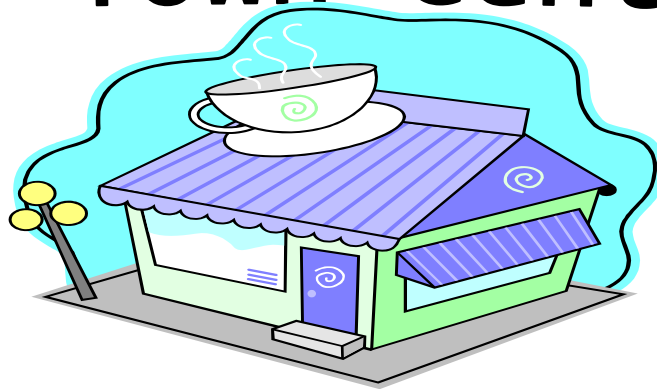


Helping you
get the most
out of your
volunteering
experience.

In Town Centre



Mission Statement

In Town Centre Incorporated is a day centre facility that provides meals and promotes caring relationships and positive participation for all members of the community

C

About Volunteering	3
Contact Details	3
Volunteering – Broader Context	4
Benefits of Volunteering for self and community	5
Rights and Responsibilities of Volunteers	6
Rights and Responsibilities of Organisations	7
Induction	8
Information	9
Code of Conduct	9
Occupational health and safety	9
Reporting an Incident	9
Bullying and Sexual Harassment	10
Equal Opportunity	10
Volunteer Protection Act 2001	10
Insurance	11
Privacy	11
Confidentiality	12
Volunteering and Cultural Diversity	13/14
Front/Serving Counter	15
Emergency Procedures	16
Universal Health Precautions	17/18
Checklist	19
Volunteer Registration Form & National Police Check Form	20 & 21

Volunteering is an activity which takes place through not for profit organisations or projects and is;

- A service given of one's own free will without coercion
- For no financial payment
- To benefit the community and the Volunteer
- In designated volunteer positions only

51% of people in Western Australia engage in volunteer work (over 600,000 people). All of these volunteers and the people they volunteer for are being enriched by their involvement within the community. Volunteering brings many benefits including the opportunity to make a worthwhile contribution to society, supporting community groups, personal satisfaction, development of skills, improving future employment prospects, social benefits and just having fun!

Volunteers are involved in many different roles; some examples include friendly visiting, preparing and delivering meals, running groups/programs, administration, fundraising, advisory committees, boards of management, assisting with transport and many more. There are no limits to what a volunteer can be involved in. In recent years volunteering has expanded to include the corporate sector, families volunteering as a group and even cyber "online" volunteers. Volunteers work in many different areas including hospitals, aged care facilities, environment, councils, schools and within smaller community groups/centres.

Volunteers are an important part of community organisations and their efforts are recognised in various ways.

- National Volunteer Week provides a national focus to promote the value of volunteering in the community. National Volunteer Week is celebrated in May each year.

