## 3

## GFAN Volunteer Handbook Resource

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## 

## Important information about this Handbook

In 2015 Volunteering Geelong with support from Geelong Food Relief Centre received a Give Where You Live Foundation Feed Geelong Grant to assist Geelong Food Assistance Network (GFAN) members to more effectively involve and support volunteers.

The project included workshops, provision of resources and development of a Volunteer Handbook suitable for GFAN member organisations, based on the National Standards for Volunteer Involvement. The standards can be used as a guide for building best practice in volunteer management.

Organisations proposing to use this resource should thoroughly revise content and modify according to their own volunteer workplace setting and arrangements.







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## About the organisation

(insert Information about your organisation)

Vision, mission, values  
(insert Information about your organisation)

## History

(Insert information about your organisation)

## Organisational structure

(Insert information about your organisation)

## Rational for Involving Volunteers

* Volunteers are the organisation
* To enhance and extend the work of paid staff within the organisation
* To improve the quality of life of our clients
* To develop and work in new areas of operation for the organisation
* As a part of a philosophy of community involvement
* To assist with fundraising, promotional and outreach work
* Provide a connection to the communities we live and work in

## Management

Staff roles and responsibilities (insert Information about your organisation)

## Volunteering at (insert organisation name)

### Types of Volunteer Roles

* Assisting with preparation and food serving
* Assisting with events

## Volunteer rights and responsibilities

(insert organisation name) has a responsibility to provide a safe and supportive environment for you to undertake your volunteer role. But you will have to play your part in contributing to (insert organisation name) as well.

**You have a responsibility to:**

* Be punctual and reliable
* Respect confidentiality
* Carry out the duties listed in your volunteer position description
* Be accountable
* Give notice if your availability changes or you are leaving the organisation
* Report any injuries or hazards that you notice in the workplace
* Adhere to the organisation's policies and procedures
* Deal with complaints in the appropriate manner
* Undertake training as requested
* Ask for support when needed
* Support other team members.

**As a volunteer you have the right to:**

* A healthy and safe environment
* An orientation or induction session
* Information about the organisation you are working for, including policies and procedures
* A volunteer position description or volunteer agreement which outlines the tasks that you will be expected to perform and the agreed working hours
* Be provided with sufficient training and supervision
* Be protected by appropriate insurance for the role you undertake
* Have your personal information dealt with in a confidential manner
* Take holidays
* Say 'no' if you are uncomfortable or feel you are being exploited
* Be informed and consulted on matters which affect you and your work.

**As a volunteer you should not be:**

Filling a position held by a paid worker

Doing the work of paid staff during an industrial dispute

Treated in a manner that is discriminatory.

### Conditions of being a Volunteer at (insert organisation name)

The conditions of being a volunteer (insert organisation name) include:

* The ability to interact in a team
* The ability to take direction and work with limited supervision
* The ability to interact positively with clients, residents, staff and families
* A willingness to acquire a Police Check and a Working with Children Card if required
* The ability to understand and respect confidentiality
* Good communication skills
* The ability to maintain professional boundaries
* The ability to fit into the values of **(insert organisation name)**

### Volunteer code of conduct

**(insert organisation name)**  has the following expectations of volunteers:

* Loyalty to the organisation
* Agreed time commitment
* Participation in initial and on-going training as required
* Reliability and promptness
* Work within the guidelines of the signed volunteer job description
* Accept guidance, supervision and direction in the workplace
* Perform your volunteer role to the best of your ability
* Work in a manner that ensures the health and safety of self and others
* Sign on and off when attending the workplace
* Wear your ID tag (if supplied) when on duty

**Under no circumstances may volunteers:**

* Assist clients/residents with cash from their own pockets
* Give medical or legal advice to clients
* Handle money of any amount for clients
* Perform financial tasks such as banking or cashing cheques on behalf of clients
* Assist clients or residents with any matters pertaining to wills.
* Feed or assist in the feeding of residents
* Distribute or dispense medication to clients
* Transport clients in their own cars (unless it is part of their role)

## General Information

### Volunteer Position Description

You will be provided with a Volunteer Position Description. This will be discussed with you during your induction. Volunteers must restrict their activities to those directly related to the duties outlined in their job description.

