

|  |
| --- |
|  |
| Volunteer Handbook |
| 2019  Peel Volunteer Resource Centre  This document has been produced by Peel Volunteer Resource Centre with Funding by the Disability Services Commission t/a Department of Communities ILC Grant Priority Area three; Socialability Program |



# Table of Content

[Table of Content 2](#_Toc20816819)

[Welcome 3](#_Toc20816820)

[Mission & Values 4](#_Toc20816821)

[What services your organisation offers 4](#_Toc20816823)

[Please add your organisations services 4](#_Toc20816824)

[Your Organisations Volunteer Standard 4](#_Toc20816825)

[Policies & Procedures 5](#_Toc20816826)

[Code of Conduct 5](#_Toc20816827)

[Sexual Harassment 5](#_Toc20816828)

[Occupational Health & Safety 6](#_Toc20816829)

[Smoking 6](#_Toc20816830)

[Hours of Work 6](#_Toc20816831)

[Complaints & Grievances 7](#_Toc20816832)

[Vehicle Use 8](#_Toc20816833)

[Drugs & Alcohol 9](#_Toc20816834)

[First Aid 9](#_Toc20816835)

[Use of Internet & Email 9](#_Toc20816836)

[Use of Social Media 10](#_Toc20816837)

[Benefits of Volunteering with ABCD 11](#_Toc20816838)

[Attachments List and attachments required 11](#_Toc20816839)

[Code of Conduct 11](#_Toc20816840)

[Timesheet 11](#_Toc20816841)

[Role Description 11](#_Toc20816842)

Welcome

The management and employees of ABCD welcome you as a member of our team and hope that the information in this handbook will assist you. Working together as a team means that ABCD runs smoothly and safely. It also makes everyone’s job easier and more satisfying.

The purpose of this volunteer handbook is to guide you in your new role with ABCD by providing information about what we do, highlight important Policies and Procedures as well as where you fit into the organisation.

You are encouraged to read the handbook and then raise any questions you may have about ABCD’s information with your coordinator.

In this handbook you will find information about:

● Overview of the organisation;

● Our location;

● Our structure;

● Police & procedures; and

● General information about volunteering with us

# Mission & Values

# Add your organisation’s Mission & Values and any other important organsiational information *ie an organsiational chart, history of the organisation (if relevant), Strategic Plan (if it’s a 1 page doc)*

# What services your organisation offers

# Please add your organisations services

# Your Organisations Volunteer Standard

ABCD is a not-for-profit organisation where our staff are

supported by approximately 10 volunteers. These volunteers support

our paid employees to deliver our wide range of services to our clients.

Volunteers are a big part of our workforce and are equally expected to

comply with our policies and procedures, training requirements and

code of conduct.

Some of the roles that our volunteers take on are:

• List here all the roles within your organisation

Each volunteer has a coordinator or assistant assigned to the area they

are volunteering in who is responsible to ensure they have adequate

training and resources to do what they are asked to do.

ABCD have person who is responsible for Volunteer Recruitment of new volunteers.

Each volunteer role with have a role description and task list.

# Policies & Procedures

At ABCD, we have a number of policies and procedures which you must

adhere to. Breaches of policies and procedures can lead to disciplinary

action or termination. These policies and procedures will be discussed

further at your internal induction. For your information we have

provided a brief summary of some of our policies and procedures that

will apply to your role.

# Code of Conduct

Our Code of Conduct outlines the standard in which our Board of

Directors, Management, Volunteers and Employees are encouraged to

comply with when dealing with each other, our clients, stakeholders and

the broader community.

Upon commencement of volunteering, a copy of our Code of Conduct

would have been included with your documentation. You should read

and familiarise yourself with this as this includes information about

conflicts of interest, confidentiality and use of ABCD’s property.

A copy of our Code of Conduct is attached.

# Sexual Harassment

ABCD is committed to the principle of Equal Opportunity in Employment

and to providing a workplace that is free of harassment of any kind.

Sexual harassment will not be tolerated within ABCD. Any employee

found to have sexually harassed another employee, volunteer, client or

contractor is personally responsible for his or her conduct and will be

held accountable for this behaviour. Disciplinary action up to and

including termination will be taken against inappropriate behaviour.

