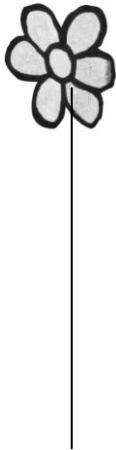


HOLDSWORTH COMMUNITY CENTRE & SERVICES

VOLUNTEER INFORMATION KIT 2010



**ALL ABOUT VOLUNTEERING
AT HOLDSWORTH COMMUNITY CENTRE & SERVICES**

CONTENTS

FOREWORD	3
WELCOME Q&A	4
LOOKING AFTER OUR CLIENTS	
DUTY OF CARE	7
POLICE CHECKS	7
CONFIDENTIALITY	7
CODE OF CONDUCT	8
LOOKING AFTER YOU	
INSURANCE INFORMATION	8
OCCUPATIONAL HEALTH AND SAFETY	9
GRIEVANCES AND DISPUTES	10
YOUR PRIVACY	10
TRAINING	11
EXPENSES	11
RIGHTS & RESPONSIBILITIES	12
EMERGENCY PROCEDURES	13
CAN I CHANGE MY VOLUNTEER JOB?	15
CENTRE PROGRAMS AND CONTACTS	16

FOREWORD

The Holdsworth Community Centre & Services has been providing its facilities and services to the Woollahra community since the late 1960's.

We offer a wide range of programs and activities for families, children, young people, people with disabilities, older people and carers.

The Centre is committed to forging links between, and promoting the well being of all members of our local community.

Volunteering is a great way to meet new friends, learn new skills, and do something worthwhile for your local community.

Thank you for offering your time and skills – we are sure you will find it rewarding.

This booklet is intended to answer any questions you may have about volunteering for us, and explains our volunteer policies and procedures.

WELCOME TO THE TEAM!

WELCOME TO HOLDSWORTH COMMUNITY CENTRE & SERVICES

Thank you for your interest in volunteering! Volunteers provide invaluable assistance and are a crucial part of our Centre. As volunteers are often on the 'front lines', you also assist us with keeping in touch with the community. Therefore, we value the ideas and input of volunteers and encourage you to offer suggestions and feedback relating to programs and clients.

There are a number of things you may want to know:

1. What is the role of the Centre and what other services are available?

The Centre provides many of the practical community services in the Woollahra Local Government Area. A brochure outlining these accompanies this document. The various Program Coordinators will be happy to talk to you about what their service provides.

2. To whom am I responsible for my work at the Centre?

You are responsible in the first instance, and directly, to the Program Coordinator you are working with. For general inquiries please refer to the Volunteer Coordinator.

3. Am I insured for any accident that may occur while I am working on the Centre's behalf?

In the event of an accident occurring to a client while you are working with them, the Centre carries Public Liability Insurance covering all its activities and programs. If you have an accident and are injured in any way, the Centre also has Volunteer Insurance.

For volunteers who use their cars for their work (eg: to transport clients), it is essential that you have a current comprehensive insurance policy. Please ask for a copy of the Centre's current Volunteer Vehicle Policy to inform yourself about what coverage it offers in the event of an accident.

The Volunteer Coordinator will assist you to confirm with your insurer that your policy will cover you if you are going to be using your car for volunteer work.

If you have an accident or a near miss of any kind (eg: injury) in the course of your work it is important that you tell your Program Coordinator immediately. You will need to fill out an accident/ incident report as soon as possible. Your Coordinator will help you to do this.

4. Can I be reimbursed for any expenses I may incur?

Volunteers will be reimbursed for agreed expenses incurred as part of their volunteer work for the Centre, consistent with the current Centre policy at the time. In order to make a claim you will need to complete an Expense Claim form and attach all receipts. If you are using your car, please keep a log

record of the kilometres you drive and attach a copy to your expense claim form. Expense Claim forms and Vehicle Log forms are provided by the Volunteer Coordinator.

5. Will there be opportunities for employment and training?

Volunteering is an excellent way to gain experience in community services. Apart from its value in providing hands-on experience and insight into the area, it also means that when casual employment opportunities arise you may be able to apply for them.

You will receive an orientation to the Centre from the Volunteer Coordinator, as well as program specific training from your Program Coordinator. You may also take relevant external training offered through the Centre, a training Calender will be posted out each month. Ask the Volunteer Coordinator or your Program Coordinator for information about training opportunities.

6. What should I do in a crisis (eg: the person I am to visit or collect for program/ transport does not answer when I call)?

These (extremely rare!) occurrences remain the Centre's responsibility. You should phone the Centre or your Program Coordinator and they will assist and advise you.

