

Volunteer Handbook

Contents

[Introduction 3](#_Toc174362343)

[Our Vision: 3](#_Toc174362344)

[Our Purpose: 3](#_Toc174362345)

[Our Guiding Principles: 3](#_Toc174362346)

[Structure of Neighbourhood House Governance 3](#_Toc174362347)

[Kyeema’s Board of Management 3](#_Toc174362348)

[Neighbourhood House Subcommittee members 3](#_Toc174362349)

[Neighbourhood House Coordinator 3](#_Toc174362350)

[Human Resources 3](#_Toc174362351)

[Commencing Your Job 3](#_Toc174362352)

[Health and Safety 3](#_Toc174362353)

[Quality and safeguards 4](#_Toc174362354)

[Induction and Orientation 4](#_Toc174362355)

[Borrowing Policy 4](#_Toc174362356)

[Performance Management 4](#_Toc174362357)

[Employee support / debriefing after stress or trauma 5](#_Toc174362358)

[Meetings 5](#_Toc174362359)

[Change of Address and Phone Numbers 5](#_Toc174362360)

[Occupational Health and Safety 5](#_Toc174362361)

[Site inductions 5](#_Toc174362362)

[Accidents 5](#_Toc174362363)

[Emergency Evacuation Drills 5](#_Toc174362364)

[Buildings and Grounds 6](#_Toc174362365)

[Working with Portland Neighbourhood House Attendees 6](#_Toc174362366)

[Child Safe Responsibilities 6](#_Toc174362367)

[Incidents 6](#_Toc174362368)

[Communicating with People 6](#_Toc174362369)

[Feedback 6](#_Toc174362370)

[Confidentiality 6](#_Toc174362371)

[Organisation 7](#_Toc174362372)

[Code of Conduct 7](#_Toc174362373)

[Alcohol and other Drugs 8](#_Toc174362374)

[Smoking Policy 8](#_Toc174362375)

[Equipment 8](#_Toc174362376)

[Portland Neighbourhood House Telephone 8](#_Toc174362377)

[Photocopiers 8](#_Toc174362378)

[Vehicles 8](#_Toc174362379)

[Drivers’ Licenses 8](#_Toc174362380)

[Using Your Own Vehicle 8](#_Toc174362381)

# Introduction

### Our Vision:

People of all abilities can actively participate as valued members of our community.

### Our Purpose:

Support and empower individuals to make choices to enrich their lives.

### Our Guiding Principles:

•      Deliver quality services driven by the goals and needs of attendees and families underpinned by strong ethical standards

•      Act with respect, integrity and transparency

•      Demonstrate strong organisational leadership and advocacy

•      Empower workers to achieve their full potential

•      Promote community partnerships

•      Remain proactive and responsive to change

# Structure of Neighbourhood House Governance

### Kyeema’s Board of Management

### Neighbourhood House Subcommittee members

### Neighbourhood House Coordinator

# Human Resources

### Commencing Your Job

Upon commencement you will receive a volunteer pack containing various forms.  The folder contains instructions for which forms need to be completed and handed in.  Please peruse these thoroughly and ask questions about anything you are unsure about.

Please ensure any forms needing completion are handed in to the Human Resources Officer, reception, or the Neighbourhood House Coordinator.

### Health and Safety

Portland Neighbourhood House is committed to ensuring the health and well-being of workers, attendees, visitors and contractors by providing a safe workplace as far as is reasonably practicable, eliminating hazards that could result in injury and ensuring workers wellbeing through access to an employee assistance program where needed.

**Portland Neighbourhood House will:**

* Implement and maintain safe systems of work
* Undertake risk management activities to identify, eliminate and/or manage risks in the workplace
* Provide and maintain safe systems for the use, handling, storage and transportation of plant, equipment and hazardous substances
* Consult with workers to enhance the effectiveness of the OHS Management System
* Provide appropriate OHS training, information, instruction and supervision for all workers and supported workers
* Provide adequate resources, including finances, to facilitate the organisation’s OHS responsibilities
* Comply with OHS Legislation, Regulations and relevant Australian Standards

**Workers’ responsibilities for safety:**

Workers must maintain safe work practices and alert other workers and Portland Neighbourhood House management to any unsafe work practices or situations.