Contact Details

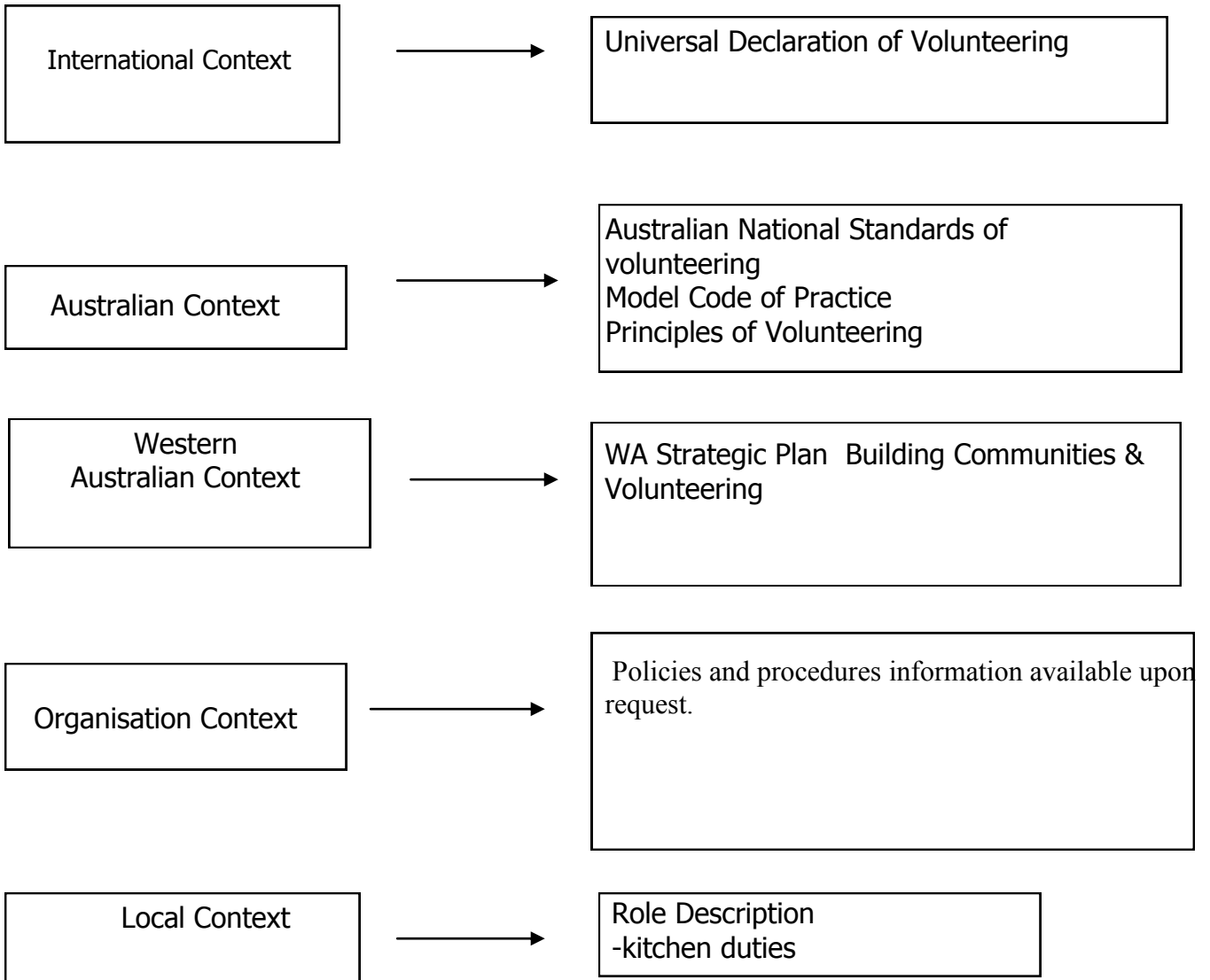
My Volunteer Coordinator/Manager is _____

Contact phone number is _____

Alternative contact name and number _____

Volunteer Buddy name and number _____

Volunteer Buddy name and number _____



Benefits of volunteering

People volunteer for many different reasons which include:

- Improve the community
- Personal satisfaction
- Develop social networks
- Gain work experience
- Utilise untapped skills
- Learn new skills
- Build self confidence and self esteem
- Enjoy the contact they get with other people
- Maintain existing skills
- Do satisfying work
- Meet new challenges
- Enhance responsibility
- Find that volunteering looks good on your curriculum vitae
- Pathway to employment
- Assisting in meeting components of government or study guidelines
- Have fun!

'Too often we under-estimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.'

Dr. Felice Leonardo Buscaglia

Rights and Responsibilities of Volunteers

As a volunteer you have the right:

- To work in a healthy and safe environment
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- To be given accurate and truthful information about the organisation for which you are volunteering
- To be given a copy of the organisations volunteer policy and any other policy/procedures that affect your role
- Not to fill a position previously held by a paid worker
- To have a role description and agreed hours of contribution
- To be provided with orientation to the organisation and the role
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988 and
- To be provided with appropriate training and support to carry out your role.

As a volunteer you have the responsibility to:

- Be reliable
- Respect confidentiality
- Carry out the specified position description according to the position description
- Be accountable for your actions
- Be committed to the organisation
- Undertake training as required by the organisation
- Ask for support when you need it
- Let the organisation know as early as possible if unable to attend
- Be courteous to clients, staff and other volunteers
- Raise any issues you may have with the organisation and not denigrate the organisation to clients, staff and other volunteers
- Give notice before you leave the organisation
- Value and support other team members

Rights and Responsibilities of Organisations

The organisation has the right to:

- make decisions about appropriate placement of its volunteers
- review volunteer performance according to organisational policies and procedures
- expect volunteers to perform the given tasks to the best of their ability, be prompt and reliable
- expect from all volunteers, respect and courtesy towards all clients, paid and voluntary staff
- set the parameters and guidelines of the volunteer work positions
- release a volunteer who is not appropriate for the volunteer work.