### Dress Code

* It is preferable that all volunteers wear name tags (if provided)
* Please dress comfortably and appropriately for your volunteer role. Shoes must have closed-in toes and heels (no thongs). Inappropriately dressed volunteers may not be able to participate in the program
* If you are scheduled to volunteer in our kitchen and have longer hair please wear hair restraints such as hats, hair ties or coverings designed and worn to effectively keep hair from contacting exposed food
* Wear provided apron.

### Sign in -sign out

Please sign-in at the front desk when you arrive and be sure to sign-out when you leave.

### Absenteeism

If you are unable to do your voluntary work due to illness or holidays, please give your Volunteer Supervisor as much notice as possible. If you are ill on the day of your shift, please phone your Volunteer Supervisor.

### General Health

If you have any health conditions that might be aggravated by or that adversely affect your volunteer assignment in any way, please speak with the supervisor. We will work with you to adjust your volunteer assignment or determine that you are not able to volunteer until the condition is resolved. Volunteers who have infectious disease will not be permitted to volunteer for the duration of communicability.

### Driving and Insurance

Volunteers who use their car to do volunteer work for **(insert organisation name)**  (not a common occurrence) must have comprehensive motor vehicle insurance, a current licence and current car registration, which must be sighted and recorded. Volunteers who choose, against our recommendation, not to have comprehensive car insurance must understand that **(insert organisation name)**  will not be liable for any costs (including insurance excess)as a result of theft or damage to your vehicle whilst you are volunteering.

### Reimbursement of Expenses

Volunteers will only be reimbursed for preapproved expenses. Please check with Volunteer Supervisor. Proof of purchase and receipts must be provided for money to be reimbursed.

Gifts and DonationsVolunteers may not accept substantial gifts and donations from clients/residents while volunteering at **(insert organisation name).** Small gifts, such as flowers or chocolates, may be accepted. Volunteers are not encouraged to give gifts to clients. A small gift of flowers or food may be appropriate, but it must be discussed with Supervisor before being offered.

### Insurance

Volunteers are covered for personal accident insurance while acting in the course of their agreed duties as described in their position description. Please see the Supervisor if you need details of this cover. ***(please verify according to your organisation’s personal accident insurance policy ie age limits)***

### Privacy/Personal Records

**(insert organisation name)** will take all necessary measures to prevent unauthorised access to or disclosure of personal information. We will ensure that personal information is not disclosed to other individuals, institutions and authorities outside (insert organisation name) except if required by law or permitted or requested by client.

### Confidentiality

All volunteers will maintain the confidentiality of all information about **(insert organisation name)**  or client details.

* Volunteers will not:
* Disclose to anyone any confidential information acquired while undertaking their **(insert organisation name)** duties.
* Use any confidential information acquired by their position for their personal financial or other benefit or for that of any other person.
* Make statements to the media or public in general in the name of **(insert organisation name)** unless acting as an authorised spokesperson with approval from the CEO.
* Permit any unauthorised person to inspect or have access to any confidential documents or other information.
* The obligation to maintain confidentiality continues even after the person is no longer a volunteer at **(insert organisation name)** .

### Personal property

Volunteers should take all reasonable care to protect their personal property. Please do not leave them visible, in the kitchen or office areas. **(insert organisation name)** does not take responsibility for loss, damage or theft of any personal property.

## Fair Workplace Practices

### Workplace Grievances

Occasionally a Workplace Grievance may arise from anything done, or not done, by management or another employee or volunteer, whom a person feels affects them unfairly or unjustly. A grievance may arise from perceived discrimination, workplace bullying, harassment, or any other employment related decision or behaviour that a person thinks is unfair, unjust or upsetting. If you report a grievance it will be treated with the utmost confidentiality. If you decide to submit a formal grievance, it will be taken seriously and either mediated (with agreement of the parties) or

investigated in an impartial and prompt manner.

If you have a concern or grievance please contact your supervisor, or if necessary a member of the Committee of Management or Board.

### Disciplinary Action

Depending on the seriousness of the volunteer’s actions, a volunteer may be warned about his/her failure to meet workplace standards or their services may be dismissed immediately.

