

**The**

**Volunteer Induction Kit**

Template documents for Houses

January 2019

**Introduction**

This Volunteer Induction Kit has been put together by Neighbourhood Houses Tasmania to assist Houses in the induction of volunteers. The Kit provides a checklist to make sure all the “must do’s” are covered. The contents of this Kit have been screened by the HR firm, Quartz Consulting to ensure they address current best practice in ensuring people are well informed when they start as a volunteer at your House. Equal Opportunity Tasmania has also viewed the information in this Kit.

The “must do’s” are important to ensure good clear communication between Houses and their volunteers, to ensure that essential information is shared, with the aim to avoid any issues or misunderstandings in the future.

The information in this Kit could also be used to induct new staff. Simply replace ‘volunteer’ with ‘staff’ in the templates and they will be good to go.

The documents in this Kit are designed as templates so that each House can adapt them to individually suit their own details and information. For example: the term ‘manager’ is used but can easily be changed to ‘coordinator’ if preferred; there is space in the Handbook to insert the Mission Statement and Key Objectives of your House.

The anti-discrimination, harassment & bullying fact sheet for House Managers is a summary of all the key information on the topic, and is an attempt to put a very complex topic in a nutshell.

**Documents in the Kit**

For House Managers:

* volunteer screening checklist
* volunteer referee checklist
* cover sheet for inside personnel file
* preparing for a volunteer’s first day
* anti-discrimination, harassment & bullying fact sheet
* Excel Spreadsheet for electronic records

For Volunteers:

* volunteer registration form
* confidentiality agreement
* volunteer contact details
* photo & video consent form
* volunteer induction checklist
* volunteer handbook
* volunteer handbook acknowledgement

**Policies and Volunteers**

All Houses should have a suite of policies relevant to their own operation. Template policies, that have been screened by Quartz Consulting, are available on the NHT website at <http://nht.org.au/wp-content/uploads/2013/11/Neighbourhood-House-Resources-Toolbox-Index-4.pdf>

* Policies relevant to the volunteer’s participation at the House should be outlined and explained to the volunteer during induction
* The location of copies of all House policies needs to be clearly shown to the volunteer during induction so they know where to find them
* A group induction session could be held to demonstrate practical elements of policies such as the Work Health and Safety policy and Emergency Procedures policy. This could be done using a power point presentation and discussion.

**Policies that relate to the induction process include, but are not limited to, the following:**

* Volunteer Screening policy
* Code of Conduct policy
* Confidentiality and Privacy policy
* Anti-discrimination, Harassment and Bullying policy
* Conflict and Grievance Resolution policy
* Workplace Health and Safety policy
* Workplace Communications policy
* Alcohol and Drug policy
* Emergency Policies and Procedures
* Handling Chemicals policy
* Personal Protective Equipment policy
* Lockdown policy

Volunteer Screening

A screening process of potential volunteers at Houses is an essential step in the induction process. People need to be screened to make sure they meet the requirements of the DHHS Funding Agreement as a ‘fit and proper’ person, and to ensure they contribute positively to the work of the House.

The type of screening will depend on what the volunteer will be doing and House policy.

The Working With Vulnerable People Check is the umbrella title under which the Working With Children Check sits. (The next phase of WWVP Check will be Working With Vulnerable Adults).

This Check remains active, and is updated if new offences occur. A Manager can go online and check for updates as/if required. All volunteers need a Working with Children Check if their volunteer work requires it by legislation, or if the House decides they should have it anyway. If in doubt, there is a quick survey that can be taken at this link to see if a Working With Children Check is required: <http://www.justice.tas.gov.au/working_with_children/who_needs_registration>

A National Police Check is a snapshot of history up to the date of application. No new information is added until a new Check is acquired after 3 years.

All volunteers will need a Working with Children Check and/or a National Police Check depending on the volunteer position and the risks involved.

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**Volunteer Screening Checklist**

The ***[insert name of House]*** wants volunteers who are suitable for various roles, who can contribute positively, maintain the integrity and reputation of the House and work safely and reliably with everyone connected with the House, including children. With appropriate screening, the House can avoid foreseeable risks and meet the Funding Agreement requirement that all volunteers are “fit and proper” persons.

This Checklist is to help ensure all boxes are ticked during the recruitment process.

* **Every volunteer has a position description** (you may choose to exempt one-off volunteering for short term activities. Refer to your volunteer screening policy)
* **Each volunteer position has been assessed for the risks that it poses for the House and its users** (for example does the volunteer have access to children, work with money, or act on behalf of the House?)
* **The recruitment process is applied consistently for all volunteer positions** (recruit volunteers to a position description that has been assessed for the level of risk; tell them that screening is a general requirement across community organisations and applies here; provide them with the position description, and have them complete an application form)
* **All volunteers are interviewed prior to starting** (go over the position description with them; ask about their interests, availability, previous experience etc.)
* **All volunteers have a referee report from at least one referee recorded on their file** (you may choose to exempt one-off volunteers for short term activities; the detail required in the report depends on the position’s level of risk. Refer to your volunteer screening policy)
* **All volunteers have a Working With Vulnerable People Check and/or** **National Police Check** (as applicable, some exemptions may apply for short term activities or as set out in legislation; if you are in any doubt about what is required, err on the side of caution. The purpose of screening and the way that it is done will be explained to the person who wants to volunteer)
* **All volunteers receive orientation and training when they start** (get the best from your volunteers, welcome them and give them the benefit of support during their induction period of 8-12 weeks, and beyond)
* **All volunteers receive supervision and performance support** (make sure your volunteers are on track, reviewing their performance after the induction period, and then at regular intervals after that.)
* **All volunteer screening results are kept confidential** between the House and the potential volunteer and stored securely

**Volunteer Screening Flowchart**

(Relates to the Volunteer Screening Policy)

Can the volunteer provide the name of a reliable external referee?

