

# Volunteering North Queensland Inc.



## Volunteer Orientation Manual

Shop 16B Hyde Park Centre Woolcock Street Hyde Park 4812

PO Box 186 Townsville 4810

Ph: 4721 4775 Fax: 4772 7860

Email: [vnq@volunteeringnthqld.org.au](mailto:vnq@volunteeringnthqld.org.au)

[www.volunteeringnthqld.org.au](http://www.volunteeringnthqld.org.au)



## **Welcome to the team at Volunteering North Queensland**

Volunteering North Queensland Inc. is funded by the Commonwealth Department of Family and Community Services. In joining our team you will make contact with members of the public, organisations and other volunteers. I ask you to continue the friendliness, good service and welcoming smile that is part of the VNQI philosophy.

We are continually reviewing our policy and procedures manual and look towards our volunteers, staff and management committee for suggestions and ideas.

Every opportunity will be given to volunteers and staff to improve and learn new skills in a supportive environment.

I trust your experience with Volunteering North Queensland Inc. is enjoyable and rewarding.

Volunteering makes a difference!

Sandy McIntyre  
Manager

### **Introduction**

Please read the orientation handbook carefully as it has been designed to give our volunteers/staff a full understanding of our protocols and procedures.

It will answer many of your questions about what you can expect from Volunteering North Queensland Inc., and what we expect from you.

## About Volunteering North Queensland Inc.

### WHO WE ARE

Volunteering North Queensland Inc. is a not-for-profit volunteer referral and resource centre

### MISSION

Volunteering North Queensland Inc. promotes a positive, inclusive volunteering experience by encouraging and fostering the highest possible standards in recruitment, training, management and recognition of volunteers.

### VISION

Volunteering North Queensland Inc. aims to provide an ongoing, quality volunteer referral and support service that meets the needs of volunteers and volunteer involving organisations to the satisfaction of both parties. We provide ongoing education and training to promote the philosophy of volunteering and issues pertaining to volunteers and volunteer management within North Queensland communities.

### VALUES

- We believe individuals have the right to participate freely in Australian society through the act of volunteering
- We believe volunteering complements, but is not a substitute for paid work
- We are committed to raising the profile and esteem of volunteering as a vital force within the community
- We are committed to the development of professional standards of service, which recognise the importance of effective management which supports voluntary effort
- We are committed to enhancing the status of the association as a peak body for volunteering in North Queensland.

## **CODE OF PRACTICE**

- 1 Volunteering North Queensland Inc. recognises volunteers as valuable team members and encourages them to meet their needs.
- 2 Volunteering North Queensland Inc. recruits, interviews and refers volunteers regardless of sex, creed, colour, religion or disability.
- 3 Volunteering North Queensland Inc. will endeavour to find placements for all volunteers registered with them.
- 4 Volunteering North Queensland Inc. will, at intervals, conduct service checks and placement follow-ups to ensure quality service provision and also to meet our funding requirements.
- 5 Volunteering North Queensland Inc. will, at times, advocate/promote volunteering to all sectors of the community.
- 6 Once a volunteer is referred to a community organisation by Volunteering North Queensland Inc., that volunteer is no longer the responsibility of Volunteering North Queensland Inc.
- 7 Volunteering North Queensland Inc. aims to provide a quality service to both volunteers and organisations, by providing back-up services as required, e.g. re-referrals, consultations, resources and training.
- 8 Volunteering North Queensland Inc. Management Committee reserves the right to reject a volunteer or organisation. De-registration or rejection will only occur if a volunteer or an organisation fails to meet the guideline of Volunteering North Queensland Inc. and the Department of Family and Community Services.
- 9 Volunteering North Queensland Inc. may, with the potential volunteer's consent, discuss with their case worker or doctor, the capabilities or suitability of a potential placement for the volunteer.

## Foreword to Volunteer Policy & Procedures

A volunteer is defined as “a person who gives his/her services without any express or implied promises of remuneration”. (The Law and Volunteers, Johnstone Training and Consultation, Satterfield & Gower, January, 1993.) Volunteers give freely of their time, talents, skills and energy with no expectation of monetary compensation.

Volunteering North Queensland Inc. refers to Volunteering Australia’s definition of **Formal Volunteering** that is as follows:

***Formal Volunteering is an activity, which always takes place through a not-for-profit organisation or project and is:***

- ***Of benefit to the community and the volunteer;***
- ***Undertaken of the volunteer’s own free will and without coercion;***
- ***For no financial payment***
- ***In a position not designated as paid, and;***
- ***Underpinned by the Volunteering Australia’s ‘Principles of Volunteering’ (see General Principles of Volunteering 2.1)***

The contribution of volunteers is vital to Volunteering North Queensland Inc. operation. Volunteering North Queensland Inc. recognises and values the reciprocal nature of the relationship between the group and the individual, and is committed to providing a volunteer experience which both:

- Supports the work of Volunteering North Queensland Inc., and
- Meets the needs and expectations of individual volunteers

## **General Principles of Volunteering**

Volunteering North Queensland Inc. adheres to the principles of volunteering as defined by Volunteering Australia:

- Volunteering benefits the community and the volunteer
- Volunteering is always a matter of choice
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is an vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not-for-profit sector only
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

# Introduction to Volunteering

## Rights and Responsibilities

### **POLICY**

Volunteers are a valuable resource to our group. Volunteering North Queensland Inc.'s Mission and Values Statement says:

- We are committed to involving volunteers in all of Volunteering North Queensland Inc.'s direction setting, decision-making and service delivery. Volunteering North Queensland Inc. recognises that without the skill, generosity and commitment of our volunteers, it would be impossible to maintain the quality of our service.
- Volunteers have the right to be given meaningful volunteering opportunities, receive adequate information and a clear job description of what the volunteer role entails, have their personal details kept in a confidential manner, be adequately insured, be treated equally and respectfully, to receive ongoing and effective support and to be recognised for their contribution to Volunteering North Queensland Inc.
- In return, volunteers agree to actively perform their duties to the best of their abilities, to ask for support when needed, be accountable to Volunteering North Queensland Inc. and to remain faithful to the philosophies, policies and procedures of Volunteering North Queensland Inc.