# Occupational Health & Safety

ABCD seeks to achieve a safe and healthy workplace for all

employees, volunteers and visitors by providing a work environment

where all practicable measures are taken to ensure persons are not

exposed to risk of injury or harm to health.

All OSH policies, procedures, work instructions and forms can be

provided by your manager or Volunteer Services.

# Smoking

ABCD are committed to ensuring that it’s employees,

volunteers, clients, contractors and visitors are not exposed to harmful

tobacco smoke in its workplaces, including buildings, yards and

vehicles.

There is a designated smoking area per site and smoking is

permitted only in these areas. There is no smoking in any of the

company vehicles at any time. Smoking is restricted to allocated

breaks.

# Hours of Work

All volunteer roles have different time requirements which may determine your

suitability to a role. Please discuss your availability directly with your

coordinator.

Volunteer hours will vary for each volunteer as to their personal

situation. Volunteers can volunteer for up to a maximum of 15 hours

per week. If you are volunteering as part of a Centrelink arrangement

through Newstart, longer hours can be agreed upon.

Please see your coordinator if you have any questions about completing

or submitting this form. It is important that the Fortnightly

Timesheet/Reimbursement Form is submitted on time so that we can

communicate the valuable work that volunteers contribute.

A copy of our Fortnightly Timesheet/Reimbursement Form

is attached.

Performance Standards

Volunteers should familiarise themselves with their position description

to ensure they are aware of the standards of performance required in

their role. If you are unsure about any of the duties in your role, you

should discuss these with your manager. A three month review will allow

you to seek and provide feedback regarding your volunteer role.

# Complaints & Grievances

ABCD is committed to treating all volunteers and employees fairly and

encourages its staff to resolve any issues or concerns that they may have

at the earliest opportunity with the person involved in the first instance

and then their immediate supervisor. The preferred process involves

volunteers and employees being able to resolve issues internally.

Workplace grievances and disputes may involve a range of issues and

can include, but are not limited to:

• a question or complaint in respect of any matter affecting the

relationship between the volunteer/employer and the staff

member;

• or group of staff; or

• between individual staff.

These matters may include issues of

• policy

• programs

• working conditions

• administrative or staff matters

• personal conflict

• alleged discrimination

• workplace bullying and harassment.

A grievance is a concern or complaint raised by a volunteer or staff

member that is related to work or the work environment.

A grievance may be about any

* act,
* omission,
* situation or decision that a staff member thinks is unfair,

discriminatory or unjust.

Open communication and feedback are regarded as essential elements

of a satisfying and productive work environment.

All formal avenues for handling of grievances will be fully documented

and the employee or volunteer will be consulted when determining the

appropriate steps and actions to be taken. No employee or volunteer

will be intimidated or unfairly treated in any respect.

# Vehicle Use

Wherever possible employees or volunteers should make use of ABCD

vehicles for work related errands and site visits. Mileage may be paid to

volunteers if they use their own vehicle but only if a ABCD vehicle was

not available or could not practically be used for the trip and they have

organisational approval.

Drivers of ABCD vehicles are responsible for immediately reporting any

defects or problems they notice to the Manager. A full report of any accident or incident must be completed on an Incident Form. Under no circumstances should a defective vehicle be driven.

If you have been provided use of an ABCD vehicle as a part of your role,

there conditions that you should be aware of:

* Other than ABCD staff or volunteers, only you are authorised to

drive the vehicle;

* When taking annual leave, the vehicle may be required to be left at the office;
* During work hours, if you are not using the vehicle, the vehicle

will be used if required;

* If you received any fines while driving the vehicle, you should

inform your manager immediately; and

* If you accrue any demerit points you should inform your

manager immediately

If you lose your license or are charged with a traffic offense involving the

consumption of alcohol or illicit substances, you must tell your manager

immediately and cease using an ABCD vehicle until further notice and your

driving situation has been rectified. If you lose your license and you are

required to have a driver’s license as a part of your role, your

employment with ABCD may be affected.