Is the external referee report satisfactory? Always check with the referee. Use standard questions to ensure the basics are covered.

Will the volunteer have unsupervised access to children, work with money or act on behalf of the House (that is, high-risk work)?

Do not start a volunteer working in a high-risk position without at least one reliable external referee report.

Start the volunteer under regular supervision. If work is satisfactory, prepare a referee report at the end of the induction period (see Volunteer Screening Policy) and place on file.

If the volunteer does not already have a current one, get a Working with Vulnerable People Check and/or a National Police Check. Check first if the volunteer’s work will require a Working with Vulnerable People Check. In some cases, get both Checks.

If required, is the National Police Check satisfactory for the volunteer position?

If required, is the Working with Vulnerable People registration current? Always check on-line.

Do not start the volunteer, provide reasons.

Do not start the volunteer, provide reasons.

NO

NO

NO

NO

YES

YES

Meet the potential volunteer and discuss the requirements of the volunteer position using the volunteer position description.

On the face of it, does the volunteer seem suitable for the position?

YES

YES

NO

Place referee report on file.

NO

YES

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**Cover Sheet For Inside Of Personnel File**

**VOLUNTEER NAME: - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ASSIGNED AREA:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

This checklist is for use by the Manager to assist in completing the orientation and induction process of new volunteers.

|  |  |  |
| --- | --- | --- |
| **Yes** | **No** | **ITEM** |
|  |  | Confidentiality Agreement Form signed and returned |
|  |  | Photo Consent Agreement Form completed and returned |
|  |  | Membership Form completed and returned, with fee paid |
|  |  | Volunteer Handbook Acknowledgement signed and returned |
|  |  | Policies and Procedures discussed |
|  |  | Position Description given |
|  |  | Volunteer Contact Details completed and returned |
|  |  | Current Police Check provided |
|  |  | Working With Vulnerable People Check provided |
|  |  | Induction Undertaken (as per Volunteer Induction Checklist) |
|  |  | Performance Review Date advised |
|  |  | Performance Review Undertaken |
|  |  | Driver’s License Copied and placed on file (as required) |
|  |  | Driver’s License expiry date entered onto membership database and reminder onto admin outlook (as required) |
|  |  | Referee Check completed (as required) |

Comments/ follow up:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Preparing for a Volunteer’s First Day**

Volunteers have high hopes and expectations when they sign up to volunteer. It’s important that we address their needs and expectations, starting with making them feel welcome on the first day. Properly preparing for a volunteer’s first day will ensure they immediately feel part of the team, allay any nerves they may have and help us to retain our volunteers.

**Prepare for the Volunteer’s First Day:** The first day’s experience will have a lasting impact and will influence the volunteer’s future commitment to the House.

**The Greeting:** Welcome the volunteer warmly. It’s amazing how motivating it is to feel expected and welcomed by everyone!

**Tour of the Premises:** New volunteers need to get their bearings in an unfamiliar environment – so show them around! (refer to Volunteer Induction Checklist)

**Initial Assignments:**

Nothing says “we need and value you” more effectively than having tasks to do right away. This allows volunteers to quickly identify how they can contribute to the organisation. Set tasks that allow the volunteer to ease into things, whilst providing enough work to fill the shift.

**Induction and Training:** The amount of training volunteers need will depend on the role and their experience. Regardless, all volunteers require an induction. The contents of this Kit is a guide to help with the process.

**Don’t Assume Knowledge:** Gauge the level of support or assistance required to get the volunteer up and running quickly. Spend plenty of time with the volunteer on the first day (or assign another person who is available) and expect lots of questions! This is important in creating a relaxed rapport and building a good working relationship.

**Formal Orientation:** Volunteers are ambassadors for the House and they need to understand and be able to communicate what the House is all about. A formal orientation should ideally occur within the first few weeks. Orientation usually includes a full tour of the premises, an overview of our history, the importance of confidentiality, a description of all services provided and how volunteers contribute to their successful delivery. Understanding the big picture and feeling part of the organisation is highly motivating. This can be done on an individual basis or as a group, if more than one volunteer has started recently.

**The End of the First Day:** Be present to review the volunteer’s work. Give some positive feedback. If there was a hiccup or two, explain what was done wrong and how to correct it. Remind the volunteer that they are still in training and practice makes perfect. Confirm the next time they are due in and express appreciation at having a new member on the team. Such courtesies are not just for show: they encourage the volunteer to return again and again.

*“Treat people as if they were what they ought to be, and help them become what they are capable of being.” - Goethe*

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**Anti-Discrimination, Harassment and Bullying Fact Sheet**

a summary of the key essential information

It is essential that organisations operating in Tasmania are aware of and understand their responsibilities under the *Anti-Discrimination Act 1998* (Tasmania).

All organisations are required to operate without discrimination or other unlawful conduct. Organisations must provide a safe environment for their employees, volunteers and for people coming into the workplace. This is a legal responsibility.

All Tasmanian organisations are required to take ‘reasonable steps’ to ensure that ‘all members, officers, employees and agents’ are protected from discrimination and harassment in the workplace.

**What is Discrimination?**

It is unlawful discrimination when:

* a person is treated less favourably (worse) than other people because they have a particular characteristic, such as their age, race, sex or disability
* a person is disadvantaged compared to other people because they have a particular characteristic

## What is Indirect Discrimination?

Indirect discrimination takes place if a person imposes a condition, requirement or practice which is unreasonable in the circumstances and has the effect of disadvantaging a member of a group of people who share, or are believed to share, an attribute listed in the definition for discrimination above; or share, or are believed to share, any of the characteristics imputed to that attribute more than a person who is not a member of that group. Indirect discrimination often occurs as the result of a policy that is intended to resolve an issue but has the unintended consequence to discriminate against a particular group in society.

