in a community of friends** — belonging to a supportive Conference where members listen, learn and serve together.
 - **A journey of helping others** — accompanying people with compassion and responding to their needs, strengths and choices.
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Induction Process Overview

Step	What happens	Who helps	Suggested timing
1	Let us know you are interested	Prospective member	Day 0
2	Meet your Conference President and members	Conference President	Within 1 week
3	Submit your application form	Prospective member	Within 1 week
4	Complete the checks required for your role, such as a Working with Vulnerable People or Working with Children Check and a Police Check	Regional Office	Within 2 weeks
5	Receive access to MemberConnect* and the Litmos online learning platform	Conference Support	After your application is processed
6	Complete the required learning	New member	Within 1 month
7	Join an experienced member for a home visit or other Conference activity	Conference President, mentor or experienced member	After required learning
8	Confirm membership and discuss commissioning	Conference President and Regional Office	Within 2 months

*MemberConnect is a secure online portal where all members access training, policies, mentoring materials (including Conversations with Companions and Learning Bites), and ongoing support content.

Service in Hope

The *Service in Hope* booklet is a companion for new members. It introduces Vincentian spirituality, reflection and service in a clear and practical way. Use it during induction with your mentor or Conference and return to it over time for personal reflection and discussion at Conference meetings.

Commissioning

Commissioning is an opportunity for a Conference to welcome and affirm new members, and members beginning a new role. Under The Rule, commissioning is optional but encouraged. Your Conference President can explain the local approach and arrange a simple commissioning when you are ready.

About the Society and Our Vincentian Spirit

The St Vincent de Paul Society is a lay Catholic organisation whose members seek to grow spiritually by serving people experiencing hardship and helping to shape a more just and compassionate society. In Canberra/Goulburn, members offer person-to-person support through home visits, conversations at regional offices, Vinnies shops and local programs delivered with community services.

As a member, you are joining a community of people who aim to:

- **Serve with compassion** and respect for the dignity of every person
- **Work in solidarity** with people experiencing hardship, recognising their strengths and choices
- **Act with integrity** and good stewardship of resources and information
- **Reflect and grow** through ongoing formation, friendship, and (where appropriate) spiritual reflection

You do not need to understand everything straight away. Belonging grows through shared service, friendship and reflection. Your Conference President, mentor and fellow members will welcome your questions and help you build confidence at a pace that feels manageable.

Your Role, Expectations, and Conduct

While each Conference has local practices, all members are expected to uphold safe, respectful, and consistent standards. During your first two months, your focus is to learn the Society's approach, complete training, and participate alongside experienced members.

What you can expect

- A clear point of contact (Conference President and/or mentor)
- Opportunities to observe and gradually participate (shadowing) before taking on independent tasks
- Access to policies, learning resources, and reporting tools via MemberConnect

What the Society expects of members

- **Confidentiality:** Protect personal information shared by the people we assist, other members, and partners. Discuss cases only with authorised Vincentian personnel and only for the purpose of providing support.
- **Professional boundaries:** Be friendly and compassionate, while maintaining appropriate boundaries (e.g., no private financial arrangements, and avoid giving personal contact details unless your Conference has an agreed process).

- **Safety-first practice:** Follow home visitation guidelines, attend visits/interviews in pairs where required, and raise safety concerns immediately.
- **Respectful behaviour:** Treat all people with dignity and fairness. Harassment, bullying, discrimination, or coercive behaviour are not acceptable.
- **Use of resources:** Use Society funds and donated goods only for approved purposes and follow local procedures for authorisation and record-keeping.

Raising concerns (speak up)

If you are unsure about a situation including safety, privacy, or conduct pause and seek guidance. In most cases your first contact is your Conference President; you may also use the incident/complaints reporting pathways available on MemberConnect

Required learning through Litmos

Litmos is the Society's online learning platform. New members need to complete the courses below within the first month, or sooner if they will take part in home visits or interviews. Your Conference President or mentor can help you access the courses and confirm when they are complete.

Course

- Introduction to Society & Home Visitation Guidelines
 - WHS & Child Protection Awareness
 - Safeguarding
 - Privacy Module
 - Understanding Sexual Harassment in the Workplace
 - Sexual Harassment and the Law
 - Disability Awareness in the Workplace 2.0
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Additional Learning Resources

Available through MemberConnect:

- **Conversations with Companions:** Practical guidance to help new members navigate respectful, safe interactions during home visits/interviews.

- **Learning Bites:** Short scenario-based training modules covering topics like mental health, cultural sensitivity, emergency relief protocols, and safe team practices.

These materials are accessible anytime via [MemberConnect](#)

MemberConnect Features

As part of your induction, you'll be provided with access to MemberConnect where you'll find:

- Library of learning resources
- Policy documents and governance materials
- Mentoring and peer support guides (e.g. Conversations with Companions)
- Brief scenario-based Learning Bites
- Tools for feedback, incident reporting, and complaints handling
- Regular updates and resources from Conference Support

MemberConnect is designed to support ongoing development, maintain compliance, and build community across the Society.

Orientation & Support

- New members will be assigned a **mentor** for their first 3 months.
 - Ongoing reflection and training opportunities are offered through:
 - Learning Bites on MemberConnect
 - Conference Meetings
 - Regular training opportunities from the Society's Learning and Development Team
 - For assistance, contact your Conference President or Regional Support Officer or by emailing **conferences@vinnies-cg.org.au**.
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Induction Completion Checklist

Use this checklist with your mentor or Conference President to confirm you are ready to participate fully.

- Attended introductory meeting with Conference President / Conference members
- Submitted membership application form

- Completed the checks required for the role, such as a Working with Vulnerable People or Working with Children Check and a Police Check
- Received access to MemberConnect and the Litmos online learning platform
- Received a copy of The Rule and discussed how it guides Vincentian life and service
- Received the *Service in Hope* booklet and discussed how to use it during induction and ongoing reflection
- Completed mandatory training modules in LITMOS
- Read the local guidance on home visits and interviews, safety, privacy and confidentiality, and how to raise a concern or report an incident
- Completed at least one supervised/shadow activity (e.g., home visit/interview, shop shift, or program support)
- Understands who to contact for support, safety concerns, and incident reporting
- Confirmed ongoing participation plan (Conference meeting schedule, mentoring check-ins, and preferred volunteer activities)
- Discussed the option of commissioning as a new member or when beginning a new role

Once inducted, members should familiarise themselves with the Conference Handbook and Emergency Relief Guidelines relevant to their Conference.

Mentor/President sign-off: _____ **Date:** ____ / ____ / ____