

## Volunteer Handbook

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### Overview of the Organisation

Headway Gippsland Inc. began as a mutual support group in 1981 and has grown from strength to strength.

Headway Gippsland Inc. is a registered provider for:

- NDIS
- TAC

NDIS services include:

- Support Coordination
- Plan Management
- Various support services and skills development programs both in group settings and 1 to 1 service, within the home and community.
- Social Support Group
- Home Care

### Our Mission

Headway Gippsland's mission is to support and empower people with disabilities to live independent, meaningful, and enriched lives.

### Our Values

- Respect
- Collaboration
- Innovation
- Diversity
- Integrity



### Our Philosophy

1. We promote independence, choice, and inclusion for all individuals with disabilities, and empower them to achieve their goals.
2. We believe in collaborating with our clients, their families, and the community to provide high-quality services.
3. We foster a co-design approach where individuals with disabilities are at the centre of their own care.
4. We strive to inspire a society that respects and celebrates human diversity.
5. We endeavour to share our knowledge, seek learning opportunities, and grow together.

### Organisational Chart

You can find this on our website

<https://headwaygippsland.org.au/organisational-chart>

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### Alcohol & Recreational Drugs

Volunteers are not permitted to consume alcohol whilst involved in contracted employment or attend the worksite whilst affected by alcohol or illicit substances.

### No Smoking Policy

No smoking is allowed in offices/rooms/spaces used by Headway Gippsland Inc. staff, participants, family members, and volunteers.

When transporting participants, smoking is prohibited in vehicles, participant homes or in a volunteer's / worker's vehicle.

In January 1990 there was a Cabinet (Victorian Government) decision banning smoking in the workplace. This followed Justice Morling's decision in the High Court that there are direct links between smoking and disease of the airways.

Under Section 21 of the Occupational Health & Safety Act 1985:

"Employers are required to make every effort to provide and maintain a working environment that is safe and without health risk...Recent court decisions also make it important to provide a smoke-free workplace. Failure to do this may leave you open to being sued for any disease or injury caused by passive smoking (e.g. cancer)."

(Legalities Victoria VCOSS 1988)

Smoking and Vaping are to occur a minimum of 5 meters away from the entrances and exits of every Headway office. If you have concerns with this please speak to your manager

### Code of Conduct

Volunteers are expected to:

- Demonstrate current knowledge, skill, care and courtesy at all times.
- Adhere to policies and procedures as specified by Headway Gippsland Inc.
- Attend allocated volunteer time at the specified time or as determined in agreement with the program coordinator.
- Approach people accessing services, employees and members of the public with courtesy at all times.
- Work within occupational health and safety legislative requirements, and organisational policy ensuring participants/staff/other volunteers are not endangered in any manner.
- Be appropriately dressed at all times taking into consideration the worksite attended.
- Respect the rights of the participants and organisation to confidentiality.
- Conduct themselves in a professional manner at all times, as they are representing the organisation.
- Ensure they have appropriate information at the commencement of each allocated volunteer time to ensure all duties can be carried out efficiently and effectively.
- Be aware of the Duty of Care responsibilities and to work in a safe and professional manner at all times.
- Approach all individuals with respect, dignity and as valued customers of the organisation.
- Behave according to acceptable professional and social standards at all times.

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### Confidentiality

Volunteers have access to participant's confidential information while on duty. Current legislation requires all employees and volunteers to abide by confidentiality policies and procedures. Breaches of confidentiality policies and procedures will result in disciplinary action. Confidentiality includes information about employees/volunteers as well as participants.

### Difficulties At the Worksite

On occasions you may experience difficulties or have volunteer related issues that require attention and improvement. Depending on the risk related to the matter it may be best managed in the first instance by discussion with the Social Support Group Coordinator, and/or an incident report or continuous improvement forms are available. These processes will prompt an investigation, improvements identified and implemented.

Harassment - This is unwelcome attention from another person which offends or intimidates you. If you experience this in the workplace, bring it to the attention of the Social Support Group Coordinator, Operational Manager or the Chief Executive Officer.