7. What happens if I am not happy with the job that I am doing?

If you are not happy with your volunteer role, or if you are having any problems, you need to tell your Program Coordinator or the Volunteer Coordinator and s/he will help you sort things out. If you are not happy with your Coordinator and wish to make a complaint then you can ring the Centre Director on 9302 3690.

8. Our requirements

The Centre is required to conduct police checks and complete a prohibited employment declaration for all our employees and volunteers under the terms of our various government funding agreements. If you won't be working with children, the clearance is still necessary, as children are often on our property, and volunteers may need to visit the centre for various reasons.

You will start in the position at a suitable time negotiated with yourself and the Program Coordinator, unless you are working unsupervised in which case we will need to wait until your police check has been cleared. We will aim to get you started in your new volunteer job as soon as possible after this.

It is also a requirement for all employees and volunteers to observe our confidentiality policies and procedures. Of course, this applies to your personal information as well.

If you have any questions about the volunteer application form, or need assistance in filling it out, please ring the **Volunteer Coordinator on 9302 3670**.

You will be contacted as soon as possible after we have received your completed form, to arrange an interview with the Volunteer Coordinator and Program Coordinator.

Once we have a better idea of your interests and skills, and you have agreed to accept a volunteer position with us, you will be given a Centre induction by the Volunteer Coordinator and program induction by the Program Coordinator.

You will also be given information about any training that you might have to complete before commencing work with us.

LOOKING AFTER OUR CLIENTS

DUTY OF CARE

As a volunteer involved in providing direct care to clients, you are bound by the Centre's Duty of Care policy. The Centre has a responsibility to minimise the risk of injury to, and maximise the safety of, our clients. This applies to our volunteers and paid staff as well (see p.7).

Duty of Care is "the obligation to take reasonable care to avoid injury to a person whom it can be reasonably foreseen might be injured by an act or omission". The Centre's policy states that all paid and unpaid staff of the Centre "must provide a standard of care, commensurate with their position, that ensures the best outcome for each client, whilst respecting the person's right to choose to take risks".

In plain English, this means that our clients have the right to make choices, and that we must support them in doing so. However we also have a responsibility to take reasonable care to ensure that they are protected from accident or injury. You will receive training in how to protect our clients' and your own safety, and on what to do in an emergency (see p.10). Your Program Coordinator will advise you about any other Duty of Care requirements which relate to your particular volunteer job. **If you have any concerns about a client's safety, or your own, report it to your Coordinator.**

POLICE CHECKS

To enable Holdsworth Community Centre & Services to comply with current legislation it is our policy that all paid and unpaid staff undergo a police check before they commence working with the Centre. A Police Check Permission Form is included with the Volunteer Application Form.

If you are going to be working with children under 18 years of age, you will also need to fill out a Prohibited Employment Declaration and undergo a Working with Children police check. We will provide you with the necessary forms for this and organise for the check to be done by the NSW Department of Community Services.

It is important to remember that you cannot commence working for the Centre as a volunteer until the police checks are finalised.

CONFIDENTIALITY

Confidentiality is the preservation of personal information concerning the clients, their families and belongings, which is disclosed in the course of receiving services from the Holdsworth Community Centre & Services.

Privacy and confidentiality are basic rights for our clients and there are legal consequences for the misuse of client's personal information. It is a

requirement for all staff and volunteers to observe our confidentiality policies and procedures. Of course, this applies to your personal information as well (see p.8).

A breach of confidentiality may result in dismissal from the Holdsworth Community Centre & Services. There are some circumstances (eg in an emergency where there is a risk of harm to the client) where Duty of Care (see p.4) overrides confidentiality (see p.10 under What Do I Do in an Emergency?).

All volunteers and paid staff are required to sign a Confidentiality Form, which is included with the Volunteer Application Form.

CODE OF CONDUCT

All paid staff, volunteers and students of the Centre are required to abide by a Code of Conduct.

When working as a volunteer for the Centre you are a representative of the organisation and you are expected to abide by the same rules of conduct which apply to paid staff. The Code of Conduct relates to minimum standards of acceptable behaviour required in the performance of duties, and covers matters such as professional behaviour, confidentiality, grievance procedures and how to respond to complaints.

You will be given a copy of the Code of Conduct, and must agree to abide by it before commencing work for us.

If you have any questions about these policies, or need assistance in filling out the forms referred to above, please ring the Volunteer Team Leader on 9302 3670 and they will be happy to help.