**What is Harassment?**

Harassment takes place where a person engages in conduct that offends, humiliates, intimidates, insults or ridiculesanother person on the basis of a discriminatory attribute in circumstances where a reasonable person would have anticipated that the other person would have been offended, humiliated, intimidated, insulted or ridiculed. For example, harassment may constitute inappropriate shouting at another employee, offensive remarks, personal insinuations and comments, ostracising employee/s and other such inappropriate behaviours.

**What is Sexual Harassment?**

Sexual harassment takes place if a person –

* subjects another person to an unsolicited and unwelcome act of physical contact of a sexual nature; or
* makes an unwelcome sexual advance or an unwelcome request for sexual favours to another person;
* makes any unwelcome remark or statement with sexual connotations to another person or about another person in that person’s presence; or
* makes any unwelcome gesture, action or comment of a sexual nature; or
* engages in conduct of a sexual nature in relation to another person in circumstances where the person would have anticipated that the other person would be offended, humiliated or intimidated.

**What is Vicarious Liability**?

“Every act done by an employee in the course of their employment may be regarded as if it was ordered or done by the employer”.

An employer can be found vicariously liable for an employee’s unlawful discriminatory conduct or harassment, and orders may be made against that employer to pay compensation to the victim of the unlawful conduct or to introduce workplace policies and training on discrimination laws.

If an employer has taken reasonable precautions to prevent unlawful conduct by their employees and others within their organisation, they may avoid vicarious liability for that conduct. Having an Anti-Discrimination, Harassment and Bullying policy, for example, is a reasonable precaution.

Other reasonable precautions may include the following:

* Commitment from Management
* Monitoring the Policy
* Communicating the Policy/training
* Appointing Contact Officers
* Having an effective complaints procedure
* Immediate investigation
* Remedial action
* Follow up to prevent continuance.

**When is Discrimination against the law?**

Discrimination is unlawful under the *Anti-Discrimination Act 1998* (Tasmania) if it is discrimination on the basis of one or more of the 22 characteristics listed in the Act. These characteristics are called 'attributes'. The Act also lists ‘areas of activity’ and ‘provision of facilities, goods and services’ where unlawful discrimination may occur.

The ‘attributes’ listed in the Act are:

|  |  |
| --- | --- |
| Age | Breastfeeding |
| Race | Pregnancy |
| Disability | Sexual orientation |
| Irrelevant medical record | Relationship status |
| Gender | Lawful sexual activity |
| Gender identity | Marital status |
| Intersex | Family responsibilities |
| Parental status | Irrelevant criminal record |
| Religious belief or affiliation | Religious activity |
| Political activity | Industrial activity |
| Association with a person who has or is believed to have any of the other attributes. | Political belief or affiliation |

**Is it ever okay to treat someone differently?**

* Treating someone differently isn’t necessarily unlawful discrimination. It is permitted if it is necessary to properly allow for individual needs, as this is not 'less favourable' treatment.
* Less favourable treatment is not always unlawful discrimination. A person may be treated less favourably than others if it is for lawful reasons such as to ensure that the person appointed to do a job can perform the job's inherent requirements.

**What are some examples that are not Unlawful Discrimination?**

* Not employing a pregnant woman for a 12 month contract in Antarctica makes good sense for logistic reasons.
* Not allowing an employee that suffers from severe vertigo to work on scaffolding is good management and meets other legal obligations such as occupational health and safety laws.
* An employer changing an employee's duties (with consultation) while the employee does more training to further develop skills (after making a number of mistakes on a project), may be the best management approach in a situation. This is not unlawful discrimination as the job has been changed because of poor performance and not because of (or linked to) an attribute.

**What is Bullying?**

* Bullying usually involves the persistent bad treatment of a person by one or more other people.
* Bullying doesn't always involve physical abuse such as punching or kicking. Often bullying involves other nasty behaviour such as verbal abuse, name-calling, nit-picking, threats, sarcasm, exclusion or shunning, or sabotage of a person's work.
* These days, bullying is sometimes done through electronic communication systems such as e-mail, texting, social media, online forums, etc.
* Bullying can be a form of less favourable treatment under the Anti-Discrimination Act if it is related to one or more of the 'attributes' listed in the table.

Section 17(1) of the Act says a person must not offend, humiliate, intimidate, insult or ridicule another person on the basis of (listed ‘attributes’)….where a ‘reasonable person, having regard to all the circumstances, would anticipate the other person would be offended, humiliated, intimidated, insulted or ridiculed’.  This can be a form of bullying, and it is against the law.  
  
It is important to note that where harassment or bullying happens but does not relate to attributes covered by discrimination law, it is still a serious problem and may be a breach of:

* occupational health and safety laws
* workers rehabilitation and compensation laws, or
* criminal laws relating to assault, threatening behaviour, etc

**What are ‘Reasonable Steps’?**

There are a number of ‘reasonable steps’ an organisation can take to ensure their workplace is free from discrimination, harassment or bullying.

These include:

* having a current Anti-Discrimination policy and/or an Equal Employment Opportunity (EEO) policy that clearly states what discrimination, harassment and bullying are, and that they are not okay
* having internal grievance procedures
* widely publicising policies and procedures to **all** employees, volunteers and House participants
* providing anti-discrimination training and/or information to **all** employees and volunteers
* ensuring complaints are investigated promptly and confidentially according to set policies and procedures
* developing a strategy for dealing with anonymous complaints

It is important that organisations focus on prevention and appropriate responses when dealing with discrimination and harassment. When responding to a complaint an organisation that has developed good workplace practices should be able to demonstrate that it took ‘reasonable steps’ to prevent discrimination and harassment and responded appropriately once it was made aware of the issue.