Bullying is illegal and is not tolerated in this workplace. If you observe bullying, please report bullying to a manager.

Stress is sometimes a feature of any workplace and can be caused by multiple factors. Please be open if you have found a particular situation stressful as this is not a sign of weakness. Kyeema offers a range of supports for workers in this situation. These include debriefing with a manager or trusted team leader and/or external counselling. Workers who make use of this often feel it helps them move forward in their resilience about their chosen work.

### Quality and safeguards

All new NH volunteers are required to complete a police check or NDIS Workers Screening Check and a Working with Children Check.

### Induction and Orientation

Volunteers receive initial induction about aspects of their job, site orientation and Occupational Health and Safety.

### Borrowing Policy

By arrangement with a manager, Kyeema workers may borrow chairs, tables and such items for their personal events. These are expected to be returned clean and in good condition.

Kyeema does not lend any equipment that has a motor, due to the risk of break-down and damage.

### Performance Management

Performance management is the process of ensuring that a set of [activities](https://en.wikipedia.org/wiki/Action_%28philosophy%29) and outputs meets an organisation's [goals](https://en.wikipedia.org/wiki/Goal) in an effective manner. [Performance](https://en.wikipedia.org/wiki/Performance) [management](https://en.wikipedia.org/wiki/Management) at Kyeema may focus on the performance of a [department](https://en.wiktionary.org/wiki/department), a [volunteer](https://en.wikipedia.org/wiki/Employee) and may include assessing needs for further training or mentoring.

When referring to a disciplinary process we will refer to the Enterprise Agreement on Counselling for Growth and Change.

### Employee support / debriefing after stress or trauma

Where stressful incidents occur, debrief support will be available through the manager / coordinator.  Please notify one of these supervisors or a trusted colleague at the earliest possible time where support is sought. Many workers find a debrief with a workplace colleague best suits their needs, but professional counselling services can be organised on your behalf.

Kyeema’s Employee Assistance Program (EAP) includes measures to support workers who have been involved in a critical incident and/or are feeling overwhelmed or stressed. Workers are invited to report to the NH Coordinator or Manager, who will take whatever action is required to assist. This may take the form of in-house debriefing, professional counselling, or any other appropriate supports.

Managers understand the complexities of the issues which workers may encounter and although they may not have all the answers, they are committed to working with you to resolve any concerns

### Meetings

It is expected that workers attend the relevant workers meeting for their work area. You will be informed of this by a manager.

Meeting minutes are taken and are distributed by email as well as saved in hard copy.

### Change of Address and Phone Numbers

Ensure an Administration Officer is advised of any change to your address and/or phone number as soon as possible.

# Occupational Health and Safety

### Site inductions

OH&S Representative’s posters are displayed at each site, or your manager will inform you as to whom your OH&S Representative is.

All workers are advised to have their relevant Manager’s number saved in their phone’s contacts.

### Accidents

Where anyone is injured take action to ensure people’s safety including first aid where needed.

Phone 000. This is the number to use even if not in mobile phone service range.

Contact Kyeema management on 5523 5999 if within working hours.

### Emergency Evacuation Drills

All sites have evacuation drills. Emergency evacuation drills are held on a random basis.  All workers are to ensure attendees in their care move swiftly to the designated Emergency Assembly.  A list of attendees in attendance will be checked at that time by the nominated fire wardens.

### Buildings and Grounds

Workers are encouraged to report safety matters relating to the grounds at any work site, including people’s homes workers may be working in. This is best done on a Hazard Report Form that can be found on the QMS or hanging on notice boards at the Lalor St building and other work sites. This is then taken directly to a manager or team leader. Immediate safety issues must be addressed.

# Working with Portland Neighbourhood House Attendees

### Child Safe Responsibilities

All Kyeema workers are required to adhere to the standards for child safety as per the Child Wellbeing and Safety Act 2005 and commit to creating an environment that promotes the safety, wellbeing and empowerment of children.

### Incidents

Information regarding what is an incident and how to record an incident is available from your manager or coordinator. The Incident Reporting Policy and Procedure is available from the coordinator.

