

VOLUNTEER INFORMATION PACK

DATE & TIME PACK WAS GIVEN TO
VOLUNTEER: _____

NAME OF VOLUNTEER: _____



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i. Welcome letter

Thank you for your interest in volunteering at the Selby Community House! We would like to confirm the arrangements for volunteers at the house at this time.

As the Community House is a friendly and welcoming place, we request that you greet people warmly and leave your personal trial and tribulations at the door on arrival. The staff will be happy to spend time with you should you need someone to talk to and please do not hesitate to ask for an appointment should you require some uninterrupted time.

ii. About Selby Community House

a) History

Selby House arose from the exciting and ground-breaking People's Movement of the early 1970's, and it was the first Neighbourhood House to form in the area in 1975. After a public meeting of 60 Selby residents and shire representatives in June 1975, a playgroup of 30 parents and children moved into old Minak House in August 1975, and gave birth to the development of Selby Community House, its philosophy and activities.

A year later, Kallista and Coonara followed, then Emerald in 1978, and the "Sherbrook Houses" soon gained a reputation for solidarity and shared community participation philosophy – giving a voice to the local community members who had previously struggled to be heard.

In 1976 Selby Community House was instrumental in developing 'SCRAG' - Sherbrooke Community Resource and Action Group – which involved people throughout the shire in social planning and underpinned the shire council's social planning infrastructure for Aged Care, Family Day Care, youth and recreation programs, children's services and other initiatives.

Selby Community House was also a pioneer in advocating for and exploring new ways of delivering Early Childhood programs. In fact, the entire concept of Family Day Care began here –and as a result of this initiative, many local women were able to transition from motherhood to a career in Children's Services.

In the late 1970's, Selby House became synonymous with Creative Arts, known for the success of its Selby Folk Club and The Pottery Co-operative, and this remains a very important part of our organization to this day – witnessed by thousands of visitors who make the trip to our Selby Fest every year!

The building at Selby Community House has undergone multiple extensions and renovations since the 1970's, but it still retains a welcoming home-like atmosphere and is alive with community involvement representing our area's love of the environment, support of families and desire to keep our community connected and thriving.

Today, Selby Community House is part of a coalition of 12 Yarra Ranges Neighbourhood Houses, all striving to provide valuable learning and social participation opportunities to their diverse communities. We have a proud history and will continue to build strong community connections as we look towards our next 40 years being the welcoming heart of the hills community.

b) Statement of Purpose

Selby Community House is situated amongst the unique and significant Bushland surrounds of Minak Reserve within the Selby community.

Serving the community since 1975, our Community House offers opportunities through formal/ informal avenues for community participation at a local level. It provides a place which brings people together, through classes, meetings, social or community events.

c) Mission Statement

Our mission is to provide a safe and welcoming community house for the population of Selby and the Dandenong Ranges.

We endeavor to provide opportunities for lifelong adult, youth and child education and learning.