**Grievance procedures: the most important elements**

The most important elements of a grievance procedure are:

* timely responses – complaints should be dealt with as soon as they are received
* sensitivity – ensure both parties feelings are respected throughout the process
* fairness and impartiality – both parties must be afforded substantive and procedural fairness in any investigation. Both sides of the story must be heard. An external investigator can be contracted to undertake the investigation to ensure a fair process
* confidentiality – only parties directly involved in the investigation of the complaint or those involved in making decisions about outcomes should have access to information about the grievance
* allow for appeals – a review by someone who did not handle the investigation should be provided
* victimisation - ensure all parties are aware that victimisation against anyone involved in the complaint will not be tolerated and is against the law

Organisations should make an effort to:

* circulate policies and related information widely and in accessible formats and appropriate languages
* develop educational programs (training, leaflets, posters, flyers etc) for all staff and volunteers about their rights and responsibilities
* provide information and support for potential complainants to effect early resolution and positive outcomes
* review policies and procedures on a regular basis

If internal grievance procedures fail or the complainant is not happy with the outcome they should be advised of their external grievance options. These should be listed in the Grievance Procedure.

**Developing an anti-discrimination and harassment policy**

It is important that organisations understand why such a policy is necessary and take its development and implementation seriously.

Policies should be written clearly and in a format that everyone can understand. Different formats may be required to ensure they are accessible to different groups.

Policies can be reviewed by the Equal Opportunity Tasmania office to ensure they comply with the Tasmanian Anti-Discrimination legislation. There may be an hourly fee associated with this service.

**For further information go to Equal Opportunity Tasmania’s website:** [www.equalopportunity.tas.gov.au](http://www.equalopportunity.tas.gov.au)

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**Volunteer Registration Form**

**Introduction**

Thank you for offering to be a volunteer with us. We really appreciate it because volunteers are important at our House. To get started there are a few things that you need to know about and agree upon. First, we need to know some personal information about you. This is so we can offer you suitable volunteer work and support. We also want to make sure people can work safely and well with everyone connected with the House, including children.

We only use your personal information for these purposes. Without this information, we cannot offer a volunteer position to you. You may see and/or update your personal information at any time. Our *Confidentiality and Privacy Policy*, available at the House, explains how we use this information.

There are some laws and rules that our House has to follow. This means that we have to do a few checks before you can become a volunteer. All volunteers need a satisfactory safety screening before starting. This might mean a National Police Check or, if there will be any involvement or contact with children, a Working with Vulnerable People Check. We will arrange and pay the costs of these checks for you.

**Declaration**

**I,** ……………………………………………………………………………………… (your full name)

**Agree as a volunteer to:**

* Undertake safety screenings that the House needs to do
* Act in the best interests of the House and its good reputation
* Do my volunteer work to the best of my ability
* Be available at the agreed times or give advance notice if I will not be available
* Abide by the requirements of the House policies and procedures
* Treat everyone I deal with fairly and with respect
* Maintain and respect the confidentiality and privacy of everyone in the House
* Work to directions from the House Coordinator or staff
* Get approval before incurring any expenses in my role as a volunteer
* Tell the House Coordinator about any conflict of interest where my volunteer work could mean a personal, commercial or financial benefit to me, my family or other contacts I have.
* Be discontinued as a volunteer if my actions or behaviour breach the House policies and procedures, code of conduct or other requirements of the House.

**Also, I agree that I volunteer:**

* Of my own free will
* To benefit theHouse and the local community
* Without monetary payment (except for reimbursement of reasonable out of pocket expenses incurred in my volunteer work)
* Without any obligation by the House to appoint me at a later date if I apply for paid employment

**My Details**

|  |  |  |
| --- | --- | --- |
| **Mr/Mrs/Ms/Miss** | **Given Names** | **Surname** |

|  |  |
| --- | --- |
| **Address** |  |

|  |  |
| --- | --- |
| **Date of Birth** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Phone** |  | **Mobile** |  |

|  |  |
| --- | --- |
| **Email** |  |

|  |  |
| --- | --- |
| **Relevant Medical Condition including medication** (that may impact on your role as a volunteer). |  |

|  |  |
| --- | --- |
| **Briefly state what volunteer tasks interest you.** |  |

|  |  |
| --- | --- |
| **Interests & Hobbies** (including any clubs or organisations of which you are a member) |  |

|  |  |
| --- | --- |
| **Languages spoken** |  |

**Availability:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Day** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Weekends** |
| **Times** |  |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Referee 1** | **Name:** | **Contact Details:** |

|  |  |  |
| --- | --- | --- |
| **Referee 2** | **Name:** | **Contact Details:** |

I agree to the conditions set out above and consent to the collection and use of the information required by the ***[insert name of House].***

**Volunteer Signature:** **Date:**

**Office Use Only**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **National Police Check Required?** |  |  | **Date Received** |  | **Satisfactory for position** |  | **Comments** |
| * **Yes** |
| * **No** |  |  |  | * **Yes** |  |
|  | * **No** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Working With Vulnerable People Check Required?** |  |  | **Date Verified** |  | **Reason** |  | **Comments** |
| * **Yes** | * **Regulated Activity** * **Manage Risk** |
| * **No**   **(if not, complete below)** |  |

|  |  |
| --- | --- |
| **If exempt from Working With Vulnerable People Check** | **Reasons for Exemption from Working With Vulnerable People Check** |