## **Rights and Responsibilities of volunteer staff**

### **Rights of Volunteers**

Volunteering North Queensland Inc. volunteers have a right to:

- Receive adequate information and a clear job description of what is expected and to understand why they are doing a task and how it fits into the broader program;
- Be assigned a suitable project, task or job and to say no to tasks they are unable to do, or would rather not do, and to ask for a new job;
- To have on the job supervision provided by a designated staff member
- Receive respect and support from their co-workers as well as recognition and feedback from their supervisor for their work;
- Be reimbursed for out of pocket expenses, providing prior approval is obtained from the supervisor
- Be briefed on the broader aspects of Volunteering North Queensland Inc. and discuss with their supervisor whether Volunteering North Queensland Inc. is suited to them or whether they are suited to Volunteering North Queensland Inc.;
- Request a reference from their supervisor when applying for a job, providing the volunteer has worked at Volunteering North Queensland Inc. for a minimum period of three months;
- Provide feedback, suggestions and recommendations regarding their job or the wider program;
- Have access to dispute resolution procedures and to be supported through such a process;
- Have personal details kept in a confidential manner;
- Work in a safe and healthy environment;
- Be provided with a place to work and suitable equipment and resources;
- Be adequately insured.

## **Responsibilities of Volunteers**

We ask that our volunteers agree to:

- Be reliable and commit, where possible, to regular day/s and time of work so tasks can be planned accordingly;
- Keep Volunteering North Queensland Inc. informed of changes of address and phone number;
- Be responsible to and consult with their supervisor;
- To ask for support when needed;
- Agree to do the job training necessary to carry out duties as stated in the Position Description;
- Abide by any Volunteering North Queensland Inc. policies regarding their work;
- Appreciate and respect the confidential nature of information that may be acquired during the course of duties;
- Discuss any grievances or problems with their supervisor. If they remain unresolved speak to the Volunteer Coordinator;
- Not to spend money or order goods on behalf of Volunteering North Queensland Inc. without prior approval;
- Notify their supervisor or the Volunteer Coordinator if they are no longer able to work with Volunteering North Queensland Inc.;
- Show enthusiasm, loyalty and belief in the work of the organisation;
- Agree to work in a safe and healthy way and not jeopardise the health and safety of others;
- Inform Volunteering North Queensland Inc. of any pre-existing medical conditions or special needs that Volunteering North Queensland Inc. should be aware of, that might affect the volunteer's ability to undertake certain tasks;
- Report any accident or injury immediately to their supervisor;
- Not smoke in the Volunteering North Queensland Inc. building.

## **Volunteer Code of Conduct**

### **POLICY**

Upon joining Volunteering North Queensland Inc. all volunteers are expected to read, sign and honour the **Volunteer Code of Conduct** (sample code follows). The code stresses that Volunteering North Queensland Inc. volunteers have a responsibility to be ambassadors of Volunteering North Queensland Inc.

## **VOLUNTEER CODE OF CONDUCT**

### **1. Confidentiality**

We will honour the confidentiality of service users, volunteers, sponsors and donors and adhere to the established precepts of confidentiality of Volunteering North Queensland Inc.'s Policies & Procedures and government legislation. We agree to consider information pertaining to social and medical conditions, family situations and other facts of a highly personal nature as confidential and therefore we understand that we are not to disclose this information to any person who is not authorised by Volunteering North Queensland Inc. to have access to such information without the specific permission of the individual concerned.

### **2. Non-Discrimination/Equity**

In keeping with Volunteering North Queensland Inc. philosophies and policies, Volunteering North Queensland Inc. will neither practice nor tolerate discrimination or harassment against any volunteer or service-user on the ground of race, creed, colour, place of origin, ethnic origin, ancestry, citizenship, political or religious affiliation, gender, sexual orientation, age, marital status, family relationship, economic status or disability.

We will treat each other and service-users with dignity, care and respect.

### **3. Conflict of Interest**

We commit to our understanding and upholding of the Conflict of Interest policy. We agree to discuss any potential conflict and commit to being truthful in all matters to do with our volunteer relationship with Volunteering North Queensland Inc.

#### **1. Alcohol/drug use**

We understand that being under the influence of alcohol or drugs may interfere with our ability to deliver service. We therefore agree: not to perform our volunteer duties while under the influence of drugs or alcohol.

#### **2. Limits**

We agree to maintain the limits we have set for ourselves with respect to the emotional and physical resources we are willing to provide. If we find ourselves in a situation that requires us to do something outside of our role outline, we will ask for assistance or support, or refer when appropriate.

**3. Training and Continuing Development**

We understand that in accepting a volunteer position with Volunteering North Queensland Inc., we are agreeing to undertake and complete the necessary training before and during the course of our volunteer assignment. We value our own continuing development and understand that it is essential. We will do this by keeping updated on new information, attend monthly meetings, and by taking advantages of opportunities such as seminars and workshops.

**4. Non-compliance**

We understand that failure to adhere to any and all parts of this code may affect the reputation of Volunteering North Queensland Inc. and result in suspension from our volunteer duties and/or termination of our volunteer relationship with Volunteering North Queensland Inc.

**Name:** \_\_\_\_\_ **Supervisor:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

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

## **Role Outline**

### **Policy**

Volunteers of Volunteering North Queensland Inc. require a clear, complete and current description of the duties and responsibilities of the position that they are expected to fill. For effective recruitment and placement of volunteers within the group, a role outline must be developed for each volunteer position. This role outline will be given to each volunteer.