LOOKING AFTER YOU

INSURANCE INFORMATION

A common question asked by volunteers is: What happens if my client or I have an accident while I am working for the Centre?

The Centre carries Public Liability Insurance covering all its activities and programs. If you have an accident and are injured in any way while working for the Centre, you are covered by Voluntary Workers Personal Accident Insurance as part of the Centre's general insurance policies.

You may ask for a copy of our current policies to see what is covered.

For volunteers who use their cars for their work (eg to transport clients) **it is essential that you have a current comprehensive insurance policy and provide us with a copy of this.** Please ask for a copy of the Centre's current Volunteer Motor Vehicle Policy to inform yourself about what coverage it

offers in the event of an accident. Essentially you are covered for loss of no claim bonus and/or reimbursement of excess and hire costs.

As a precaution, please confirm with your insurer that your policy will cover you while using your car for volunteer work.

If you have an accident or a near miss of any kind (eg injury) in the course of your work it is important that you tell your Program Coordinator immediately. You will need to fill out an accident/incident report as soon as possible. Your Coordinator will help you to do this.

Once you commence volunteer work for us you will be asked to fill out an attendance sheet. **It is important that you complete and submit your attendance sheet regularly as a record of your work.** We use the information about volunteer service hours as part of our accountability requirements to various funding bodies.

OCCUPATIONAL HEALTH AND SAFETY

The Centre's Volunteer Policy states that volunteers will not be exposed to known or potential health hazards and are subject to the same Occupational Health and Safety (OH&S) Policy as other staff and users of the Centre.

All volunteers receive a copy of the Centre's Occupational Health and Safety Policy and training in the Centre's Risk Management Policy and Procedures.

In summary, the Centre is obliged to provide you with safe working conditions and work practices. You must also take reasonable care to protect your own health and safety, and the health and safety of other workers.

If you become aware of any situation that might constitute **a hazard** (eg something that might cause an accident or injury to someone) you must report this. There are special Hazard Report Forms at the Centre for this, advise your Program Coordinator and they will help you to fill one out. The Centre also needs to report any potential hazard to you.

Any accidents or 'near misses' should be reported (eg if you have a fall on the way to or during the course of your work and are not injured, this still should be reported).

Stress can also be an OH&S risk factor. If you are finding your volunteer job stressful for any reason, you should advise your Program Coordinator or the Volunteer Coordinator.

You do not have to put up with abusive or violent behaviour from clients. If this happens, please report it immediately.

GRIEVANCES AND DISPUTES

We endeavour to ensure that your volunteer experience is as rewarding as possible. Program Coordinators and the Volunteer Coordinator are available to assist with any problems which might occur during the course of your work.

Any problems that may arise in relation to a volunteer's assigned duties, or work performance, that cannot be resolved by the Program Coordinator are referred to the Centre Director for assistance.

In the case of grievances or disputes the Centre's Grievance and Dispute Resolution Policy and Procedures shall apply. You may ask to be given a copy of this policy.

YOUR PRIVACY

All volunteer's personal information is treated with confidentiality and in accordance with the provisions of the Privacy Act 1988 as amended, and the National Privacy Principles.

The Centre only collects and records personal information, which is necessary for the functioning of our volunteer program. We do not collect information about you without your knowledge and consent.

Resumes and application forms will be shown to Program Coordinators to determine suitability for a volunteer position and are otherwise kept in a locked filing cabinet. Volunteer's contact information, kept on the Centre's electronic database, is password protected.

The Centre makes up a personnel file for each volunteer, which contains his or her personal information. Each volunteer has the right to request, and to be given access to, their personnel file. Please let your Program Coordinator know if you would like to see your file and s/he will arrange a time for you to be able to do so.

Under certain circumstances it may be necessary for us to disclose your personal information to an outside organisation or person. Such organisations or people could include: government or regulatory authorities as required by law; your representatives (eg advocates, guardians or legal advisors); our professional advisers (such as accountants, auditors or lawyers).

In these circumstances you will be advised that we are required to disclose your information, and we will take steps to ensure the information will not be used for other purposes.

In order to protect your own privacy we also require that you do not give your personal telephone number or address to clients, or discuss personal issues with clients. All communication relating to your work with clients should go through your Program Coordinator.

TRAINING

Your Program Coordinator is responsible for ensuring that you are familiar with all Centre policies and procedures which apply to your volunteer job. Each Program Coordinator is provided with a Volunteer Orientation Checklist and will ensure that you are familiar with all matters on the list.