**Summary of Referee Information**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Referee 1** |  | **Referee 2 (if applicable)** |
| **Relationship to applicant** |  |  |  |
| **Time knowing applicant** |  |  |  |
| **Ability to get along with others** |  |  |  |
| **Reliability** |  |  |  |
| **Honesty** |  |  |  |
| **Ability to handle responsibility** |  |  |  |
| **Areas volunteer might struggle** |  |  |  |
| **Strengths of the volunteer** |  |  |  |
| **Date of referee report** |  |  |  |

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**Confidentiality Agreement**

Name of volunteer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address of volunteer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. A copy of this agreement is required to be signed by all paid and unpaid staff (volunteers) at ***[insert name of House].***
2. In the course of your volunteer role you may have access to confidential and personal information with regards to the ***[insert name of House]*** activities, its staff and clients.
3. The volunteer acknowledge that failure to comply with this agreement may lead to disciplinary or legal action.
4. This agreement shall survive the termination or expiry of the volunteer’s commitment with ***[insert name of House].***
5. The volunteer undertakes in signing this agreement:

* Not to access, use, modify, disclose or retain any confidential and personal information of the employer he or she acquires through the performance of his or hers duties of volunteering with the employer, except for the purpose of fulfilling those duties of volunteering, and
* To take all reasonable measures to ensure that confidential and personal information of the employer is protected against loss, unauthorised access, use, modification or disclosure.

Signed:

(volunteer)

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position:

|  |  |
| --- | --- |
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**Volunteer Contact Details**

|  |  |
| --- | --- |
| Title: | Date of Birth:  \_\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_ |
| First Name: | Family Name: |
| Preferred Name:  (if different from above) | Gender: Male/Female |
| Address: | |
| Suburb | Postcode |
| Home Phone | Mobile Phone |
| Email: | |
| Emergency Contact Person (1) | |
| Relationship | Emergency Contact Number: |
| Emergency Contact Person (2) | |
| Relationship | Emergency Contact Number: |
| Any medical conditions that ***[insert name of House]*** Board/Management should be aware of?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
|  | |
| Any emergency medications that [insert name of House] Board/Management should be aware of?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Drivers License Number (if part of position) | | |
| Other information that you feel may be useful:-  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |

Signed

Date

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| --- | --- |
| LOGO_No Text | **[Name of House]** |

**Photo and Video Consent Form**

|  |  |
| --- | --- |
| **I** | *[Person’s Full Name]* |

|  |  |
| --- | --- |
| **of** | *[Person’s Full Address]* |

|  |  |  |  |
| --- | --- | --- | --- |
| **Phone** |  | **Mobile** |  |

|  |  |
| --- | --- |
| **Email** |  |

***Consent to the [insert name of House]:***

|  |  |
| --- | --- |
| * collecting my personal images by photography or video recording |  |

|  |  |
| --- | --- |
| * using my personal images in any internal or publicly available form and medium |  |

|  |  |
| --- | --- |
| * retaining and storing the images and recordings in hard copy or digitally |  |

***And understand that:***

|  |  |
| --- | --- |
| * no personal information about me will be made public unless I explicitly agree |  |

|  |  |
| --- | --- |
| * my consent for future use of my personal images can be withdrawn at any time |  |

|  |  |
| --- | --- |
| * my consent cannot be withdrawn for previous use of my personal images |  |

|  |  |
| --- | --- |
| * I will not receive any payment, royalty or other consideration for these images |  |

|  |  |
| --- | --- |
| * my personal images may be used without acknowledgement |  |

|  |  |
| --- | --- |
| * personal images on the internet are available world wide |  |

I have had this form explained to me to my satisfaction and I am signing this Photo and Video Consent Form of my own free will.

|  |  |
| --- | --- |
| **Name** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Signature** |  | **Date** |  |

Personal information is collected from you for the purpose of obtaining consent to publish your personal photographic or video images. Your personal information is managed in accordance with the *Personal Information Protection Act 2004*. You may access your personal information and/or withdraw your consent for future use of your personal images by application to the ***[insert name of House].***

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| LOGO_No Text | **[Name of House]** |

**Volunteer Induction Checklist**

This induction is designed to provide you with the basic information you need to start as a volunteer with ***[insert name of House]*.** Please tick as each stage is completed and return a copy to the ***[insert name of******position]***to retain on your personnel file.

|  |  |  |
| --- | --- | --- |
| **Yes** | **No** | **ITEM** |
|  |  | A tour of the House facility is conducted |
|  |  | The area in which you will be performing your volunteer duties is clearly identified |
|  |  | Introductions to the office manager, staff and other volunteers are made |
|  |  | Housekeeping is explained, including: parking; toilets; tea and coffee facilities; storage of personal belongings; building exits; first aid kit access |
|  |  | Sign in/Sign out procedure is explained |
|  |  | Volunteer’s Handbook is provided and each section is talked through, including volunteer rights and responsibilities, code of conduct, relevant policies and procedures |
|  |  | Position Description is provided and talked through |
|  |  | Volunteer hours are confirmed and process of what to do if you can’t make a shift is agreed to |
|  |  | Reimbursement of expenses and the procedure for claiming these is explained |
|  |  | Name badge is provided |
|  |  | Evacuation procedures are explained |
|  |  | Emergency management is explained |
|  |  | Incident and First Aid reports are explained |
|  |  | Work Health & Safety procedures are explained |
|  |  | Information on insurance is explained |
|  |  | Overview of current House projects and strategic plan is provided |
|  |  | How to provide feedback is explained. “How can we make things better?” |
|  |  | Induction Presentation Workshop is discussed |

I declare that the above induction process has been carried out.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Name and Signature of Volunteer |  | Date**:** |
|  |  |  |
| Name and Signature of Manager |  | Date**:** |