All role outlines include a description of the purpose, duties of the position, skill and training requirements, location, benefits for the volunteer, supervision and support/lines of responsibility, and any other relevant and necessary information.

## **4.2 Role Outline**

**Volunteer Position:  
Responsible to:**

**Broad purpose of the position:**

**Duties/Activities:**

**Skills/Qualifications Required:**

**Time frame:** Length of commitment sought:  
Estimated total hours:

**Preferred hours:** At discretion of the volunteer:  
Essential times needed:

**Place of work:**

**Optional additional suggestions to be included in the role outline**

***Benefits to volunteer:***

***Training offered:***

***Insurance: Personal Accident/ Public Liability/ Professional Indemnity***

***Reimbursement for out-of-pocket expenses (subject to advance authorisation and presentation of receipts)***

***Other benefits:***

## **Volunteer Introductory Period**

### **Policy**

The first 60 days of volunteering at Volunteering North Queensland Inc. are considered an Introductory Period. This Introductory Period will be a time for you to get to know fellow volunteers, the volunteer Coordinator and the tasks involved in the position description.

The Volunteer Coordinator will work closely with the volunteer during this period to help understand the needs and processes of the position.

The Introductory Period is a trial period for both the volunteer and the organisation to see if things are going to work out. At the end of the Introductory Period, the volunteer coordinator will hold an informal feedback session with the volunteer to discuss job performance. During the course of the feedback, the volunteer will be encouraged to give their comments and ideas.

All voluntary appointments are to be appraised after one month and then again after three months. If either the volunteer or the supervisor feel that the appointment is not working, either a new position may be found or the volunteer may be asked to wait until a suitable new position becomes available. After three months continuous volunteering in a particular position, volunteers will be treated the same as staff regarding grievance and dismissal procedures.

# **VOLUNTEERING NORTH QUEENSLAND INC.**

## **STATEMENT OF UNDERSTANDING**

Thank you for becoming a volunteer at Volunteering North Queensland Inc. Volunteers have an important role in our service, and the intent of this statement is to assure you of our deep appreciation for your services and to indicate our commitment to ensuring your volunteer experience here is a productive and rewarding one. This Statement of Understanding has been developed to ensure that volunteers fully understand the rights and responsibilities of Volunteering North Queensland Inc., as well as the rights and responsibilities of the volunteers.

This Statement of Understanding is made between:

The Management Committee of Volunteering North Queensland Inc., represented by the:

Manager: \_\_\_\_\_ and

Name of Volunteer: \_\_\_\_\_ in

Title of position: \_\_\_\_\_

And is made subject to the following terms and conditions.

### **Length of Agreement**

The first sixty (60) days of volunteering at Volunteering North Queensland Inc. will be an Introductory period. All voluntary appointments are to be appraised after one month and then again after three months. Subject to the satisfactory completion of the introductory period, this statement of understanding is for an initial twelve (12) month period, commencing on:

\_\_\_\_\_ (date).

This Statement of Understanding is renewable/extendible if agreed upon by both parties. The organisation retains the original until completion, giving the volunteer a photocopy. On completion of the contract, the volunteer **MUST** be given the signed original contract, although the organisation may keep a copy for their records if necessary.

If the Agreement is not terminated on the date of expiry, it shall be assumed to extend for another period.

### **Duties**

The volunteer shall carry out the duties as outlines in their Role Outline

The Manager will conduct an appraisal of the volunteer's performance annually.

A Volunteer feedback sheet will be provided to the volunteer to be completed if they choose to do so. Completion of this survey will assist in decision-making by management to ensure ongoing volunteer satisfaction.

**Hours of Work**

The normal hours of work will be as follows:

Day: \_\_\_\_\_ Times: \_\_\_\_\_  
\_\_\_\_\_

If you are unable to work the above hours, could you please notify the Manager as soon as possible so that alternative arrangements can be made.

The volunteer is not expected to work on public holidays.

**Insurance**

Volunteering North Queensland Inc. will provide Volunteer Personal Accident insurance for volunteers

**Code of Conduct**

Volunteers are expected to confirm to the Volunteers Code of Conduct

**Supervision and Training**

Volunteers will be supervised by a responsible member of staff (paid or unpaid)

Volunteers will receive the training and ongoing support needed to successfully undertake their work

An Induction session and it will be given to all volunteers upon recruitment

Volunteers may approach the Manager at any time to discuss an issue or concern.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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

# VOLUNTEERING NORTH QUEENSLAND INC.

A Volunteer Referral and Information Service

## Volunteer Personnel Record

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone:(Home): \_\_\_\_\_ (Office): \_\_\_\_\_

E-Mail: \_\_\_\_\_

Spouse's Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Children: \_\_\_\_\_

In case of emergency. Notify: \_\_\_\_\_ Phone: \_\_\_\_\_

Health or physical information: \_\_\_\_\_

\_\_\_\_\_

1. Period which volunteer worked with agency?

Start date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

2. Types of volunteer positions held:

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

3. Comments and other pertinent information: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Ambulance Subscriber: Y/N

**An ambulance will be called if required::** \_\_\_\_\_

(Signature & Date)

## Volunteer Training

### Policy

Volunteering North Queensland Inc. has a commitment to best practice, ensuring that volunteers are properly trained to carry out their volunteer work.

Individual training requirements will be addressed during the initial interview and followed up during the course of the volunteers' time with Volunteering North Queensland Inc.

All volunteers will be invited to participate in ongoing training where it is deemed to be beneficial and relevant to their positions. Adequate notice will be provided, along with all the training details.