The organisation has a responsibility to:

- provide a clear outline of duties
- provide orientation and necessary training
- set clear lines of communication about complaints and conflict resolution procedures
- provide safe, healthy working conditions
- include volunteers in relevant decision making processes
- provide supervision and support
- provide emergency procedures guidelines
- provide required documentation relating to the volunteer work to be undertaken.

*'You make a living by what you get,
but you make a life by what you give.'*

Winston Churchill

Induction

As an introduction to your new role you should be taken through an induction process. The induction process ensures that volunteers are provided with essential information about:

- Their work and role for the organisation
- The organisations philosophies and policies
- Code of conduct
- Equal Opportunity
- OH&S requirements including emergency evacuation procedures
- Introductions to other volunteers and staff

Induction is a two-way process. You are the best person to identify your needs. Discuss them with your Volunteer Coordinator and ask if you have a question.

Training

Training should be provided where required in relation to your role.

It may be through a staff supervisor or an experienced volunteer within the area.

Additional training should be conducted as necessary, and may include such issues as Occupational Health & Safety.

TAFE Accreditation

Check out with your volunteer co-ordinator in relation to whether your volunteer training and hours can contribute towards recognised prior learning for any subjects offered through TAFE in the courses such as:

- Community Services
- Active Volunteering

Code of Conduct

It is important to be aware of the code of conduct for staff and volunteers of the organisation you are volunteering with. This information should be presented as part of your volunteer induction / training and reference in your role description.

Occupational Health and Safety

As a volunteer, it is vital that you are aware of Occupational Health and Safety procedures. This is for your safety and the safety of everyone. This should be part of your induction prior to your commencement.

Each organisation will have their policies and procedures that are pertinent to your volunteer role, please ask your Volunteer Manager or coordinator to outline what they are and where you can access a copy from.

Reporting an Incident

If there is an accident or incident OR if you observe a situation that could present a safety hazard please report this to the Manager as soon as possible. An incident report will then need to be filled out.

If it was an incident regarding a client or staff member, please make sure you debrief with your manager. If it is an environmental hazard please make sure the area is safe by removing the hazard, posting a sign and /or sectioning off the area. Assess whether the hazard presents a serious risk of harm. If so report it immediately and close off the area.

Bullying and Sexual Harassment

Harassment including sexual harassment and bullying has no place in the workplace and should not be tolerated. Any form of harassment and/or bullying where a volunteer feels offended, humiliated or intimidated by that conduct must cease immediately.

If you raise a concern it should be treated seriously, carefully, quickly and confidentially. For further information contact your Volunteer Coordinator/manager, your Volunteer Coordinator/Manager's Team Leader or Manager or the organisation's Committee. or the Western Australian Equal Opportunity Commission.

Equal Opportunity

What is Discrimination?

Discrimination is treating someone unfairly because they belong to a particular group of people.

Under the Western Australian Equal Opportunity Act 1984, it is unlawful for anyone to be treated unfairly on the basis of;

- Age
- Sex
- Marital status
- Pregnancy
- Sexuality
- Physical or intellectual impairment
- Race
- Religion

Volunteer Protection Act 2001

Volunteers that provide their services on behalf of an Incorporated Organisation are covered by the Volunteer Protection Act 2001 which protects the volunteer who is carrying out their duties on behalf of the Incorporated Organisation from being sued. In effect, the Act provides personal liability cover by transferring the liability from the volunteer to the organisation. A volunteer is protected from personal liability from loss, injury or damage caused as a result of an action on their part while performing volunteer duties. There is no protection for the organisation under the Act.

There are exclusions to this protection however and these include:

- Defamation
- Liability covered under compulsory third party motor vehicle insurance
- Volunteers affected by recreational drugs
- Volunteers acting outside or of contrary to activities authorised by the organisation

Insurance

Check whether the organisation you are volunteering for is incorporated and has the appropriate insurance, such as Public Liability and Volunteer Personal Accident Insurance. Check with the Volunteer Coordinator/Manager if you have any questions about insurance .

Privacy

Your privacy and that of everyone in the organisation, is protected under the Privacy Amendment Act 2000 which came into effect on 21st December 2001. You should be advised of what sort of personal information is held, the purpose, how it is collected, stored, used and disclosed and how to access your information.