### Dress Code

Volunteers are required to attend the workplace in comfortable clothing appropriate to meet requirements. Clothing is to be neat, casual and of a tidy appearance.

In accordance with occupational health and safety (OHS) regulations closed toe shoes are to be worn when are involved in any manual handling.

At times personal jewellery may pose an OHS risk and studs and sleepers are the only acceptable earrings to be worn whilst on duty. We ask that volunteers dress appropriately (this includes jewellery) for the activities and the tasks that are being performed. If you feel unclear, please seek advice from the Social Support Group Coordinator or a Manager.

### First Aid/CPR

It is desirable for volunteers to have an understanding of the basic principles of emergency first aid. Headway Gippsland Inc. may at times organise and offer First Aid Training to volunteers. Volunteers are not to administer medications/apply creams etc to participants.

### Incident Reports

An Incident Report is an official document detailing an unusual event or an incident, which may affect the safety of participants, employees, volunteers and/or the general public.

An incident report is used to alert employees, volunteers and management of an actual incident and or potential problem. Volunteers are required to complete an incident/hazard report following in incident and/or when they identify a potential hazard. Please refer to the Incident Reporting procedure for more specific details and the processes. Volunteers would not generally be the person to complete an incident report, however at times this may be required, see the Social Support Coordinator or a Manager for assistance.

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### Infection Control

Infection control measures including the use of standard minimise the transmission of infections such as gastroenteritis, the common cold, HIV/AIDS and Hepatitis. You can never know when someone is infectious with a disease! People can be infectious before they have any signs or symptoms, they may have a very mild dose of a disease that makes another person quite ill, or they may not tell us they have an infectious disease. Always assume that you and the people you are working with are infectious in some way and use universal precautions.

Meticulous hand-washing is one of the key measures for preventing the transmission of diseases. The use of personal protective equipment (PPE) and regular cleaning of the environments you work in also help. If a client you work with has a known infection issue that requires extra precautions, we will work through this with them and treating health

professionals, to ensure any extra precautions are implemented, if necessary. Extra precautions might include using extra PPE, such as face masks, goggles or aprons.

Another great way to reduce the risks of getting and spreading diseases is to ensure your personal immunisations are maintained and current, including having the annual flu injection. You should discuss the appropriate immunisations with your GP, giving consideration to the industry you work in.

### Manual Handling

Volunteers would not generally be required to use manual handling, however at times this may be required, see the Social Support Coordinator or a Manager for assistance.

Manual handling is any activity requiring the use of force exerted by a person to lift, push, pull or carry or otherwise move or restrain any animate or inanimate object. Tips for manual handling:

1. Size up the job first, wear suitable clothing. Make allowances for the bulk of the load as well as the weight and get help if needed.
2. Plan where you are going to take the load before you start to lift.
3. Correct feet position, assume a well-balanced position facing the direction you intend to move the load. The feet should be parted with one foot alongside the object to be lifted and one behind. The feet comfortably spread gives greater stability and the rear foot is in position for the upward thrust of the lift.
4. Firm hold with palm; the hold must be secure and comfortable. Use palms of hands and not fingertips. Move in close to the object to be lifted with arms and elbows tucked in.
5. Straight flat back, bend at the knees and keep the back straight, but remember that straight does not mean vertical. A straight back keeps the spine, back muscles and body organs in correct alignment.
6. Head raised, chin in, keep the head raised and chin in so then neck and head continue the straight back line. Tucking the chin in keeps the spine straight and firm.
7. Personal involvement, use the equipment provided and in the prescribed manner.
8. Report any concerns.

Employees and volunteers are responsible to familiarise themselves with policy and procedure

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### Negligence

You are obligated to act in a manner that avoids harm to people in your care and to members of the general community. To act otherwise may be considered negligent.

To be found negligent you must have performed an unreasonable act involving another person to whom you have a duty of care, and that unreasonable action must have resulted in harm to that other person.

As a volunteer your duty of care can be breached either by action or inaction. Harm to others can include physical, psychological emotional or financial damage. Refer to the Duty of Care procedure for more information.