All staff members are responsible for ensuring that the basic training needs of the volunteers are met in order to enable them to carry out their proscribed duties. This may be through:

- The provision of a volunteer orientation kit
- Referral to an external training course
- The provision of 'in-house' training sessions or on the job training

Basic training for volunteers will ensure that:

- All new volunteers have induction training through an orientation session. This will cover the volunteer orientation kit and the content and use of the Policy and Procedures Manual
- Volunteers receive training on occupational health and safety issues and in the use of equipment
- Volunteer receive training regarding the legal responsibilities associated with their work
- Volunteers receive training related to the needs of other volunteers and potential volunteers
- Volunteers will receive ongoing training on the content and use of the policy and Procedures Manual

## **Confidential Information**

Volunteering North Queensland Inc. has an obligation to our clients to maintain their confidentiality and respect their privacy. Every client served by Volunteering North Queensland Inc. has the right to confidentiality. During the course of your volunteer work, information of a confidential nature may be shared with you. You must not share this information with anyone who does not have a professional right or need to know it.

No one is permitted to remove or make copies of any Volunteering North Queensland Inc. records, reports or documents without prior approval.

Staff and volunteers of Volunteering North Queensland Inc. will be required to sign a confidentiality statement regarding the personal information given to us. Release of confidential information to unauthorised persons can result in dismissal from our service, and could involve you in legal proceedings.



# Volunteering North Queensland Inc

## CONFIDENTIALITY AGREEMENT

*Preface: The purpose of this Confidentiality Agreement is to protect the information contained within the files and to protect all personal details obtained through interviews at the agency. This Agreement is also designed to protect both paid and volunteer staff at the Volunteer Agency.*

All Volunteer Agency paid staff and volunteers who have access to private and confidential information obtained through interviews and contained within either electronic and hard copy files have a responsibility to ensure that confidential information is not inappropriately released or taken from the Volunteer Agency. Authorisation for the release of personal information must be obtained from the Management Committee/Coordinator.

**This agreement is designed to protect the details of everyone involved within the volunteer agency.**

=====

I have read the above information and agree to abide by the Volunteer Agency's Confidentiality Agreement.

Name: \_\_\_\_\_

Manager: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

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

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



## **Volunteering North Queensland Inc.**

# **Privacy Policy (Privacy Act 1<sup>st</sup> December 2001)**

---

Volunteering North Queensland Inc. strives to act with the highest integrity and offer the best possible service to volunteers, Organisations and all people who access the Centre's service.

To provide the highest standard of service to all of its stakeholders, from time-to-time Volunteering North Queensland Inc. needs to collect personal information. It is therefore important that individuals are confident that their personal information entrusted to Volunteering North Queensland Inc. is treated with the appropriate degree of privacy.

Personal information is any information that an individual's identity can be reasonably determined.

### **Why Volunteering North Queensland Inc. collects personal information?**

Collecting personal information is essential to delivering a quality service to Volunteering North Queensland Inc. clients and customers. This includes being able to make appropriate matches between potential volunteers and organisations or events and provide a quality improved Educational program as a Registered Training Organisation. If Volunteering North Queensland Inc. does not collect personal information, it is unable to provide effective referral and education services as well as support and manage its own volunteer staff.

### **How Volunteering North Queensland Inc. collects personal information!**

Potential service users and/or course participants are asked to complete an application or interview sheet in a number of ways. These include the Internet, Phone or Face-to-Face interviews, or via the general post. Course participant's enrolment details and course assessment data is also collected and stored in accordance with Volunteering North Queensland Inc. Education Units 'Learning Records Policy'.

Personal information collected by Volunteering North Queensland Inc. would always be done with the individual's consent and where possible this would be in writing. Personal information is not disclosed to any other person or group other than Volunteering North Queensland Inc. unless the individual has consented in writing.

From time to time Volunteering North Queensland Inc. may update an individual's personal information. This would be done by contacting the individuals or when the individual contacts Volunteering North Queensland Inc. to make any changes or update their personal information.

## **How Volunteering North Queensland Inc. secures personal information?**

The protection of personal information is a priority to Volunteering North Queensland Inc. All reasonable precautions to safeguard personal information from misuse, unauthorised access, modification or disclosure are taken.

Hard copy records of personal information are kept in Volunteering North Queensland Inc. filing systems and or on a computer database. When personal information is no longer required or out-of-date, it is deleted from Volunteering North Queensland Inc. systems, and or securely destroyed.

Individuals may request access to any information that Volunteering North Queensland Inc. holds about that individual.

Volunteering North Queensland Inc. may need to make contact with an individual who has accessed a service provided by Volunteering North Queensland Inc. for the purpose of follow-up, evaluation or further business with that individual. The nature of any further contact with Volunteering North Queensland Inc. will always be subject to agreement from the individual.

Volunteering North Queensland Inc. Privacy Policy and procedures will be constantly reviewed and updated in accordance to any changes in the law.

An individual has the right to complain about a breach of privacy by lodging their concern or complaint with Volunteering North Queensland Inc. If there is no satisfactory outcome the individual can contact the Federal Privacy Commissioner on phone 1300 363 992 or write to Director of Complaints, Office of the Federal Privacy Commissioner, GPO Box 5218, Sydney NSW 1042

# **VOLUNTEERING POLICIES & PROCEDURES**

## **Office Policy Document**

The following policies for Volunteering North Queensland Inc. (VNQI) are to be adhered to without change or personal interpretation. These policies are set in place to protect and inform VNQI volunteers, paid staff and those organisations and volunteers that are dealt with during the day-to-day operational business of Volunteering North Queensland Inc.

### **Office hours**

The office hours are from 9.00am to 3.00pm Monday to Friday and will be staffed by at least one person during these hours.

The office will be closed for two (2) weeks over the Christmas/New Year period.

### **Absences and Lateness**

The positions that volunteers fill are critical to Volunteering North Queensland Inc. operations. If you are unable to report to volunteer, or if you will arrive late, please contact the office as soon as possible. This will allow us sufficient time to organise a replacement while you are away.