Please be mindful of the information you share with others whilst carrying out your volunteering duties. Do not divulge or seek personal information from other colleagues, unless it is of mutual consent and outside of your volunteering environment.

If you have any questions please contact your Volunteer Coordinator/Manager.

Confidentiality

As a volunteer you may have access to personal information about clients/customers. Under common law people have the right to have their confidentiality respected and can pursue legal action if a significant breach of confidentiality occurs.

No information about clients/customers, including their identity, should be given to any person or agency outside of your organisation without the permission of the organisation and the client, unless there is a legal requirement to do so. These matters should be discussed with your Volunteer Coordinator/Manager.

Volunteers should not during their time with the organisation or after leaving the organisation, use or disclose any confidential information about a client/customer, fellow volunteer or co-worker.

At times discussions will occur about a client/customer. Sharing of information should be limited to those with whom there is a need to discuss such details, and who are authorised to receive client/customer information. This may include your Volunteer Coordinator/Manager. Consideration should also be given to the privacy of the environment.

For further information regarding Privacy/Confidentiality practices within your organisation, please speak to your Volunteer Coordinator/Manager.

Volunteering and Cultural Diversity

We live in a multicultural community and the many different cultures have strengthened and contributed much to Western Australian society – socially, economically and culturally. Culture is about the way we do things, how we feel, how we act and what we believe and aspire to. Some ways in which our multicultural community is reflected in our society include the food we eat, our customs, entertainment, language and history.

During your volunteering you are sure to come across many fellow volunteers and the people we volunteer for who are culturally diverse. It is important to respect and accept our community's diversity and recognise the positive value it has made to our society.

It is important to recognise the contribution that all people can make through volunteer participation. Volunteering is a way of building individual skills, social networks and participation in the life of the community.

Historically people with disabilities have been excluded from many community activities, including volunteering and have been perceived as being recipients of volunteering efforts, rather than being participants in volunteering. In fact people with disabilities can be at both ends of the volunteering effort, just like anyone else in the community.

It is important to remember that people with a disability have the same personal needs, interests, skills and abilities as anyone else including;

- Being seen as an individual first
- Having strengths recognised
- Having friendships and relationships recognised
- Being treated with respect and dignity
- Having opportunities to grow and learn
- Having information and experience to make choices
- Experiencing valued and satisfying roles
- Participating in and contributing to the community.

While some people with a disability may need additional support to participate in volunteer activities others may not. Already many people with disabilities have demonstrated that they can make a positive contribution to the community and be of great benefit to community organisations they volunteer with.

The following guidelines are intended for non-Aboriginal volunteers who work with Aboriginal communities and/or Aboriginal clients. The guidelines are general in nature and may not apply in all situations. Regional differences will apply. If in doubt ask your Volunteer Coordinator for more information.

In Aboriginal culture, relationships are developed through kinship systems, clan groups, family and/or social connections. In your role as a volunteer, these connections may not exist, however a relationship can still be established over time through mutual respect and trust.

General principles:

- Where possible it is advisable to gain some understanding of the culture and community of the person concerned
- Use a partnership approach and work towards building a relationship over time.

Do not assume you will be accepted at the first meeting

- Be prepared to spend time sharing information about yourself (where you are from, what your interests are, something about your own family etc)
- Be prepared to listen to the same from the other person
- Communicate clearly. Explain who you are, why you are there and what contribution you hope to make
- Do not promise anything you may not be able to deliver
- Be patient, honest and sincere
- Do not attempt to manipulate a situation
- Demonstrate that you have heard and understood what has been said.

When dealing with an individual:

- Ask the person what is appropriate for them, consult the organisation
- Be willing to work with the person - do not tell them how it will be
- If English is not their first language, do not assume they are unable to understand or speak it.

When dealing with a family group or a community:

- To assist in establishing a positive relationship from the beginning, it is possible to utilise existing social networks. One way to do this is to ask a member of the family or community to provide an introduction
- Be aware that 'elder' is a title given to a leader within a community. It is not necessarily related to age. Respect the role of the elders within the group and accept their directions/decisions.

Front/Serving Counter & General Centre Use

Code of Conduct

Clients who use the front/serving counter & General centre use must abide by the following rules;

Anyone who is physically or verbally abusive towards staff or visitors will be asked to stop and may be required to leave the Centre.