ABCD maintain records regarding all staff and volunteer’s

driver’s licenses, and regular checks are done on the status of licenses.

# Drugs & Alcohol

ABCD has a zero tolerance on drugs and alcohol and we reserve the right

to undertake random testing. This applies to all staff, volunteers and

visitors to ABCD. Failure to participate in an alcohol or drug test will be treated as a positive result and disciplinary action may result.

# First Aid

If you are injured while volunteering and require first aid, you should

let your manager know in the first instance. They will help you find

the designated workplace First Aider. A First Aid Kit is located \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

If employees or volunteers need to use the kit, they should have a First

Aider assist them.

The office has an Emergency Evacuation Wardens and procedure displayed within the office.

# Use of Internet & Email

The primary purpose for access to the internet and email is to assist

employees and volunteers to carry out their duties.

Personal Use:

Limited personal use is permitted when it:

• is infrequent and brief;

• does not interfere with the duties of work colleagues;

• does not interfere with the operation of ABCD;

• does not compromise the security of ABCD system;

• does not decrease ABCD’s network performance

(e.g., large email attachments can decrease system

performance and potentially cause system outages);

• does not incur any additional cost for ABCD;

• does not violate any laws;

• does not compromise any confidentiality requirements of ABCD; and

• complies with the above and is used outside of normal working

hours – before or after work or at lunchtime.

Unacceptable Use

Employees or volunteers may not use the internet or email (including

internal email access) provided by ABCD to:

• create or exchange messages that are discriminatory, offensive,

harassing, bullying, obscene or threatening;

* + knowingly visit websites containing illegal, objectionable

(including pornographic), or criminal material;

* + exchange any confidential or sensitive information held by

ABCD (unless in the authorised course of their duties);

• create, store or exchange information in violation of copyright

laws (including the uploading or downloading of commercial

software, games, music or movies);

• use internet-enabling activities such as gambling, gaming,

conducting a business or conducting illegal activities;

• create or exchange advertisements, solicitations, chain letters

and other unsolicited or bulk email;

ABCD can monitor the usage of websites and may trace this if necessary.

If there is any unacceptable use, disciplinary action may follow.

# Use of Social Media

Social Media includes all internet-based publishing technologies. Most

forms of Social Media are interactive, allowing authors, readers and

publishers to connect and interact with one another. The published

material can often be accessed by anyone. Forms of Social Media

include, but are not limited to, social or business networking sites (i.e.

Facebook, LinkedIn), video and/or photo sharing websites (i.e. YouTube,

Flickr), business/corporate and personal blogs, micro-blogs (i.e. Twitter),

chat rooms and forums and/or Social Media

Private/Personal use of Social Media

ABCD acknowledges its employees and volunteers have the

right to contribute content to public communications on websites, blogs

and business or social networking sites not operated by ABCD. However, inappropriate behaviour on such sites has the potential to cause damage to ABCD, as well as its employees, clients and partners.

For this reason, all employees and volunteers of ABCD must agree to not publish any material, in any form, which identifies themselves as being associated with ABCD or its clients or business partners. All employees and volunteers of ABCD must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

• is intended to (or could possibly) cause insult, offence, intimidation or humiliation to ABCD or its clients or partners;

• is defamatory or could adversely affect the image, reputation or

viability of ABCD, or its clients or partners;

and/or

• contains any form of Confidential Information relating to ABCD, or its clients or partners.

All employees and volunteers of ABCD must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment.

# Benefits of Volunteering with ABCD

Insurance

All volunteers are covered by ABCD’s insurance while volunteering with us.

Social Activities

ABCD run social activities throughout the year for our volunteers. You will receive information via email and/or flyers.

Training & Development

Newsletter

\*\*\*\*List anything that is a benefit to your volunteers and staff here.

|  |  |  |
| --- | --- | --- |
| Contact details | | |
| Name | Email | Phone# |
| Manager |  |  |
| Direct Coordinator |  |  |
| Appointment Details | | |
|  | Date | Time |
| Next Appointment |  |  |
| Orientation |  |  |
| First Shift |  |  |

# Attachments List all attachments required For example:

# Code of Conduct

# Timesheet

# Role Description