### **Attendance**

Attendance sign-in sheets are necessary for our program, in order for us to keep an accurate record of your contribution. Keeping records of attendance has both legal and functional purposes. There are times when we will need to establish exactly who was on the premises at any given time. Volunteers are required to sign in and out each time they attend the office to indicate their presence in the building. This is especially important in case of evacuation.

### **Dress Code**

Take your lead from the staff and dress appropriately for the role you are doing. It is best to neither over-dress nor under-dress. Casual clothing is fine, but we ask that your attire be neat and conservative.

## **Bulletin Board**

Our volunteer bulletin board is our “official” way of keeping everyone informed about new policies, changes in procedures, recognition items and special events. Information of general interest is posted regularly on the bulletin board. Please read the volunteer bulletin board regularly so that you will be familiar with the information posted on it.

## **Suitability checks**

In order to ensure a safe environment for staff, volunteers and visitors to the centre, staff (paid and unpaid) in supervisory, mentoring, training and referral roles will be required to apply for a suitability check. Individuals who do not comply with this request will not be accepted as a member of staff (paid/unpaid) of Volunteering North Queensland Inc.

## **Computer Software (Unauthorised Copying)**

Volunteering North Queensland Inc. does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies.

Volunteers should also not load personal software on organisation computers unless authorised by supervising staff. If permitted, then a virus scan should be run to protect all software on hard drive.

## **Copyright/Ownership issues**

As with paid work, all voluntary work done for or on behalf of Volunteering North Queensland Inc. belongs to Volunteering North Queensland Inc., and cannot be used or sold without the permission of Volunteering North Queensland Inc. All confidential records, documents and other papers, together with any copies of extracts thereof, made or acquired by the volunteer in the course of their work shall be the property of Volunteering North Queensland Inc. and must be returned to Volunteering North Queensland Inc. upon completion of their volunteering for VNQI. Where appropriate, with permission of the supervisor, volunteers may take copies of their work with them when they leave.

Material produced by volunteers for Volunteering North Queensland Inc. including graphics material, web page design, narratives, research, compilations, instructional text etc., **becomes the property of Volunteering North Queensland Inc.**

Volunteers will receive credit on Volunteering North Queensland projects for these and other contributions.

## **Privacy**

All volunteers' personal information will be treated with confidentiality. The volunteer database will be password protected and resumes and registration forms will be kept in a locked filing cabinet. Resumes and registration forms can be shown to relevant staff in order to decide a volunteers' suitability for a position.

## **Representing Volunteering North Queensland Inc.**

Volunteers are asked **NOT** to contact organisations or individuals on behalf of Volunteering North Queensland Inc. unless they are given consent by their supervisor. Prior to any action or statement that might significantly affect or obligate the organisation, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to: public statements to the press, coalition or lobbying efforts with other organisations, or any agreements involving contractual or other financial obligations.

Volunteers are authorised to act as representatives of the organisation as specifically indicated within their role outlines and only to the extent to such written specifications.

## **Resource books**

Volunteering North Queensland Inc. maintains a library of resources covering a broad range of topics on issues relevant to the community sector. These resources are available on loan to staff, volunteers and members of other community organisations.

If someone wishes to borrow a resource, please ask the office manager for the correct lending procedure.

## **Personal Phone Calls**

Private calls are to be kept to an absolute minimum. This is a workplace, and the phone needs to be free for incoming calls. You are permitted to make local calls on organisation telephones for essential personal business only.

## **Personal Records**

It is the volunteer's and staff's responsibility to notify the office immediately of any change of personal details. This could include: address, telephone number, emergency contact etc.

## **Complaints**

If you receive a grievance regarding this office, staff member or operational procedure, please note all of the details in the message book and notify the Manager as soon as possible.

## **Feedback**

An efficient, successful operation and satisfied volunteers go hand-in-hand. Volunteer grievances are of concern to Volunteering North Queensland, regardless of whether the problems are large or small.

In order to provide for prompt and efficient evaluation of, and response to, grievances, Volunteering North Queensland has established a Feedback procedure for all volunteers. It will always be Volunteering North Queensland's policy to give full consideration to every volunteer's opinion. There will be no discrimination against to or toward anyone for her or her part in presenting grievances.

## **Gifts & Soliciting**

Do not accept any gifts from clients, their families or friends. We do not want to create an atmosphere where clients feel obligated to reward Volunteering North Queensland staff for doing their job.

Also you must not promote or solicit your own business enterprise, political agenda or religious beliefs while volunteering with us. Solicitation for a private charity is also prohibited.

## **Reimbursement**

### **General Expenses**

The Manager will advise the volunteers of their budget limitations and must approve any purchases before they are made. Volunteers will then be reimbursed for **approved** purchases out of the Manager's budget. Receipts must be obtained and the Manager is to fill out a petty cash claim on the volunteer's behalf.

## **Travel Expenses**

With prior approval by the Manager, all travel expenses incurred reasonable by a volunteer in the course of his/her duties shall be fully reimburses by Volunteering North Queensland Inc. upon presentation of appropriate documentation

## **Accident & Incidents**

Please record all details in the accident and incident book.  
This information should be recorded as follows:

- \* Time and date:
- \* Name:
- \* Nature and circumstances of the accident or incident
- \* Treatment, name and signature of supervising staff
- \* Manager must be informed of all accidents/incidents.

**If a client, staff member or volunteer is in a serious accident, notify the Manager immediately!**

***The situation must be assessed and the following steps taken:***

- Assess situation
- Contact the ambulance if medical attention is required urgently.
- Contact emergency phone number from clients file.
- An accident report is to be completed by the supervising staff member and the Manager.

**This report is to be signed by all staff and volunteers in attendance at the time of the accident.**

## **Security & Safety**

Do not allow strangers to roam freely throughout the office. Never leave the office unattended without first locking the doors. In the event of a situation created where you feel threatened the following steps should be carried out:

- If you are able to leave the reception area, go to the back of the office and request help.
- Try to get the person to allow you to use the phone, speak calmly and clearly.
- Take note of any details that maybe helpful to investigations after the incident.
- Any incident no matter how small should be reported.