Behaviours that may result in instant dismissal include but are not limited to:

* Being under the influence of alcohol or drugs while on duty
* Theft or misuse of **(insert organisation name) ’s** property
* Malicious damage to **(insert organisation name) ’s** property
* Illegal, violent or unsafe acts
* Sexual harassment
* Discriminatory or racist statements or behaviours
* Inappropriate disclosure of confidential information
* Undertaking tasks not authorised by **(insert organisation name)**
* Blatant disregard for directions given by supervisors.

### Harassment, Equal Opportunity, Anti Discrimination

**(insert organisation name)**  will not condone any behaviour that is of a discriminatory, bullying or harassing nature under any circumstance. We have in place policies and procedures to deal with these behaviours which ensure prompt, fair and confidential action. Please speak to your supervisor if you require support in this area.

**Bullying is:** Bullying is when people repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their wellbeing. These actions are usually done by people who have more influence or power over someone else, or who want to make someone else feel less powerful or helpless.

Bullying is not the same as conflict between people (like having a fight) or disliking someone, even though people might bully each other because of conflict or dislike.

**Discrimination is:** Under federal and state legislation, unlawful discrimination occurs when someone, or a group of people, is treated less favourably than another person or group because of their race, colour, national or ethnic origin; sex, pregnancy or marital status; age; disability; religion; sexual preference; trade union activity; or some other characteristic specified under anti-discrimination or human rights legislation.

**Harassment is:** Under federal and state legislation, unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under anti-discrimination or human rights legislation. It can also happen if someone is working in a ‘hostile’ – or intimidating – environment.

**Sexual Harassment is *unlawful:*****(insert organisation name)**  *does not tolerate sexual harassment in any form.* Every volunteer, staff member and supervisor has a responsibility to ensure that sexual harassment does not occur. Anyone found to have sexually harassed another person will be subject to disciplinary action that may include an apology, counseling, transfer of duties or dismissal.

***Definition of sexual harassment***

Sexual harassment includes any unwelcome behavior of a sexual nature that could be reasonably expected to make someone feel offended, humiliated or intimidated.

This may include (but is not restricted to):

* an unwelcome sexual advance
* a request for sexual favours
* unwelcome comments about someone's sex life or physical appearance
* leering and ogling
* sexually offensive comments, stories or jokes
* displaying sexually offensive photos, pinups or calendars, reading matter or objects
* sexual propositions or continued requests for dates
* physical contact such as touching or fondling, or unnecessary brushing up against someone
* indecent assault or rape (these are criminal offences).

## Support for Volunteers

### Boundaries

**(insert organisation name) 's** volunteers are responsible and accountable for maintaining boundaries with clients. It is important that all volunteers consider this information:

* Understand the difference between ‘being friendly’ and ‘being friends’.
* Do not disclose your own inappropriate personal information. For example: You may have experienced a similar situation – do not discuss this situation.
* You may have professional experience such as medical knowledge, social work or a psychological background – do not give advice.
* Do not visit the client outside your rostered volunteer hours.
* Do not give rides to clients.
* Do not give money to clients.
* Do not take on the role of carer or parent.
* Do not initiate inappropriate physical contact with clients or their families.
* Do not take any photos of clients unless authorised by your Volunteer Supervisor.
* Do not provide services outside your volunteer position description. If you feel changes need to be made to your position description, please discuss with your Volunteer Supervisor.

**Interactions with clients, staff and other volunteers**

* Practice active listening with empathy and respect. Do not make decisions for clients.
* Report inappropriate behaviour or anything that makes you feel uncomfortable to supervisor.
* Always remain calm when speaking with clients. Remember that our clients are going through difficult times and stress levels may be high. Never take any negative comment by a client personally and never allow yourself to become drawn into an argument.

Duty of CareVolunteers are bound under a legal duty of care to those with whom they work. Simply put, volunteers are responsible for carrying out their duties with due care for the safety and wellbeing of others.