iii. Current Information about Selby Community House

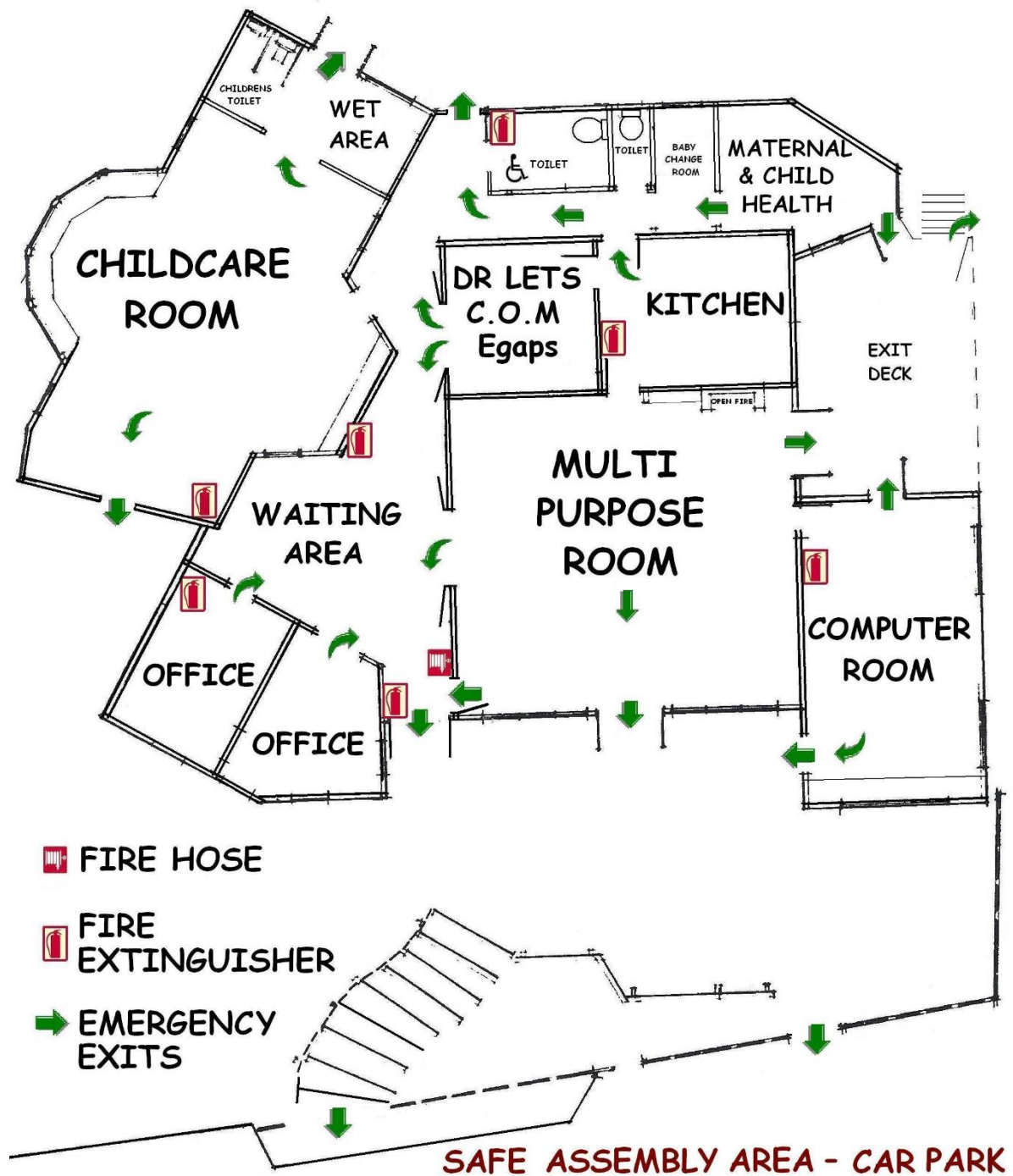
a) Opening Hours

Monday → Thursday: 9.00AM to 3.00PM

Friday: 9.00AM to 1.30PM

Closed on public holidays and days of 'total fire ban' / 'extreme fire danger'.

b) Map



c) Contact information

Address: 1 Minak Road Selby 3159 Victoria Australia

Phone: 03 9754 2039

Fax: 03 9754 8822

Email: selby@selbyhouse.org.au

Website: www.selbyhouse.org.au

Facebook: selbycommunity.house

Staff contact:

Extra Resources:

iv. Volunteer and Selby Community House Rights and Responsibilities

Unlike paid staff, volunteers are not covered by awards or work-place agreements. Volunteers however do have rights, some of which are incorporated in legislation and some which could be considered moral obligations of an organization involving volunteers. Volunteering Australia promotes the following as basic rights of a volunteer.¹ The following information was taken from Volunteering Victoria and has been updated accordingly.

a) Rights

Volunteers have the right:

- To work in a healthy and safe environment,²
- To be interviewed and engaged in accordance with equal opportunity and antidiscrimination legislation,³
- To be adequately covered by insurance,
- To be supported within your role, including effective leadership and supervision, and appropriate and timely performance feedback,
- To be given accurate and truthful information about the organization for which they are working,
- To be reimbursed for out of pocket expenses,
- To be given a copy of the organization's volunteer policy and any other policy that affects their work,
- Not to fill a position previously held by a paid worker,
- Not to do the work of paid staff during industrial disputes,
- To have a job description and agreed working hours,
- To have access to grievance procedure,
- To be provided with orientation to the organization,

¹ www.volunteer.vic.gov.au

² Refer to Occupational Health and Safety Act 2004 (www.legislation.vic.gov.au)

³ Refer to Equal Opportunity Act 2010 AND Anti-Discrimination Act 2010 (www.legislation.vic.gov.au)

- To have their confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988 as amended by the Privacy Amendment Act 2012,
- To be provided with sufficient training to do their job,
- To be provided information regarding relevant policy and procedure changes,
- To contribute ideas and skills, and share knowledge through appropriate communication channels,
- To be given recognition of your ongoing commitment and contribution to Selby Community House,
- To be allocated a Responsible Supervisor.

Selby Community House has the right to:

- Evaluate your performance,
- Assess your suitability for the Role at the conclusion of a trial period,
- Expect tasks are completed to a clearly defined minimum standard,
- Request your participation in appropriate learning and training activities,
- Engage only those who fulfil the specific criteria of a Volunteer Role.

b) Responsibilities

Volunteers need to:

- Be reliable,
- Respect confidentiality,
- Carry out the specified tasks defined in the job description,
- Be accountable,
- Be committed to the organization,
- Undertake training as requested,
- Ask for support when they need it,
- Give notice before they leave the organization,
- Value and support other team members,
- Carry out work they have agreed to do, responsibly and ethically,
- Notify the organization as soon as possible of absences,
- Adhere to the organization's policies and procedures,
- Treat people with respect, sensitivity and confidentiality,
- Comply with Selby Community House policies, procedures and guidelines,
- Fulfil obligations with due care and diligence, as outlined in your Volunteer Position Description,
- Respect the privacy and confidentiality of clients, volunteers, staff, members of the public and the organization,
- Maintain professional relationships with acceptable boundaries,
- Function as a team member,
- Provide constructive feedback when appropriate,
- Complete an orientation, undertake training and seek assistance as required,

- Be punctual and reliable. Volunteers unable to complete their allocated role must contact the Selby Community House coordinator as soon as possible.
- Comply with reasonable instructions to protect the health and safety of yourself and others
- Adhere to legal guidelines with respect to bullying and prejudice, neither of which will be tolerated
- Provide adequate notice if unable to continue in a Volunteer Role. A minimum of two weeks is requested.

c) Code of Conduct

Personal Conduct Attendance:

- Volunteers are expected to be punctual and attend regularly. Those unable to attend must notify the Coordinator promptly
- Selby Community House may contact Volunteers who do not fulfil their obligation.

Presentation:

- Volunteers should present themselves in a way which reflects a positive, professional image of Selby Community House

Confidentiality:

- Volunteers must not discuss or release to any person commercial or personal information relating to Selby Community House, its clients, volunteers or staff without appropriate authorization

Smoking, Drugs & Alcohol:

- Smoking is not permitted within the Selby Community House building and volunteers must not be under the influence of illegal substances or alcohol
- Volunteers must advise the Coordinator of any legally prescribed drugs and/or medical conditions which may affect their ability to perform their duties

Telephone, Email & Internet

- Telephone, email and internet facilities may only be used for the business purposes of Selby Community House while volunteering
- Intentional, inappropriate or illegal use of the Selby Community House communications systems, including downloading and/or distribution of materials without permission, may result in the termination of a Volunteer Role

Intellectual Property:

- Any documents, plans, ideas, photographs or data belonging to Selby Community House, or created for Selby Community House within your Volunteer Role is confidential and subject to Intellectual Property Rights

- The use of IP is prohibited without written consent from Selby Community House

Media:

- Volunteers are not permitted to speak to media on behalf of Selby Community House
- All media inquiries should be directed to the Coordinator