## **Fire Evacuation Plan**

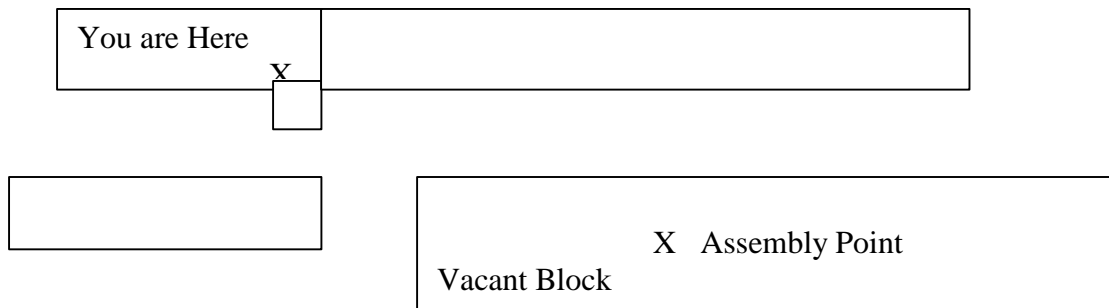
The following steps are to be carried out in the event of a fire:

- Raise the alarm.
- Evacuate the office immediately.
- Account for all staff.
- Stay out of the building until given the all clear.

**It is a staff and volunteer's responsibility to study the fire evacuation plan and to be aware of the exits available in the event of a fire.**

## **Bomb Threat**

In the event of a bomb threat, volunteers and staff will walk down to the corner of Cummins street and car park at rear of the Hyde Park Centre for assembly.



## **Severe Storms and Natural Disasters**

VNQI practices the policies as set out in the Emergency Services Organisation publication when dealing with natural disasters etc. Copies of these booklets are available upon request.

***Volunteering North Queensland Inc. is a user-friendly office. If you would like additions or changes to this list, please let us know. This document is just one way of making the new volunteer feel a little more informed.***

## **Occupational Health & Safety**

Volunteering North Queensland Inc. is committed to providing a safe and positive working environment for all staff and volunteers, acknowledging that the well being of staff and volunteers is a major factor in enabling them to perform their duties to the best of their ability. In return, Volunteering North Queensland Inc. asks that volunteers accept their responsibility to work safely. This means working intelligently, with common sense and foresight.

## **Personal Insurance Cover**

Volunteering North Queensland Inc. must always have a current Voluntary Workers Personal Accident Insurance policy. The policy will insure all volunteers while engaged in unpaid voluntary work officially organized and under the control of Volunteering North Queensland Inc.

# **Volunteering North Queensland Inc**

## **WORKPLACE HEALTH AND SAFETY POLICY**

To provide a working  
example of  
a safe and healthy  
employment environment  
for our staff, our members  
and our volunteers.

Incorporated and developed as an ongoing  
Commitment by our staff of  
Volunteering North Queensland Inc  
20<sup>th</sup> June 2003

---

*Manager*



## **WORKPLACE HEALTH and SAFETY POLICY**

**Policy Title:** WORKPLACE HEALTH and SAFETY  
**Policy Type:** Risk Management  
**Date:** 1<sup>st</sup> July 2003  
**Revision Date:** 1<sup>st</sup> July 2004

### **DEFINITIONS**

**Workplace:** Any place where work is, is to be, or is likely to be performed by a worker, self –employed person or employer.

**Worker:** A person who does work, other than under contract for service, for or at the direction of an employer. A person may be a worker even though the person is not paid for work done by the person.

**Health:** The general condition of a person's body and mind. Freedom from disease or illness.

**Safety:** Freedom from danger, hurt injury or risk,

# POLICY

Volunteering North Queensland Inc. (VNQI) has both an inward and outward focus as an integral part of its health and safety policy.

The inward focus is about VNQI's own working environment and the outward focus has regard to VNQI's role as a regional volunteer resource centre in Queensland.

**THE INWARD FOCUS** A commitment to establish and maintain appropriate systems to protect each of its workers, volunteers and visitors from exposure to risk of injury or illness in the working environment.

**THE OUTWARD FOCUS** A commitment to consult, work with and inform other not for profit community organisations on how best to achieve optimum health and safety outcomes for volunteers who support these organisations.

VNQI will not demand or expect any person to participate in a workplace activity that is likely to be a risk to the person's health or safety.

The Management Committee is responsible and accountable for the management of the workplace risk, including the identification, assessment and control of exposures that are likely to affect the health and safety of VNQI's workers, volunteers or visitors. The Committee is also responsible for ensuring VNQI complies with the relevant Acts, Regulations and Standards.

To complement VNQI's commitments and responsibilities each worker and volunteer must actively participate in any health and safety programs and be committed to the elimination and control of workplace health and safety risks.

**VOLUNTEERING NORTH QUEENSLAND INC.**  
**ACCIDENT REPORT FORM – STAFF/VOLUNTEERS**

**Complete and forward without delay to the Manager**

To be completed by all members of staff/volunteers who are involved in an accident whilst at work. Completion of this form does not constitute a claim for Workers' Compensation/Volunteers Personal Accident Insurance. These forms are available from the Coordinator and are required where medical treatment has been received.