You will be given orientation in specific workplace health and safety requirements in your area of work. These will include information about (but not be limited to):

* Where fire exits and assembly points are in your area of work. In case of fire, please follow the directions from supervisor.
* **(insert organisation name)**  is a non-smoking workplace.
* Personal safety at work, including training in security procedures and in dealing with difficult situations.
* What to do if you are involved in an accident or incident with a client. If you or a client is injured or involved in an accident, you must report immediately to your Volunteer Supervisor, who will assist you in filling out an incident report.
* Infection control and the importance of following the infection control measures outlined in your Orientation session.
* Hepatitis B is a health risk in some areas of health and welfare work. Ask your Volunteer Supervisor if you are concerned about Hep B risks. Hep B vaccination is available through your local GP.
* It is a requirement that you follow all directions regarding occupational health and safety.

### Looking After Yourself

Some situations arise in any workplace which volunteers may find stressful. It is important that you recognise and respond positively and proactively in these situations. It may be that you:

* Find yourself in an unfamiliar environment, where you are unsure of what to do or how to interact with others;
* Feel overwhelmed by the situations of the clients with whom you are working;
* Experience personality clashes with other volunteers, staff or clients;
* Feel unable to perform your role due to lack of knowledge or skills;
* Have problems at home or outside your workplace which influence your feelings and your ability to do your job.

If you find yourself feeling stressed or uncomfortable for any reason within your volunteer role, please discuss this further with your Volunteer Supervisor.

### Reporting an incident

If there is an accident or incident OR you see potential for an unsafe situation or safety hazard, please report it as soon as possible to office staff. All incidents even if they seem minor need to be reported and an incident form completed.

If it is an environmental hazard please make the area safe. If there is risk of serious harm please ensure area is closed off.

## Training available for Volunteers

The following training could assist a volunteer in performing their role. Please contact the Volunteer Supervisor is you require information on or are interested in attending training such as:

### Food Safety training

* Responsible Service of Food (accredited course)
* Food Safety Training for Food Assistance Volunteers (2.5 hours Volunteering Geelong – non accredited)

### MOVAIT (Management of Violent & Aggression International Training)

* Introduction (1 hour) - Learn the awareness to prevent harm from Intentional or Unintentional Violence & Aggression
* Intermediate (2 hours) - Has been designed to follow on from the Introductory session

### First Aid

* Provide First Aid ( HLTAID003) – Volunteering Geelong

### Dementia Awareness Workshop

Contact Volunteering Geelong

### Conflict Coaching Workshop

Contact Volunteering Geelong

## Food Safety Information

* Safe steps in food handling and storage are essential to prevent foodborne illness. You can't see, smell, or taste harmful bacteria that may cause illness.
* Always wear gloves when appropriate.
* Never cross -contaminate, for example, touching meat and then fruits and vegetables.
* Where possible develop a ‘colour coding’ system for dishcloths and utensils to ensure ‘cross - contamination’ does not occur.
* Monitor ‘life span’ of dish clothes and dispose of regularly
* Cover your mouth and nose when you sneeze or cough. Cough or sneeze into a tissue and then throw it away. If you don’t have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
* Clean your hands often. When available, wash your hands with soap and warm water, then rub your hands vigorously together and scrub all skin surfaces. Wash for 15 to 20 seconds. It is the soap combined with the scrubbing action that helps dislodge and remove germs. When soap and water are not available, alcohol based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and the flu.
* Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.
* Stay home when you are sick and check with a health care provider when needed. When you are sick or have flu symptoms, get plenty of rest and check with a health care provider as needed. Remember: keeping your distance from others may protect them from getting sick. Common symptoms of the flu include:
  + Fever (usually high)
  + Headache
  + Extreme tiredness
  + Cough
  + Sore throat
  + Runny or stuffy nose
  + Muscle aches
  + Nausea, vomiting and diarrhoea

### Basic Food Safety Visual Information

|  |  |
| --- | --- |
| **Preparation** |  |
| Wash your hands before eating or preparing food. |  |
|  | Keep the kitchen clean.  Use clean utensils. |
| Keep raw food separate to other foods.  Use separate knives, plates and boards. |  |
|  | Wash fruit and vegetables before  preparing and eating . |



### Other Food Safety resources

* <http://www.foodsafety.asn.au/resources/>
* <http://www.foodstandards.gov.au/consumer/safety/faqsafety/pages/foodsafetyfactsheets/charitiesandcommunityorganisationsfactsheets/Default.aspx>
* <https://www.health.gov.au/internet/main/publishing.nsf/Content/5FFB6A30ECEE9321CA257BF0001DAB17/$File/Food%20Safety%20Fact%20Sheet.pdf>