### Occupational Health & Safety

The Occupational Health & Safety Act specifies that under legislation all government and non-government organisations are responsible for taking all reasonable steps to maintain the safety and wellbeing of all workers on their premises. This includes prompt action to ensure any identified unsafe work practices or hazards are rectified.

Employers have the responsibility to monitor and maintain safe working conditions, and ensure all employees and volunteers are trained appropriately and inducted to follow safe work practices.

Each employee and each volunteer are responsible for taking all reasonable steps to ensure the protection of their own health and safety at work and to make every effort to ensure the health and safety of every other person in the workplace.

### Office Hours

Office hours are 9am to 5pm. We ask that all calls be restricted to these hours, unless an emergency arises. The afterhours emergency number is 0448 472 007. The caller has the option to leave a message and on call will contact you as a matter of priority.

### Meals/Travel

Volunteers are responsible for bringing or purchasing their own meals when volunteering at the Social Support Group.

An exception to this is on a planned outing with the participants, or when sharing a meal at the group. Volunteers on a planned outing with Headway participants will be reimbursed \$13.00 of this meal including drinks by Headway (e.g., if you submit a reimbursement for a meal and drink to the value of \$30 Headway will reimburse you \$13).

Reimbursement of travel costs to and from the location at which you are volunteering and any travel you are required to undertake as a part of your role as a volunteer.



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### Sun Safe Policy

Employees and volunteers are obligated to ensure safety of participants and the need to assist them in the wearing of appropriate protective clothing such as hats and shirts (preferably long sleeves); and the use of an appropriate sun block as required. Headway Gippsland Inc. will ensure sunscreen is available in all vehicles and on outings. If you have any allergies to sunscreen, please provide your own.

### Telephones

Headway Gippsland Inc. would prefer that volunteers carry their mobile phones whilst on shift in case you need to be contacted. Please keep any personal calls to a minimum. If at any time you need to use a participant's phone, please ask the participant.

### Behaviours Of Concern

Where a person demonstrates different or harmful behaviours, these are sometimes described as "behaviours of concern". These behaviours can sometimes create a barrier to a person's participation in daily life activities. To support people effectively you need to agree on a workable plan of action with the person and your colleagues. Always consult the Behaviour Support Plans when working with people who display behaviours of concern to safeguard the physical safety of the person and ensure that other people are not at risk. As a volunteer you should discuss any participants behavioural plans with the Social Support Group Coordinator so you are fully aware of the best way to interact with that particular person.

### Participant Dignity/Privacy

People with a disability have the right to be treated with dignity and respect.

Privacy is:

- Whenever possible, employees/volunteers should be of the same sex as the participant when attending to personal hygiene or dressing.
- People having the opportunity to spend time on their own if they wish to do so.

Dignity is:

- Maintaining privacy in dressing, toileting and bathing.
- Receiving encouragement and praise, in a non-patronising manner.
- Being treated as an individual with individual needs.
- Being listened to.
- Having a place of your own for personal belongings.
- Being paid appropriately for work completed.
- Having the opportunity to contribute your ideas or suggestions.
- Clothes that fit appropriately, are age appropriate and well presented.

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### Supporting People

Volunteers provide invaluable support to our programs and participants. It is important that under the guidance of the Social Support Group Coordinator volunteers provide each person with the appropriate level of support in order for them to achieve their maximum level of independence. It is important to allocate enough time and support to meet the needs of the person, but ensure that you do not do too many tasks for them that they could do themselves. If you are in doubt about a person's abilities, check with them, the coordinator and their profiles/plans.

It is important for people to maintain control over their own lives and their personal space.

To encourage this:

- Include people in decision making that affects them.
- Allow people to communicate for themselves.
- Do not touch any personal possessions of the person without obtaining permission.
- Don't assume how the person feels
- Ask the person what assistance is required and which techniques they prefer to be used
- Respect the person individually
- Always consult with the person before undertaking any procedures or actions involving them

NOTE: policies and procedures which can be obtained by request from the Social Support Coordinator