\_\_\_\_\_  
Surname: \_\_\_\_\_ Given Names: \_\_\_\_\_

Position Title: \_\_\_\_\_

Where did the accident occur? \_\_\_\_\_

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

What type of accident? (eg. "motor vehicle", "slipped on wet floor") \_\_\_\_\_

\_\_\_\_\_  
Describe your injuries in simple terms: \_\_\_\_\_

\_\_\_\_\_  
What exactly were you doing at the time of the accident? \_\_\_\_\_

\_\_\_\_\_  
What (in your opinion) caused the accident? \_\_\_\_\_

**Did you:**

Report the accident to the Coordinator YES / NO

Date reported: \_\_\_\_\_ Time: \_\_\_\_\_

Go off duty after the accident? YES/NO

Receive medical attention? YES / NO

If "Yes" Doctor's name:

Date examined:

Have a witness to the accident? YES / NO

If "Yes" name and address of witness -

Name: \_\_\_\_\_

Address:

\_\_\_\_\_  
\_\_\_\_\_

(Signature of Employee)

(Date)

\_\_\_\_\_

**MANAGER'S REPORT**

**Comments on the cause and nature of the accident:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What action has been taken to prevent a recurrence?**

\_\_\_\_\_  
\_\_\_\_\_

**Signature of Manager:**

**Date:**

\_\_\_\_\_

# **Equal Opportunity & Sexual Harassment**

## **Equal Opportunity**

### **Principles**

Volunteering North Queensland Inc. is committed to equal opportunity and its effective implementation.

Volunteering North Queensland Inc. provides equal volunteering opportunity for everyone regardless of age, sex, race, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, social or cultural backgrounds or disability that does not prohibit performance of essential job functions. All matters related to volunteering are based upon ability to perform the job, as well as dependability and reliability.

### **Policy**

Applicants will be considered for voluntary positions with Volunteering North Queensland Inc. solely on the basis of skill, aptitude and relevant qualifications.

Volunteering North Queensland Inc. is committed to the equal participation of women and men in the organization, including avoidance of sexist language and the provision of non-sexist voluntary position advertising, recruitment and selection process.

## **Harassment**

Volunteering North Queensland Inc. intends to provide a volunteer environment that is pleasant, healthy, comfortable and free from intimidation, hostility or other offences. Volunteering North Queensland Inc. will not tolerate harassment of any kind to staff or volunteers. Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

Any harassment claims should be taken to the Volunteer Coordinator as soon as possible. All claims will be treated with confidentiality.

## **Sexual Harassment**

Volunteering North Queensland Inc. will not tolerate sexual harassment in the workplace. Claims of sexual harassment will be handled promptly, confidentially and in a manner that is fair to all involved in the complaint.

Sexual harassment is unacceptable and unlawful. The legislative framework used for this volunteering document is the Queensland Sex Discrimination Act 1984 in which a person sexually harasses another if he or she:

“(a) makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person; or

(b) engages in any other unwelcome conduct of a sexual nature in relation to the other person –

in circumstances in which a reasonable person, having regard to all circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.”

The Act defines “conduct of a sexual nature” to include:

“(a) subjecting a person to any act of physical intimacy;

(b) making, orally or in writing, any remark or statement with sexual connotations to a person or about a person in his or her presence;

(c) making any gesture, action or comment of a sexual nature in a person’s presence.”

Whether the person intended to sexually harass his/her victim is irrelevant. It is how the victim feels that is important.

Any sexual harassment claims should go through the Volunteer Coordinator. Volunteers are to have access to support from any staff member trained to deal with sexual harassment issues.

## **Policy: for Dispute Resolution/Grievance Procedures**

NB: For the purpose of this document the term 'staff' covers paid and unpaid staff.

**Purpose:** To give a formal procedure to follow for resolving grievance and to enhance a positive, harmonious, non-judgmental atmosphere for the functioning of the organisation.

### **Guidelines:**

- a) That each staff/committee member/client/community member has the right to be valued and heard and to put requests without retaliation or intimidation.
- b) This policy will address conflict that arises between staff, committee members, clients and community members that is unable to be resolved by the parties concerned.
- c) Privacy and confidentiality of individuals will be respected.
- d) If the conflict remains unresolved than the conflict should be formalized and dealt with.
- e) Having followed all set guidelines with resolution not being achieved, the coordinator on advice from the management committee has the right to terminate access/employment of the parties involved, so that the working atmosphere of the agency is conducive to the purpose of the organization.

***Volunteering North Queensland Inc. is a community organization and it is hoped that all disputes can be solved through discussion with concerned parties. It is advisable that all disputes are dealt with in a timely fashion. An efficient, successful operation and satisfied volunteers go hand in hand. Disputes are of concern to Volunteering North Queensland Inc., regardless of whether the problems are large or small.***

### **Where a staff member has a dispute with a volunteer**

If a staff member has a dispute with a volunteer, they should try to resolve it directly by talking with the volunteer. If this does not resolve the problem, or if the staff member is not able to discuss it with the volunteer, they should notify the Volunteer Coordinator. If the dispute is of a serious nature, it should also be put in writing, and a copy given to the Volunteer Coordinator. The Volunteer Coordinator's role is to talk with both parties to determine a solution. Where appropriate, the Volunteer Coordinator should mediate a meeting between the volunteer and the staff member to discuss the problem openly. If the dispute is not of a serious nature, disciplinary action may be taken against the volunteer.

## **Volunteer Grievance Procedure**

The following relates to procedures volunteers can follow if they have a grievance about their employment conditions, their supervisor or the Board of Directors. Under this policy, a grievance is defined as any event, condition, rule or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement, or an opinion held by a manager or volunteer.

The Grievance Procedure is as follows:

### **1. Address your volunteer coordinator first.**

If you feel that any volunteering condition, policy, practice, or action by Volunteering North Queensland Inc. is unjust, you should approach the Volunteer Coordinator for discussion and advice on the issue. This discussion is strictly confidential. If for some reason your volunteer coordinator fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step.

### **2. Meet with the Executive Director.**

If the problem is not resolved in Step 1, the volunteer may put the issue in writing to the Manager and request that the issue be raised with the Board of Directors at the next Board Meeting.

The Board of Directors will make a decision and advise the volunteer within 7 days.