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| LOGO_No Text | **[Name of House]** |

**Volunteer Handbook Acknowledgement**

**I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have received and read the *[insert name of House]* Volunteer Handbook.**

**I understand the contents of the Volunteer Handbook.**

**I have had the opportunity to ask any questions I have regarding the contents of the Volunteer Handbook.**

|  |  |
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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Signature of Volunteer** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date** |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Staff Member** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date** |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Position Held** |  |

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| LOGO_No Text | **[Name of House]** |

**Volunteer Handbook**

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| **Name of House: *[insert name of House]***  **Address: [ *insert* ]**  **Opening Hours: [  *insert* ]**  **Contact Details: [  *insert* ]**  **Date of Distribution: [  *insert* ]** |

**Table of Contents**

|  |  |
| --- | --- |
| **Topic** | **Item number** |
| Overview of this Handbook | 1 |
| Who we are | 2 |
| Our Vision | 3 |
| Our Mission | 4 |
| Our Core Values | 5 |
| Key Objectives | 6 |
| Looking After Yourself | 7 |
| Trial Period | 8 |
| National Police Check | 9 |
| Volunteer Position Description | 10 |
| Policies and Procedures | 11 |
| Confidentiality | 12 |
| Volunteer Personnel | 13 |
| Dress Code | 14 |
| Use of Resources | 15 |
| Telephone Usage | 16 |
| Smoking | 17 |
| Substance Abuse | 18 |
| Attendance and Absenteeism | 19 |
| Ending Your Volunteer Service | 20 |
| Emergency Procedures | 21 |
| Safety in the Workplace | 22 |
| Code of Conduct | 23 |
| Anti-Discrimination, Harassment and Bullying | 24 |
| Complaints Procedure – when things go wrong | 25 |
| Complaints from a Volunteer concerning a House client | 26 |
| Rights of the Volunteer | 27 |
| Responsibilities of the Volunteer | 28 |
| Rights of the Organisation | 29 |
| Responsibilities of the Organisation | 30 |

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| **Thank you for volunteering with us!**    Welcome! The ***[insert name of House]*** could not operate without our dedicated, committed, community volunteers. Volunteers contribute numerous hours of service every month and play a key role in helping us fulfill our mission. It is crucial that we continue to promote a favourable and lasting impression of ***[insert name of House]*** in the minds of everyone with whom we interact, including clients, donors, media, volunteers and the general community.  Our volunteers are important to us and we ask for your help to create a safe and meaningful volunteer experience.    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!    **Board of Management**  ***[ insert name of House]*** |

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| **1: Overview of this Handbook**  This Handbook is designed to introduce you to ***[insert name of House]*** and provide you with some guidance and direction. In addition, you will be invited to attend an Induction Session which we hope will provide you with a more in-depth understanding and awareness of our organisation and your role within it. As a volunteer, you are provided with a safe work environment, necessary job training, supervision, evaluation and recognition.  We are committed to equal opportunity in the workplace. We coordinate a diverse community of volunteers from varied backgrounds and social identities, including, but not limited to: immigrant communities, people of all faiths and spirituality, people living with disabilities, lesbian/gay/bisexual/transgender communities, and people of diverse ages. We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities. In return we expect you to honor your commitment to ***[insert name of House]***, respect other volunteers, staff and community members and perform your assigned duties to the best of your abilities.    If you have any questions or need any clarification of the information contained in this Handbook, please contact ***[ insert name/position of person and how to contact them]*** |

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| **2: Who we are**  ***[insert name of House]*** was established in ***[insert details].*** Our core funding is provided by the State government, Department of Health and Human Services. We operate as a non government, not for profit organisation offering a range of activities that meet community needs. We are governed by a volunteer Management Committee. The Manager, with the assistance of a dedicated team of staff and volunteers, ensures the House runs smoothly, efficiently and effectively on a daily basis. Volunteers assist in a wide variety of our programs, such as ***[insert examples]***.  The House provides a venue for all community groups and/or individuals and service providers to hold meetings, conduct workshops and activities. We have a strong commitment to provide access to educational opportunities, social opportunities and support services.  Hours of Opening are ***[insert days and times]***.However, access to our facilities is available outside of these hours in order to ensure community groups and/or individuals and service providers can conduct meetings, workshops and activities that meet community needs. |
| **3: Our Vision**  ***[insert House vision statement]*** |
| **4: Our Mission**  ***[insert  House mission statement]*** |

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| **5: Our Core Values**  ***[insert House core values]*** |
| **6: Key Objectives**  ***[insert House key objectives]*** |
| **7: Looking After Yourself**  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. It is well documented that doing voluntary work may help release the ‘feeling good’ endorphins from your brain and may also enhance your sense of wellbeing. |