No smoking inside the centre

No drinking alcohol inside the centre

No taking illegal drugs inside the centre

Dealing with a Potentially Aggressive Incident

Sometimes at the front/serving we see clients who have the potential to become aggressive. If you are feeling threatened in any way or are unsure of how to handle a situation please ask for assistance, do not try to handle it on your own, even experienced workers will not handle aggressive clients on their own. If we notice a client is becoming increasingly more aggressive we will follow the procedure below:

- Inform manager or person in charge
- Get another staff member if you are feeling threatened or are unsure of how to handle a particular situation
- Give the person space
- If you feel the situation needs you to respond try de-escalation techniques, these are listed below;
 - ◆ Avoid eye contact
 - ◆ Try to appear calm, speak slowly, clearly and softly
 - ◆ Use simple language which is easy to understand
 - ◆ Do not attempt to contradict the angry person
- Try to meet demands that are not unreasonable so as to not further aggravate the person.
- It is important to always give a choice to change their behaviour, unless their behaviour is creating a danger to themselves or others.

Emergency Procedures

It is important that you DO NOT leave the assembly area or re-enter the building until instructed that it is safe and the "All Clear" as been given by the proper authorities (Police, Fire, SES).

In case of Fire, an Explosion, Chemical Spill or Flood – Staff need to do:

- ◆ Call 000 (Triple 0) immediately
- ◆ Evacuate building safely following emergency Procedures
- ◆ Rescue any people in immediate danger only if safe to do so
- ◆ Raise the alarm
- ◆ Close all doors to contain the situation – plus;
 - Fire – attempt to extinguish , only if safe to do so , get down low and follow evacuation procedures to exit the building.
 - Chemical Spill – address any first aid treatment
 - Flood – turn off tap and water main.

Emergency Procedures for safe and rapid evacuation in the case of an emergency.

Procedure;

In the order to evacuate is given, the follow;

- Follow directions of the manager or staff member in charge
- Move quickly and orderly along the designated evacuation route to the nearest safe exit.
- Staff will assist people in the centre to exits.
- Do not stop or detour from exit route to collect personal belongings.
- Assemble at the designated assembly area (across the road from the front of the centre)
- The manager or staff member in charge shall check all personnel are accounted for and report missing persons to the appropriate person (Fire, Police,SES)
- First Aid to be rendered where possible until the appropriate service arrives
- No one should leave assembly area until instructed to do so.
- No one to re-enter the building until the all clear is given by the person in charge of operations (Fire, Police, SES)

Universal Health Precautions

To minimise the transmission of infection.

To ensure infection is controlled and a high level of hygiene is maintained

Personal Hygiene

The means and measures one takes to safeguard health. We have to look after our own health as well as others individual's personal hygiene.

How are these things achieved?

- Not allowing blood or bodily fluid directly into your bloodstream
- Not allowing yourself to be infected by another person
- Maintaining a high standard of cleanliness and hygiene
- Isolating the infection not the person
- Ensuring that you do not pass illness onto anyone else

What we need to do !

Hand Washing

- Use soap and running water
- Rub hands thoroughly
- Wash all surfaces (back of hand, wrists, between fingers)
- Rinse well
- Dry hands thoroughly with paper towel

Food safe

- Work areas need to be kept clean
- Clean hands regularly and wear gloves when possible
- Do not share cutting boards, be aware of cooked and raw foods
- Do not share cutlery/crockery (eg, preparation to serving)
- Make sure all kitchen equipment (eg, pots, containers, dishes etc) are cleaned thoroughly.

First Aid:

To be administered by a person who is trained. First Aid box is mobile and available from the administration office. When giving first aid;

- Assess the situation, ring 000 if you need ambulance, fire or police
- Always put on gloves
- If you need to give E.A.R us a mask
- Never put yourself in danger

Staying healthy while you are volunteering is very important. If you aren't feeling 100%, either physically or mentally, you won't be able to do your volunteer work as effectively as you would if you were feeling well.

There are a variety of ways you can ensure you feel up to doing the work. These include making sure you look after yourself both at work and at home. The following are a few tips...