Work, Health and Safety

- Selby Community House is committed to providing a healthy And safe environment for all volunteers, staff and visitors.
- It is the Coordinators responsibility to make the workplace environment a safe and healthy place for all concerned
- as a volunteer you are responsible for:
 - Knowing and complying with Selby Community House health and safety processes, requirements and instructions
 - Thinking before acting, where necessary modifying your approach or asking for advice or assistance, to eliminate or minimise the associated risks
 - Using and following instruction, training or other information provided with regards to Work Health and Safety
 - Reporting all incidents, accidents, injuries and hazards to Management for action

Incidents and Accidents Reporting:

- Selby Community House seeks your help in making our equipment, buildings and grounds as safe as possible for all people who use them
- Should an incident, injury or near injury occur, inform the Coordinator as it will be necessary to complete an 'Incident Report Form' or 'Hazard Report Form'
- If you Are unsure as to whether something counts as an incident or injury, or is a potential hazard, ask your coordinator. It is best to act on the side of caution

Emergency Procedures:

- Make sure you are aware of all emergency procedures specific to the area tha you are volunteering in, before you start the role.
- These procedures are within the Volunteer Information Pack and should be explained to you by the Coordinator, if not, it is your responsibility to ask.
- You must be aware of what you can and cannot do and your level of responsibility
- You must familiarize yourself with the following procedures:
 - Emergency evacuation of the building⁴,
 - What to do in case of a fire,

⁴ Reference each procedure with the page number opf the proc vedure

- What to do in case of armed or potentially threatening intruders/ clients/ fellow volunteers,
- Emergency telephone numbers,
- Infection Control

Grievance:

- Selby Community House is committed to maintain a workplace that encourages collaboration, cooperation and communication
- Bullying, harassment and discrimination are not tolerated
- If you believe you have experienced or observed inappropriate workplace behavior, we strongly encourage you to take action so that it can be resolved. Selby Community House understands this can be a difficult process and support is available. Please talk to your coordinator in the first instance (if appropriate) or another staff member (if appropriate).

Resolving Issues:

- Selby Community House is committed to resolving behavior and performance issues in the most positive manner possible, such as through support, additional TRAINING OR SUPERVISION, REASSIGNMENT AND/OR VERBAL WARNINGS. However, when a volunteer engages in unacceptable behavior, disciplinary action, including termination, may be necessary.
- It is the responsible of the Coordinator to intervene when behavior is seen to be inappropriate.
- The Code of Conduct within the Volunteer Information Pack outlines what is considered unacceptable behavior.
- Where it appears there is cause for the services of a volunteer to be suspended or terminated, the volunteer will be informed of the issue and given every opportunity to explain their actions. However, in serious circumstances of misconduct, the services of a volunteer may be terminated with immediate effect.

(Please sign your name if you agree with each of these Rights and Responsibilities)

v. Policies and Procedures

a) Conduct and Behaviour

Selby Community House expects that employees and volunteers will behave in a professional manner which upholds the standards and values of the organization. Staff and volunteers will treat others with respect and courtesy at all times, reflecting the objectives of both Selby Community House policy and Government Legislation.

Staff and volunteers are expected to behave with integrity in their dealings with others, providing support and assistance to their co-workers and to individuals and organizations to whom they provide services or information.

Harassment and bullying are not tolerated in Selby Community House workplace or in any venue where its services are delivered. All staff share responsibility for ensuring that Selby Community House's workplace is free from bullying and harassment and that the appropriate processes are used to deal with any incidents that may arise. Disciplinary action or termination may result from inappropriate behavior.

b) Privacy and Records Management

All staff and volunteers are required to maintain the confidentiality of all personal and organisation information which they may have access to. This information is only for use in the course of your duties at Selby Community House, and may not be used for other purposes.

Staff and volunteers must also respect the privacy of individuals who are registered with Selby Community House and should not use or disclose personal details except when expressly authorised by Selby Community House. This includes disclosure to any other employee not authorised to receive such information.