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| **8: Trial Period**  Volunteers have the right to say NO; and ***[insert name of House]*** has the right to select and place volunteers according to their skills and attributes. The Manager and/or Volunteer Coordinator will discuss your induction and trial period with you, as the length of trial period depends on the job you are performing and the skills required, which is usually 8-12 weeks.  **Refer to: Volunteer screening policy** |
| **9: National Police Check**  It is ***[insert name of House]*** policy that all staff, tutors and volunteers, no matter what role they are performing, have a current National Police Check.  **Refer to: Volunteer Screening Policy** |
| **10: Volunteer Position Description**  You will be given a volunteer position description detailing your role and responsibilities when you commence your duties. |
| **11: Policies and Procedures**  This induction manual covers key policy areas that volunteer/staff need to know. An extensive policy and procedure manual can be located ***[insert location of manual]***. To ensure that your position is performed correctly all volunteers must read this manual. As our organisation grows and changes, there will be a need to update policies, practices and other information in this handbook. When such changes occur, you will be notified accordingly. This may be by a notice placed on the volunteer’s notice board located ***[insert where the notice will be displayed]***.  **Refer to: Workplace Communications Policy** |
| **12: Confidentiality**  Maintaining confidentiality is vital to both the philosophy and success of ***[insert name of House]***. Everyone needs to feel safe and secure on how the information given is used. Everyone involved at ***[insert name of House]*** has the right of control over their own personal information. No one can be compelled to disclose personal information if they do not wish to do so.    However a certain amount of personal information needs to be disclosed for ***[insert name of House]*** to perform properly and safely.  Client information is confidential. No client information or proprietary information is to be shared outside of ***[insert name of House]***.    You will be asked to sign a Confidentiality Agreement. All staff, both paid and volunteers, **MUST** sign a confidentiality agreement before starting work. By signing this document you agree to refrain from the unauthorized use or disclosure of any proprietary or client information. Breaches of confidentiality will be treated as a serious breach and appropriate follow up disciplinary action will be taken. This may include termination of your position or legal action.  **Refer to: Confidentiality and Privacy Policy** |