As far as possible, the Centre ensures that all new volunteers with the Centre's Home and Community Care (HACC)-funded programs attend initial HACC orientation training offered through Volunteer and Services Training (VAST), the local area volunteer training agency. You will be told if you will be working on a HACC- funded Program.

Where this training is not possible or relevant, you will receive 'on the job' training from your Program Coordinator or supervisor. If necessary for your work, you will be offered external training at the Centre's expense. Ask the Volunteer Coordinator or your Program Coordinator for information about other training opportunities.

EXPENSES

Volunteers will be reimbursed for agreed expenses incurred as part of their volunteer work for the Centre, consistent with the current Centre policy at the time. Please check with your coordinator to see if expenses can be reimbursed before spending your own money. **In order to make a claim you will need to complete an Expense Claim Form and attach all receipts.** If you are using your car, please keep a **log record** of the kilometres you drive and attach a copy to your expense claim form. We are able to reimburse you for mileage at the rate of 52c a kilometre. Expense Claim forms and Vehicle Log forms are provided by the Volunteer Coordinator.

**RIGHTS AND RESPONSIBILITIES
OF
VOLUNTEERS & HOLDSWORTH COMMUNITY CENTRE & SERVICES**

You as a volunteer and the Holdsworth Community Centre & Services have responsibilities towards each other. As a volunteer you agree to perform a specific job and our job is to provide you with a worthwhile and rewarding experience. In return, each has the right to some basic expectations of the other.

You, as a volunteer have the right to:	HOLDSWORTH COMMUNITY CENTRE & SERVICES has the right to:
<ul style="list-style-type: none"> • Choose suitable assignments, tasks or jobs that are worthwhile to you. 	<ul style="list-style-type: none"> • Expect conscientious work performance, punctuality and reliability from a volunteer.
<ul style="list-style-type: none"> • Job descriptions or clear outlines of your responsibilities. 	<ul style="list-style-type: none"> • Expect volunteers to adhere to their job descriptions/ outlines.
<ul style="list-style-type: none"> • Know the purpose and “ground rules” of the Holdsworth Community Centre & Services. 	<ul style="list-style-type: none"> • Make the decisions regarding the best placement of volunteers.
<ul style="list-style-type: none"> • Appropriate orientation and training for your work. 	<ul style="list-style-type: none"> • Express opinions about poor volunteer effort in a diplomatic way.
<ul style="list-style-type: none"> • Be treated as a co-worker in relation to anti-discrimination, EEO, OH&S, legislation and organisational grievance processes. 	<ul style="list-style-type: none"> • Expect loyalty to the organisation and only constructive criticism.
<ul style="list-style-type: none"> • Sound managerial support and leadership. 	<ul style="list-style-type: none"> • Expect clear and open communication from a volunteer.
<ul style="list-style-type: none"> • A place to work and suitable tools and materials. 	<ul style="list-style-type: none"> • Expect the volunteer to undertake training provided.
<ul style="list-style-type: none"> • Appropriate promotion and a variety of experiences. 	<ul style="list-style-type: none"> • Negotiate work assignments.
<ul style="list-style-type: none"> • Be heard and make suggestions. 	<ul style="list-style-type: none"> • Follow grievance procedures.
<ul style="list-style-type: none"> • Be adequately insured. 	<ul style="list-style-type: none"> • Adhere to safety rules.
<ul style="list-style-type: none"> • Reimbursement of agreed expenses. 	<ul style="list-style-type: none"> • Release volunteers under certain circumstances.

N.B. Extract from Volunteering NSW leaflet 10/8/00.

WHAT DO I DO IN AN EMERGENCY?

These (extremely rare!) occurrences remain the Centre's responsibility. You should phone the Centre or your Program Coordinator as soon as possible on 9302 3600 and they will assist and advise. Some Program Coordinators also have access to a mobile phone.

Many volunteers will not be working alone with clients, however in the case of home visitors, neighbour aid volunteers and volunteer drivers you will be in situations where there is not a paid staff member with you.

At the client's home

Many of our clients both live alone and are frail. Unfortunately it might happen that a client meets with an accident or illness and be unable to summon help. You may be the first person to attend a client's home after such an event. If a client does not answer the door, you may have reason to be concerned.

If you have any doubt about the wellbeing of a client when calling on them at home and receiving no answer, you should then take any reasonable action (eg calling out, discreetly looking in front window, checking back yard) to see if the client is at home and just not heard you. If there is still no reply, **notify the Centre as soon as possible.**

Unless there is clear evidence that the client is inside their home and First Aid is needed, take no further action. A paid staff member at the Centre will advise and assist.