Staff and volunteers must complete their designated tasks in a professional manner ensuring that you maintain confidentiality in terms of any private information that you may glean from your role.

This includes:

- People's names and addresses
- Phone numbers
- Birthdates
- Country of Origin
- Children's names
- Prior educational levels etc.

No information that is obtained at Selby Community House is to be used for any other purpose outside of the house. No phone number or addresses must be given out over the telephone in response to a request- the person can always leave their information and we will contact the person that is concerned. All private records and documents must be kept locked away at Selby Community House.

c) Work Health and Safety

Selby Community House believes that the wellbeing of people employed and volunteering at Selby Community house, or people affected by the House, is a priority and must be considered during all work performed on our behalf.

People are our most important asset and Work Health and Safety is everyone's responsibility.

The safety of the public is given equal priority to that of our workers and volunteers.

The objectives of this policy are to, as far as reasonably practicable:

- Achieve a safe and incident free workplace
- Consider WHS in work activities
- Involve employees and volunteers in decision-making regarding Work Health and Safety
- Ensure employees and volunteers when identifying and controlling risks in the workplace
- Monitor and review the elimination or control of potential risks
- Enhance employee's Work Health and Safety knowledge through a training and induction

The success of our Work Health and Safety management depends on:

- The commitment of all persons to achieving the policy objectives
- Planning work activities with due consideration given to Work Health and Safety
- Undertaking risk management processes in an effective manner
- Communication and consultation between our workers and volunteers

We are committed to fulfilling the objectives of this policy and expect the same from all workers and volunteers within the Selby Community House. Please ensure that you complete an Incident Form with the help of the Co-ordinator should an accident occur while you are at work.⁵

d) Discrimination

Selby Community House recognizes that people are its most important resource and is committed to equal employment opportunity for all staff and volunteers. It supports the objectives of the Equal Opportunity Act 2010 and all Selby Community House employees and volunteers are also expected to support these objectives in their behavior and conduct in the organization.⁶

Selby Community House makes all practicable efforts to ensure and promote access and inclusion, both in the workplace and in the delivery of its services and project. Selby Community House supports the objects of the all applicable Equal Opportunity and Employment laws that deal with discrimination and harassment.

⁵ Please refer to Incident Report Template attached to end of the document

⁶ Please refer to (www.legislation.vic.gov.au)

These laws include:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Equal Opportunity Act 2010
- Racial Discrimination Act 1975
- Sexual Discrimination Act 1984

e) COVID 19

The Selby Community House Covid-19 Policy includes measures we are actively taking to mitigate the spread of Coronavirus. You are requested to follow all the rules, sustaining a health and safe workplace. It is important that we all respond responsibly to these health precautions. The Covid-19 policy is susceptible to change with introduction of additional governmental guidelines. We will update accordingly.

- If you have cold symptoms, such as a cough/sneeze/fever, or feel poorly, request sick leave
- If you test positive for Covid-19, you may only return to your role once you are fully recovered, with a doctor's note confirming your recovery.
- Wash your hands after using the toilet, before eating and if you have sneezed/coughed. Sanitizers are available throughout the Selby Community House
- Cough/sneeze into your sleeve, preferably your elbow. Discard any tissues you have used and sanitize/clean your hands immediately
- Avoid touching your face, eyes, nose and mouth
- Wear a mask according to Government regulations

f) Complaints, Disputes and Grievances

If any volunteers or staff feel they have cause for complaint regarding their treatment within Selby Community House. They may seek resolution via the *formal grievance process*. Every effort should be made to solve the problems cooperatively and informally before escalating them to a Senior Manager.

All formal avenues for handling of grievances will be fully documented and the employee's or volunteer's wishes will be taken into account in the determination of appropriate steps and actions. All complaints will receive thoughtful consideration in a timely manner and will be discussed with the individual who raised them. Discussions held are confidential.

Volunteers are assured they will not be disadvantaged by the use of these procedures whether decisions are found for or against their grievance.⁷

⁷ Please refer to (www.nfplaw.org.au/internalconflict)