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| **13: Volunteer Personnel Files**  Your personnel file is confidential and consists of written documents retained by the Manager, and kept in a secure location. The volunteer's personnel file can be only reviewed by the volunteer, the designated Volunteer Coordinator and the Manager. This file contains basic contact information and records about your volunteer service with ***[insert name of House]***. |
| **14: Dress Code**  ***[insert name of House]*** does not have a formal dress code. We do expect people to attend their duties in clean, comfortable and appropriate attire. Dress appropriately for your duties. For example, physical work requires clothing that is comfortable and durable. Management reserves the right to raise the issue of dress with individual volunteers when considered necessary.    **15:** **Use of Resources**  It is understood that there will be lull times therefore, with permission from the Manager, volunteers may access computers for personal information and use. However the use of the computer does not permit downloads or access to inappropriate sites. Viewing of inappropriate materials is not acceptable and will be dealt with as a serious breach and disciplinary action will be taken. If there is any uncertainty as to whether something might not be appropriate, ***Do Not View it*.**  When using ***[insert name of House]*** computers it should be done in a manner that does not interfere with the operation of the ***[insert name of House]*** or interfere with other staff members, e.g. sound should be minimal or muted.  Photocopying, printouts etc may be carried out with permission from the Manager. Occasionally other equipment and resources may be lent at the discretion of the Manager. |
| **16: Telephone Usage**  All personal mobile phones should be turned off during work time. Although you are able to check them when on regular breaks as long as they do not disturb fellow co-workers. Personal calls from ***[insert name of House]***phone should only occur on a sometimes basis and the Manager should be asked out of courtesy. Non work related calls to mobiles will be charged at $1.00 per minute. Incoming personal calls should be kept short so as to ensure lines are kept free for business calls. |
| **17: Smoking**  In response to state and local laws and building codes, smoking is not permitted on the premises except for designated areas. |
| **18: Substance Abuse**  The possession, use or sale of illegal drugs is never acceptable in our working environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.  We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to seek professional help to improve your performance or conduct.  **Refer to: Alcohol and Drug Policy** |
| **19: Attendance and Absenteeism**  You must sign in at the beginning of your shift and sign out at the end of your shift. As a volunteer staff member we depend on you to complete your scheduled shifts. We do understand that, from time to time, certain situations may arise that prevent you from doing so. Please contact ***[insert who to contact]*** if you are unable to attend on a given day. Also, please alert the Manager of any long term scheduled absences—such as holidays—as far in advance as possible so that an appropriate substitute may be found.  Punctual and regular attendance is an essential responsibility of each volunteer at ***[insert name of House]****.* We ask you to take breaks when you need them, just let a staff person know when you are going to do so. |
| **20: Ending Your Volunteer Service**  You may resign from your volunteer service with the organisation at any time. We request that you notify the Manager ideally two weeks prior to your departure and request that you complete the Exit Interview process. |
| **21: Emergency Procedures**  Emergency procedures for ***[insert name of House]*** are clearly outlined in the Emergency Policies & Procedures which is available to view in the ***[insert location]***.  It is imperative that all volunteers are familiar with the above document and any concerns should be raised immediately with***[insert who to report concerns to]***.  In the event of a fire and/or alarms at ***[insert name of House]*** follow staff to the nearest exit areas, leave what you are doing. Do not go back for personal belongings. Wait with staff in the designated assembly area.  No one is exempt from taking part in organised emergency activities or drills.  Floor plans showing emergency assembly areas are located ***[insert where they are located]***  Please make yourself familiar with these.  **Refer to: Emergency Policies and Procedures** |
| **22: Safety in the Workplace**  Workplace health and safety is important in ensuring the work place environment is both safe and encourages sound health practices. ***[insert name of House]*** is committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility.  Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to the Manager to enable immediate action to be taken.  Care should be taken to ensure that where a professional service is required no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety.  Should an accident or injury occur it must be immediately reported to the Manager or designated First Aid Officer who will ensure that appropriate action is taken. A ***[insert name of House]*** *Incident Report* *Form* is to be completed and filed by the Manager along with any accompanying documentation.  If an illness requires medical attention suitable arrangements will be made to provide transport to either a doctor or hospital.  Any staff member who has a medical issue which may require urgent medical treatment should make the Manager aware of the possible action required.  **Refer to:**  **Workplace Health and Safety Policy**  **Handling Chemicals Policy**  **Personal Protective Equipment Policy**  **Lockdown Policy** |
| **23: Code of Conduct**  The ***[insert name of House]*** is committed to ethical behaviour and high standards of conduct in working together and in providing the best possible service to the community.  The ***[insert name of House]*** Management Committee and other members, staff, tutors, and volunteers will conduct themselves with honesty, sincerity, fairness, impartiality, discretion, trustworthiness and respect for the rights and dignity of each other and users of the House.  Users of the services, activities and facilities of the ***[insert name of House]*** will conduct themselves with honesty, sincerity, fairness, impartiality, discretion, trustworthiness and respect for the rights and dignity of each other and House Management Committee members and other members, staff, tutors and volunteers.  Management Committee members and other members, staff, tutors and volunteers will act diligently and professionally in their responsibilities to the House and in their service to the community.  All House users must be treated with patience and respect. If you are experiencing difficulty with a person, please call on the Manager to intervene.   * Be courteous, friendly and cooperative in the performance of your duties. * You must follow the ***[insert name of House]***Code of Conduct Policy when you are volunteering at the House. * Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to the Manager. * Please let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour. * If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Manager.     The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.   * Offensive or derogatory comments or jokes, including offensive nicknames * Yelling, intimidation or threats * Pushing, hitting or any physical contact with a client, staff or other volunteer.     When dealing with House users, all employees, management committee and volunteers of ***[insert name of House]***are expected to conduct themselves in a manner, which is beyond reproach, including acting with care and diligence, behaving honestly and with integrity and treating everyone with respect and without discrimination, harassment, or bullying in accordance with the workplace policies.    **Refer to: Code of Conduct Policy** |
| **24: Anti-Discrimination, Harassment and Bullying**  The ***[insert name of House]*** is committed to creating and maintaining constructive productive and supportive working relationships with all who work in or use the House.  We recognise and support the right of every member, employee, volunteer and user of the House to be able to attend work, perform their duties and participate in the services and activities of the House free from any form of unlawful discrimination, harassment or bullying.  We manage the organisation with a positive awareness of the spirit and intent of equal opportunity and anti-discrimination laws. The law requires us to do all that is  reasonable to prevent unlawful discrimination, harassment and bullying from occurring in the workplace.  **Volunteers, employees and contractors**  You are to be aware of the requirements of the ***[insert name of House]*** Anti-Discrimination, Harassment and Bullying Policy and act in accordance with its requirements at all times.  In particular you:   * should be aware of, and able to identify, unlawful discrimination, harassment or bullying in the workplace * be aware of situations which might give rise to indirect discrimination * encourage co-workers to behave in an appropriate and professional way * behave in accordance with the principles of equal opportunity and anti-discrimination * if behaviour that contravenes this policy is witnessed report the matter to the appropriate Manager/Supervisor * speak honestly with management if asked about an event that may contravene this policy.   Any instance of unlawful discrimination, harassment or bullying must be reported to your Manager/Supervisor immediately or as soon as practicable after the incident has occurred.  The [Name of House] will provide information, and, when practicable, training to all Management Committee members, staff and volunteers on recognising, preventing and dealing with unlawful discrimination, harassment and bullying.  The ***[insert name of House]***will prominently display in plain language the key elements of its Anti-Discrimination, Harassment and Bullying Policy in public use areas of the premises, and as appropriate in House publications.  All members, staff and volunteers in the House will be responsible to ensure that unlawful discrimination, harassment and bullying do not occur.  **Refer to: Anti-discrimination, Harassment and Bullying Policy** |
| **25: Complaints Procedure - When Things Go Wrong**  Conflict can be caused by many situations e.g. misunderstandings, verbal or physical signals, the exclusion of someone, either not including or not advising them of issues concerning the ***[insert name of House]***. We believe that communicating effectively can help prevent conflict arising.  If you have any concerns/conflicts discuss this with the person you have concerns with. This is to be done as soon as the issue arises and is not to be discussed with any other party prior to your discussion.    If you are not satisfied with the outcome please discuss the issue with the Manager of ***[insert name of House]***. This is to be done in person, with your concerns presented in writing.  If you feel that you are not happy with the outcome please write a formal letter to the Management Committee of the ***[insert name of House]***. The issue is not to be discussed with an individual board member. The Management Committee will discuss your letter at the next board meeting and the President of the ***[insert name of House]*** will advise you of the outcome of your concern both verbally and in writing.  **Refer to: Conflict and Grievance Resolution Policy** |
| **26: Complaints from a Volunteer concerning an external client**  Harassment from a client towards a ***[insert name of House]*** volunteer should be referred to the Manager. It is the management committees’ responsibility to investigate the incident. Employees have the right to refuse to continue to serve clients whose behaviour is intimidating, aggressive, discriminatory or offensive. |
| **27: Rights of the 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 House for which you are   Volunteering   * To be given a copy of the House Volunteer Screening Policy and any other policies and 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   * To be provided with appropriate training and support to carry out your role. |
| **28: Responsibilities of the Volunteers**    **As a volunteer you have the responsibility to:**   * Be reliable * Respect confidentiality * Carry out the duties of your role according to the position description * Be accountable for your actions * Be committed to the House * Undertake training as required by the House * Ask for support when you need it * Let the House know as early as possible if you are unable to attend * Be courteous to clients, staff and other volunteers * Raise any issues you may have with the House and not denigrate the House to staff,   other volunteers or participants   * Give notice before you leave the House * Value and support other team members |
| **29: Rights of the House**  **The House has the right to:**   * make decisions about appropriate placement of its volunteers * review volunteer performance according to House 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 paid and voluntary staff and House participants * set the parameters and guidelines of the volunteer work positions * release a volunteer who is not appropriate for the volunteer work |
| **30: Responsibilities of the House**    **The House 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 |
| **Welcome!** |