Reportable incidents are serious incidents (including allegations) that occur in connection with providing supports and services. The most senior person to witness the incident fills out an incident report form.

Depending on the sort of incident, there may be parents/carers who should be notified that an individual has been a victim or a perpetrator during an incident. Check with the Neighbourhood House Coordinator if unclear.

The main purpose of reporting incidents is to allow improvements to be made, whether about safety, client-related procedures or workers training for example. Another reason is so that a full picture of an event is documented soon after it occurs. If an incident report is needed a colleague or manager will demonstrate how this is to be done.

### Communicating with People

Good communication is fundamental to developing rapport with people we support. Respectful communication is a requirement of any position at the Portland Neighbourhood House.

### Feedback

A feedback process exists for situations where anyone believes that our service towards people has fallen short in some way.  Feedback can be from attendees, volunteers or anyone in the community. A feedback brochure and feedback form are available for volunteers and attendees.

### Confidentiality

While working with people you will become privy to information about them. An ethical professional approach requires people to maintain confidentiality outside of the Portland Neighbourhood House (PNH). Within the PNH, if it is necessary to talk about a person to another workers, ensure that the conversation is held in a private place, if possible, out of sight of the person being spoken about. In the same way, if you are having a private conversation with an attendee draw them aside.

# Organisation

### Code of Conduct

The Code of Conduct is available upon request from the PNH Coordinator.

* Act and maintain a high standard of integrity and professionalism
* Be responsible and scrupulous in the proper use of Portland Neighbourhood House information, funds, equipment and facilities
* Be considerate and respectful of the environment and others
* Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other workers, clients and suppliers
* Avoid apparent conflict of interests, promptly disclosing to a Portland Neighbourhood House senior manager, any interest which may constitute a conflict of interest
* Promote the interests of Portland Neighbourhood House
* Perform duties with skill, honesty, care and diligence
* Abide by policies, procedures and lawful directions that relate to your employment with Portland Neighbourhood House and/or our Attendees
* Avoid the perception that any business transaction may be influenced by offering or accepting gifts
* Under no circumstances may workers offer or accept money
* Any worker, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Portland Neighbourhood House expects co-operation from all workers in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any worker in breach of this policy may be subject to disciplinary action, including termination.

### Alcohol and other Drugs

All Neighbourhood House facilities, associated vehicles and all programs, are smoke-free and illicit drug-free environments.  No workers (workers, contractors or volunteers) may work while affected by alcohol or illicit drugs.

Any infringement of this could attract instant dismissal.

Kyeema holds the right to request workers undertake random drug testing throughout their employment with the organisation.

### Smoking Policy

Neighbourhood House will provide a smoke free work environment for all workers.  Smoking is within designated areas.

The definition of smoking includes not only cigarettes but any method of smoking including e-cigarettes.

Workers must ensure that PNH attendees are never subjected to cigarette smoke as “passive smokers”.

Workers working with children must not smoke in sight of the children, to avoid modelling an unhealthy practice.

# Equipment

### Portland Neighbourhood House Telephone

Telephone number: 55 23 3245 (40 Waratah Crescent)

### Photocopiers

There are photocopiers located in the Portland Neighbourhood House.  Seek assistance when first using.

# Vehicles

### Drivers’ Licenses

All workers who drive vehicles as part of a Neighbourhood House program, are to hold current drivers’ licenses appropriate to the type of vehicle driven.

If there is a change to your license status (eg loss of license or restrictions) you must inform your manager immediately.

### Using Your Own Vehicle

From time to time, you may choose to use your own personal vehicle for Neighbourhood House work purposes.

You are personally responsible for any traffic or speeding fines incurred by you and for any costs associated with damage you may have caused to your vehicle or any other person's property as a result of your negligence.

Volunteers must ensure:

The vehicle is in a safe and roadworthy condition prior to driving;

* You maintain adequate 3rd party insurance covering loss or damage caused by you (Kyeema also strongly recommends you maintain comprehensive car insurance)
* You maintain a valid driver’s license
* You strictly comply with all road rules and traffic regulations.

Any workers (includes volunteers) who does not comply with the above rules is acting without authority and is placing their health and safety and/or their ability to access compensation in the event of an injury at risk.