- Ensure you are in the right volunteer role.
- Establish your personal priorities.
- Avoid over commitment of your time.
- Be realistic about your goals and ambitions.
- Avoid setting unrealistic deadlines.
- Move on or change roles when your role is no longer fulfilling.
- Accept that there are some things you may not be able to change.
- Seek help from others when you need it.
- If your volunteer role is stressful, debrief with your Volunteer Coordinator, it may not be the right role for you.
- Don't be afraid to take time off from your role if you are sick or need a break.
- Allow yourself time to relax and unwind.
- Keep things in perspective.
- Have fun and remember to laugh!

It is important to recognise the contribution that all people can make through volunteer participation. Volunteering is a way of building individual skills, social networks and participation in the life of the community and having fun.

Thank you for Volunteering with us. We hope you enjoy the time you spend in your role. Remember to give yourself some recognition as well, volunteering is good for you!

*The heart of a volunteer is not measured in size,
but by the depth of the commitment
to make a difference in the lives of others.*

DeAnn Hollis

INDUCTION CHECKLIST FOR VOLUNTEERS

1. When the new volunteer reports for duty the Volunteer Services Manager or the person delegated to undertake the induction will:
 - Greet the new volunteer, welcome them to Intown Centre and where possible introduce other staff and volunteers.
 - Conduct a tour of premises with emphasis placed on emergency procedures, amenities and entering and leaving the building.
2. The volunteer will be shown their work place.
3. A detailed confirmation of the new volunteer's duties will be undertaken and a brief overview of the roles of other volunteers provided.
4. Discussion on the contents of Volunteering WA's Policy and Procedures document will be undertaken. A hard copy or information, or where to find the document on the system, will be provided. Particular attention will be placed on the following sections:
 - Volunteer related issues
 - Office administration
 - Internet and e-mail access
 - Occupational health and safety
 - Confidentiality
9. Check the following forms are complete:
 - Volunteer registration form
 - Police check

Ensure all personal information required is recorded and all forms necessary for Checking are completed.



NAME: _____

ADDRESS: _____

PHONE: _____ MOBILE: _____

Task Preference		Preferred Hours		Days Preferred	
Cooking		9-1pm		Monday	
Preparation		9-2pm		Tuesday	
Serving Food		11-1pm		Wednesday	
Cleaning and Washing Up		12-2pm		Thursday	
				Friday	

Volunteer Agreement

This document sets out the arrangement under which the Intown Centre appoints

_____ as a volunteer.

The agency will:

- Provide information and support to enable the volunteer to meet the responsibilities of the volunteer position.
- Accept feedback and constructive suggestions from the volunteer on ways to improve the service and bring to the attention of the Board.
- Maintain confidentiality at all times.
- Maintain voluntary worker insurance policy for personal accident and injury.
- It is agreed that this appointment is not, and is not intended to be, a contract of employment. Further, nothing in this appointment constitutes a commitment by the agency to provide employment in the future.
- In the event of undesirable conduct the volunteer maybe asked to leave.

Signed by (Coordinator): _____ Date: _____

The volunteer agrees:

- To carry out tasks assigned to me as a volunteer staff member to the best of my ability.
- To provide adequate notice for replacement if unable to attend the Intown Centre on rostered day.
- To refrain from offering counseling to clients.
- To maintain and respect confidentiality of other staff (paid or unpaid), clients at all times.
- To work with the Board and volunteers to achieve the aims and objectives of the Intown Centre Inc.

Signed by (Volunteer): _____ Date: _____

Application for Volunteer National Police Check

This is not an application for a National Police Certificate

SURNAME: _____

GIVEN NAMES: _____

PREVIOUS, MAIDEN OR ALTERNATIVE NAMES: _____

DATE OF BIRTH: _____

DRIVERS LICENCE NUMBER: _____ STATE OF ISSUE: _____

STATEMENT OF CONSENT AND INDEMNITY

I consent to a check of the records of all Australian Police jurisdictions and to the acknowledgement of the existence of any court outcomes and /or pending charges being provided to an approved volunteer group.

In consideration of WA Police releasing and acknowledgment of any court outcomes or pending charges, under this application, I hereby indemnify the State of WA, its servants and agents including all members of WA Police against all actions, suits, proceedings, cause of action, costs, claims and demands whatsoever which may be brought or made against it or them by anybody or person by reason of or arising out of the reason of any details of any court outcomes and other information recorded against my name purporting to either relate to or concern me.

Notes: (Any information the volunteer freely releases in regards to any convictions, court outcomes, or pending charges).

Volunteers Signature: _____

Date: _____

Coordinators Signature: _____