# Appendices

## Appendix 1 – Volunteer Application Form template

Surname:

First Name: Other name/s:

Date of birth:

Address:

**Emergency contact details (1)**

Name:

Address:

Telephone (BH) Telephone (AH)

Mobile:

**Emergency contact details (2)**

Name:

Address:

Telephone (BH) Telephone (AH)

Mobile:

**Volunteer Role**

Name of role/position for which you are applying:

Preferred days/times of volunteering

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DAY** | **Morning**  **9.00-1.00** | **Afternoon**  **1.00-5.00** | **Evening**  **5.00-7.00** | **All Day** |
| **Monday** |  |  |  |  |
| **Tuesday** |  |  |  |  |
| **Wednesday** |  |  |  |  |
| **Thursday** |  |  |  |  |
| **Friday** |  |  |  |  |
| **Saturday** |  |  |  |  |
| **Sunday** |  |  |  |  |

Are you interested in volunteering for one-off events? Yes/No

**General Health**

Do you have any impairment or condition that could be aggravated by doing the tasks listed in the Job Description ie. Back problems? Yes / No (please circle)

Details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Referees**

**Please nominate two referees e.g. long term neighbours, colleagues, employers, adult educators (excluding family members)**

It is important that you seek permission from your proposed referees before (*Insert organisation name)* contacts them.

1.Name:

Telephone/Mobile:

2.Name:

Telephone/Mobile:

## Appendix 2 – Volunteer Job Description template

**Title:** Food Assistance Volunteer *(Insert organisation’s details)*

**Supervisor:** *(Insert organisation’s details)*

**Works with:** *(Insert organisation’s details)*

**Duties and Key Responsibilities:**

* Be respectful of clients and volunteers
* Participate in a team that respects each other’s ideas
* Ensure meals are prepared and served on time
* Ensure all foods and drinks are hygienically and safely prepared and stored
* Ensure utensils are hygienically cleaned and stored
* Ensure the safe and secure storage of all consumable items
* Assist with smooth operation of the service by communicating issues with relevant staff and volunteers
* Attend meetings and training opportunities relevant to the role

**Skills and knowledge required:**

* Knowledge of Safe Food Handling requirements
* Skills related to the planning and preparation of nutritional meals
* Knowledge of food preparation
* Knowledge of hygiene and safety on the kitchen
* Awareness and understanding of safe work practices

**Occupational Health & Safety**

* Perform all activities with due care
* Comply with work health and safety policies and procedures
* Utilise appropriate personal protection equipment
* Follow procedures related to risk identification,
* Report any incidents hazards or near misses whilst volunteering as soon as practical to the supervisor utilising appropriate documentation

**Insurance Cover** *(Insert organisation’s details)*Insurance cover will only extend to volunteers who are registered and engaged in clearly defined activities that are approved and controlled by the supervisor

**Training Requirements:** *(Insert organisation’s details)*

## Appendix 3 Volunteer Agreement

*(Insert organisation name)*

*(Select and delete agreement statements as relevant to the particular role/organisation)*

I, (*print name*)

* verify that I have received and are familiar with all documents in the Volunteer handbook/Orientation pack.
* agree to (*insert organisation name*) initiating a routine Police Check (if required).
* give permission for (*insert organisation name*) to maintain on file, my personal information, relevant to my voluntary duties, which may be accessed by relevant staff members of (*insert organisation name*) in the case of an emergency. I understand that this information will not be given to any other person or agency unless I give my specific permission.
* agree that I have been shown and I am aware of my rights and responsibilities as a volunteer with (*insert organisation name*) and I agree to abide by them.
* understand that photographs may be taken by and of people participating in activities with (*insert organisation name).* I understand that it is my responsibility to remove myself if I do not wish to appear in photographs.
* agree to abide by the conditions of being a volunteer and Code of Conduct at (*insert organisation name*) and to represent the organisation in a positive way.
* will not take illegal drugs or consume alcohol whilst engaged in volunteer activities or be under the influence of the same whilst engaged in volunteer activities.
* agree to work in a manner that is safe to myself, other volunteers, paid staff and members of the public.
* agree to follow grievance procedures as set out by (*insert organisation name*).
* agree to support a non-discriminatory and harassment-free work environment.
* agree to treat clients, staff and volunteers with respect, courtesy and consideration.
* agree to participate in essential orientation and ongoing training arranged by (*insert organisation name*) as required.
* agree to accept guidance and direction from the person to whom I am responsible in my voluntary role.
* agree to work as part of a team.
* agree to sign the Attendance Register at each volunteering session.
* agree to inform the volunteer supervisor if I am unable to attend a rostered session.
* agree to inform the volunteer supervisor if I am unable to continue as a volunteer.