### **3. Meet with the Board.**

If the problem is not resolved in Step 2, the volunteer may attend a meeting of the Board of Directors and shall be entitled to address that meeting.

The Board shall make a decision on the issue and advise the volunteer of their decision within 7 days. The decision of the Board is final.

## **Appeal**

The Manager and the Board will ensure that their decisions are in line with the relevant Acts of Parliament, which govern the employment of volunteers.

If volunteers consider that they have been unfairly discriminated against they may refer the issue to the Equal Opportunity Commission.

## **Misconduct**

Misconduct includes very serious breaches of Volunteering North Queensland Inc. operating guidelines that would warrant instant dismissal of a volunteer.

Examples of misconduct include:

1. Theft of property or funds from Volunteering North Queensland Inc.
2. Wilful damage of service property
3. Intoxication through alcohol or other substances during working hours
4. Verbal or physical harassment of any other employee or any other person particularly in respect of race, sex or religion
5. The disclosure of confidential information regarding the organization to any other party without prior permission
6. Failure to comply with the staff Code of Behaviour
7. Falsifications of any of the Organisation records for personal gain or on behalf of any other employee

## **Unsatisfactory performance**

Skills and duties for all voluntary positions are to be listed in a volunteer position description. If a supervising staff member feels that their volunteer is not able to fulfil the duties in the position description adequately, the Volunteer Coordinator is to be notified and either a new position that is more suitable, is to be written by the supervisor, or a different position to be found for that volunteer. The volunteer has the option of going through the Dispute Resolution Procedure if they feel they are being treated unfairly and have been in that position for more than three months.

## **Policy for Inappropriate Behaviour and Volunteer Dismissal**

All staff and volunteers are expected to act in a suitable manner at all times. At Volunteering North Queensland Inc. we provide a positive and safe work environment and expect all staff and volunteers to uphold these standards. Certain rules of conduct and behaviour apply as this ensures a harmonious work environment for all concerned.

Volunteers are to be treated with the same respect as paid staff and the policy for terminating the involvement of volunteers is the same.

The following procedure relates to dealing with a volunteer performance dispute *not involving misconduct that could result in instant dismissal*

### **1. Verbal Warning**

The volunteer will be told as soon as possible of any complaint concerning the performance of his/her work and will be provided with an opportunity to discuss the situation.

If appropriate, the Manager will, in consultation with the volunteer, outline how the volunteer must improve his/her performance. Any assistance needed by the volunteer to improve his/her performance will be identified and provided where possible.

A date to review the volunteers' performance will be set if required

### **2. First Written Warning**

If at the date of review set in Step 1, the volunteers performance is still unsatisfactory, there will be further discussion with the volunteer. This will include the volunteer, a representative of their choice and the Manager. The complaint against the volunteer and plans for improvement will be recorded in writing and a copy given to the volunteer clearly stating that a lack of improvement by a given date will result in a final warning.

### **3. Final written warning**

If at the date set in Step 2, the volunteers performance has not improved, there will be further discussion with the volunteer. This will include the volunteer, a representative of their choice and the Manager.

Plans for improvement will be recorded in writing and a copy given to the volunteer clearly stating that in the event of the problem recurring after this final warning, then the volunteer may be asked to cease volunteering with Volunteering North Queensland Inc.

### **4. Termination of Volunteering**

If the problem/s still persists after the final written warning, the Manager may terminate the employment of the volunteer concerned.

In the case of a volunteer performance dispute between the Manager and the Board of directors, any dismissal must be by a majority vote of the Board.

***Should a delay be necessary to convene such a meeting, the volunteer may be suspended should the matter be considered sufficiently serious for his/her removal from the work place.***

## **Resignation**

Volunteers are an invaluable resource to Volunteering North Queensland Inc., but it is recognized that due to changing circumstances the volunteers may need to resign from their voluntary position. Volunteering North Queensland Inc. asks all volunteers to give as much notice as possible to their volunteer coordinator and make arrangements for an exit interview. All volunteers are asked to return any books, materials or files (electronic or otherwise) belonging to Volunteering North Queensland Inc. before they leave.

Volunteering North Queensland Inc. is committed to constantly improving the Volunteer Program and all feedback regarding the volunteers experience with Volunteering North Queensland Inc. would be appreciated. This will help in decision making by management to ensure ongoing volunteer satisfaction and commitment in addition to the effective delivery of services. If the volunteer were leaving due to any sort of problem or dissatisfaction with Volunteering North Queensland Inc., it would be beneficial to Volunteering North Queensland Inc. if they notified the Volunteer Coordinator as to their reasons. Confidentiality will of course be respected in all matters relating to this. To this end, Volunteering North Queensland Inc. has developed a volunteer feedback form that we ask that each volunteer take the time to complete. However do not sign the survey, unless you choose to do so.

## **SMOKING CONTROL POLICY**

VNQI acknowledges the dangers of both active and passive cigarette smoking to its clients and team members.

VNQI does however also acknowledge that some team members and clients may choose to smoke.

In Consideration of these facts the following shall apply:

- No Staff member or client shall smoke in the offices of VNQI.
- No Staff member shall have a “cigarette break” which results in any danger to a client, fellow staff member or member of the general public.
- Arrangements shall be made to provide reasonable “cigarette breaks” for Staff members (in a work period over 4 hours) where the lack of such “cigarette breaks” may affect the efficient delivery of services.

**NB** Lingering cigarette smoke can be a major source of distress to people with respiratory illness. For this reason:

**Smoking is prohibited within  
VNQI Offices and Vehicles at all times**



**I have read and understood the Policies, Procedures and Practices of Volunteering North Queensland contained in the Volunteer Orientation Handbook.**

**I have addressed any concerns or queries I have regarding the content of the handbook with the Manager.**

**Date: -----**

**Volunteer's Name: -----**

**Volunteer's Signature:-----**

**Manager's Name: -----**

**Manager's Signature: -----**