In the unlikely event that you find the client in immediate need of First Aid, and are unable to contact the Centre, you should telephone 000.

Do not take any risks if there is possible danger to yourself or others. You are not expected to administer First Aid or medication.

In an immediate emergency, you may make the assessment that an ambulance is required. If so, then an ambulance should be called. All our clients sign a permission form for the Centre to seek emergency medical assistance on their behalf if required. We also keep records of our clients' GP's and emergency contacts.

In a public place

If your client suddenly becomes ill, or has a fall, and you or the client feel that an ambulance is needed, seek help from passers-by or shopkeepers to summon assistance. Try not to leave the client alone.

Do not take any risks if there is possible danger to yourself or others. You are not expected to administer First Aid or medication.

Do not lift a client, or attempt to move them unless they are able to do so with a minimum of assistance. If a client has fallen, it is best (although they may find it embarrassing) to encourage them to remain on the ground until they catch their breath and recover. They may have sustained an internal or other injury and should be examined by a qualified person.

In shopping centres, the centre management should be notified immediately. They will have a First Aid officer and can also assist with calling for emergency help. In the case of a fall, it may also have been caused by a hazard and the shopping centre will need to make an incident/accident report.

As soon as practicable, notify the Centre. We will suggest that the client see their doctor as soon as possible to confirm that they have not sustained any serious injury.

If the client has to be taken to hospital, you are not required to go with them. If you can, find out which hospital they are being taken to and let the Centre know. We will do everything possible to ensure that emergency contacts are advised.

REMEMBER: IN AN EMERGENCY, TRY TO REMAIN CALM, DO NOT TAKE ANY RISKS WHICH COULD PUT YOU IN DANGER, AND NOTIFY THE CENTRE AS SOON AS POSSIBLE.

Our volunteers are not required to have First Aid or medical qualifications. You are only expected to do what any reasonable unqualified person would do in a similar situation to minimise the risk of injury and maximise the safety and comfort of the client and yourself.

Confidentiality in an emergency

Your Duty of Care obligations overrides your obligation to preserve client confidentiality in an emergency – giving a client's details to an ambulance or medical officer is reasonable if it relates to protecting the client from harm or injury.

AFTER AN EMERGENCY

- **MOST IMPORTANT – THINK ABOUT YOURSELF AS WELL**

You will be worried about your client but you must also think of your own health and safety.

An emergency involving a client could be a shock to you and affect your health and safety. You may need medical advice yourself or need to talk to someone to relieve any stress or anxiety you are feeling. **TELL YOUR COORDINATOR IF YOU ARE FEELING UNWELL OR STRESSED.**

DO NOT KEEP WORKING (in particular no driving!) IF YOU FEEL UNWELL.

Let us know, and the Centre will make alternative arrangements for other clients, ensure that you are able to return home safely, and offer any support or assistance you may need to recover.

CAN I CHANGE MY VOLUNTEER JOB?

After your application has been processed, and you accept a particular volunteer job with the Centre you will be given a detailed job description by your Program Coordinator.

The following brief descriptions may assist you to make a choice amongst the variety of positions available.

Volunteer positions are offered subject to availability, and your skills, interests and qualifications.

Some jobs can only be done during daytime work hours, others are available in the evening. The Volunteer Coordinator will discuss your availability and interest in a particular job, and advise you about our current vacancies.

If at any time you wish to change your volunteer position, notify the Program Coordinator or the Volunteer Coordinator and we will endeavour to find other work for you.

IF YOU CANNOT ATTEND ON YOUR ASSIGNED DAY

Please give us notice if you are not going to be able to come to work. This is particularly important if you are expected at a client's home or group activity. We may need to make other arrangements.

If there is a problem, we will help to sort it out. If you want a change of job, we will try to accommodate you. We want happy volunteers!

CENTRE PROGRAMS AND CONTACTS

**Holdsworth Community Centre &
Services**

64 Holdsworth St
WOOLLAHRA 2025
Telephone 9302 3600
Fax 9327 5298

<u>Title</u>	<u>Name</u>	<u>Telephone</u>
CHIEF EXECUTIVE OFFICER:	Michael Ryan	9302 3690
MANAGERS:		
Community Transport	Ian Jankovic	9302 3630
Community Relations	Eric Scott	9302 3601
Disability Services	Stefanie Holt	9302 3642
Aged Services	Maya Jankovic	9302 3620
COORDINATORS:		
Carers Support	Lindy Yoannidis	9302 3671
Family Support Services	Lucian Stoffell	9302 3650
Volunteer Coordinator	Jonathan Rhodes	9302 3670