Volunteer’s signature Date

Coordinator’s signature Date

## Appendix 4 - **Volunteer Incident Report Form**

(*Insert organisation name)*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Incident report | | | | |  | | | **Type of**  **report** | | | | | Injury | | | Incident | | | | Near Miss |
| **Details of person involved** | | | | | | | | | | | | | | | | | | | | |
| Date/time of occurrence | | | | |  | | | Location of  Incident | | | |  | | | | | | | | |
| Surname | | |  | | | | | Given Name | | | |  | | | | | Gender | | | Male  Female |
| Date of birth | | | | | Contact number | | | | | | | | | | Address | | | | | |
| Staff | | Contractor/Consultant | | | | | Volunteer | | | Member of Public | | | | | | | | Other: | | |
| **Injury details (only to be completed where an injury has occurred)** | | | | | | | | | | | | | | | | | | | | |
| **Nature of injury** | | | | **Body part(s) affected** | | | | | | | | | | **Side of body** | | | | | **Treatment** | |
| Bite | | | | Head | | | | Arm | | | | | | Left | | | | | First aid | |
| Bruise | | | | Face | | | | Wrist | | | | | | Right | | | | | Doctor | |
| Laceration | | | | Eye | | | | Hand | | | | | |  | | | | | Hospital | |
| Strain | | | | Neck | | | | Finger | | | | | |  | | | | | Physio | |
| Burn | | | | Shoulder | | | | Leg | | | | | |  | | | | |  | |
| Fracture | | | | Elbow | | | | Knee | | | | | |  | | | | |  | |
| Swelling | | | | Back | | | | Foot | | | | | |  | | | | |  | |
| Other: | | | | Other: | | | | | | | | | |  | | | | | Other: | |
| **Incident / near miss details** | | | | | | | | | | | | | | | | | | | | |
| Nature and cause of incident / near miss | | | | | | | | | | | | | | | | | | | | |
| If outside - weather conditions at time | | | | | | | | | | | | | | | | | | | | |
| Name of other party / witness involved | | | | | | | | | Phone | | | | | | Address | | | | | |
| 1 |  | | | | | | | |  | | | | | |  | | | | | |
| 2 |  | | | | | | | |  | | | | | |  | | | | | |
| **Suggested control measures / corrective actions** | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | **Name** | | | | | **Signature** | | | | | | | | | **Date** |
| **Person involved** | | | | | |  | | | | |  | | | | | | | | |  |

*Completed form to be sent to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Please keep a copy for your records)*

## Appendix 5 - Attendance Register

Please sign in and out each time you volunteer for (*Insert organisation name)* It is a legal requirement for insurance cover, safety and OH&S.

LOCATION:………………………………………………………………………………………………………………………………

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| DATE | NAME | START TIME | FINISH TIME | HOURS | DESCRIPTION OF WORK | SIGNATURE OF VOLUNTEER |
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## Appendix 6 - On the Day information

* Always act respectfully to clients and volunteers
* Do not give rides or money to clients
* Do not take pictures of the clients without their permission and the permission of supervisor.
* Dot not speak to the Media on behalf of the organisation
* Please dress comfortably and appropriately for your volunteer role. Shoes must have closed-in toes and heels (no thongs). Inappropriately dressed volunteers may not be able to participate in the project. If your hair is long it must be restrained
* If possible, please bring your own apron
* Familiarise yourself with your position description and work instructions
* Ask questions if you are not sure of your role
* Please sign-in at the front desk when you arrive and be sure to sign-out when you leave