



Volunteer Induction Manual

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Introduction

Welcome to East Creek Community Centre's Volunteer Induction Manual.

East Creek Community Centre invites members of the community to become volunteers with the Centre.

Our volunteers are a valued and important part of the Centre's life. Our volunteers' generous contribution of time and skills helps make East Creek a vibrant and valuable community service.

Volunteering at East Creek is fun, interesting and rewarding. Through volunteering with us, you will:

- make a difference to your life and the lives of others
- have fun and meet new people
- learn new skills and teach your skills to others
- gain practical work skills and explore career and job opportunities
- challenge yourself and develop professionally and personally

1 About East Creek Community Centre

East Creek Community Centre is a not-for-profit community organisation that fosters personal and community development within a supportive environment.

For over thirty years, the Centre has delivered innovative programs that meet the community's changing needs.

Our paid and volunteer staff provide services, support, advice, advocacy and professional development.

We encourage all members of the community to participate. We work with community groups and individuals throughout Toowoomba.

East Creek's programs are for everyone—families, children, young people, seniors, people with disabilities, people from culturally diverse backgrounds and those who are socially isolated.

1.1 Our services

East Creek's community services are managed by and report to the East Creek Community Centre Executive Committee.

The Executive Committee meets monthly and receives reports on operations from the East Creek Centre Manager.

Opportunities for volunteering are available in many aspects of our services.

East Creek's community services include:

- Community literacy
- Older Person's Action Program (OPAP)
- Playgroup
- Computer and personal information technology classes
- Tax Help
- Community Events
- Social support groups:
 - Art
 - Blanket group
 - Crochet group
 - Cards
 - Knitting & Crocheting group
 - Eating With Friends group
 - Stroke support group

East Creek Community Centre is open from 9 am to 4 pm Monday to Friday.

1.2 Our facilities

Members of the community are invited to use our facilities:

- Training rooms and meetings rooms for hire
- Internet access
- Public computers, printers, scanners, photocopier
- Referral to other services
- Kitchen facilities

2 Volunteering with East Creek Community Centre

2.1 Supporting the work of the Centre

As a volunteer with East Creek, you will be taking on the duties of an unpaid position with the Centre.

A volunteer may have the opportunity to work within the following areas of the Centre:

- Administration / Reception / Other Clerical or Assistant Work
- Literacy Education
- Catering
- Gardening
- Promotions / Events
- Reception
- Transport

A volunteer must:

- operate within the context of the Centre's delivery needs
- be consistent with a whole-of-Centre approach to managing volunteers
- be co-ordinated across all service areas and systems
- maximise the efficiency and productivity of the volunteer's time and skills
- meet the Centre's obligations under the Volunteering Queensland Code of Practice
- meet the Centre's legislative and other compliance requirements

2.2 Volunteer Management Code of Practice

East Creek Community Centre follows the code of practice for managing volunteers developed by Volunteering Queensland.

The Volunteering Queensland Code of Practice states that:

In order to enhance the volunteer's experience and comply with legislation and duty of care, an organisation which involves volunteers agrees to:

- interview and engage volunteer staff in accordance with anti-discrimination and equal opportunity legislation
- provide volunteer staff with orientation and training
- provide volunteer staff with a healthy and safe workplace
- not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs
- differentiate between paid and unpaid roles
- define volunteer roles, and develop clear job descriptions
- provide appropriate levels of support and management for volunteer staff
- provide volunteers with a copy of policies pertaining to volunteer staff
- ensure volunteers are not required to take up additional work during industrial dispute or paid staff shortage
- provide all staff with information on grievance and disciplinary policies and procedures
- acknowledge the rights of volunteer staff
- not ask a volunteer to work in a voluntary capacity for more than 16 hours per week
- ensure that the work of volunteer staff complements but does not undermine the work of paid staff
- offer volunteer staff the opportunity for professional development
- reimburse volunteer staff for approved out of pocket expenses incurred on behalf of the organisation
- treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions
- acknowledge the contributions of volunteer staff
- ensure that all voluntary work is undertaken on a voluntary basis and without coercion
- offer volunteers work opportunities appropriate to their skills, experience and aspirations
 - maintain written policies and implement procedures to ensure the safety and well-being of volunteers, including maintaining appropriate current volunteer Personal Accident Insurance and Public Liability Insurance which includes volunteer workers

- maintain policies and implement procedures in compliance with all legislation pertaining to volunteer workers, in particular, the *Workplace Health and Safety Act 2011*, *Anti Discrimination Act 1991*, *Information Privacy Act 2009* and any other legislation that is relevant to volunteer workers
- ensure the tasks and activities undertaken by volunteers benefit the community and that volunteers do not derive financial gain for themselves

Further information on Volunteering Queensland can be obtained from www.volqld.org.au

2.3 Volunteer Rights and Responsibilities

As a volunteer, you have the right to:

- be interviewed and employed as a volunteer in accordance with equal opportunity and anti-discrimination legislation
- receive information about East Creek Community Centre
- a clearly written job description
- know to whom you are accountable
- be recognised as a valued team member
- be supported and supervised in your role
- a healthy and safe working environment
- be protected by appropriate insurance
- say no if you feel you are being exploited
- be reimbursed for out-of-pocket expenses approved by East Creek Community Centre
- be informed and consulted on matters which directly or indirectly affect you and your work
- be made aware of the grievance procedure within East Creek Community Centre
- orientation and training to do your volunteer work
- information about East Creek Community Centre policies and procedures that affect your work
- have your confidential and personal information dealt with in accordance with the *Privacy Act 1988 (Cth)*.

As a volunteer, you are responsible for:

- Being committed to East Creek Community Centre and supporting its aims and objectives
- Being reliable
- Carrying out the tasks defined in your volunteer job description
- Carrying out these tasks responsibly and ethically
- Being accountable
- Adhering to East Creek Community Centre's policies and procedures
- Undertaking training as requested
- Asking for support when you need it
- Giving and receiving feedback and recommendations regarding your work with the Centre
- Respecting confidentiality
- Valuing and supporting other Centre members
- Not pressuring others into accepting your personal views, values or standards
- Giving notice before you leave East Creek Community Centre
- Notifying East Creek Community Centre as soon as possible of absences
- Serving a satisfactory probationary period of 40 hours before being considered for continuing duties as a volunteer.

3 Volunteer Management Policy and Procedures

3.1 Accepting a volunteer opportunity

In accepting an unpaid position with East Creek Community Centre, volunteers undertake to comply with all of the Centre's obligations and policies and procedures.

All volunteers are recruited, inducted and managed according to the Centre's Volunteer Management Policy and Procedures and the Centre's obligations outlined in the Volunteering Queensland Code of Practice (see section 2.2)

3.2 Volunteer induction

All volunteers with East Creek Community Centre are inducted into the Centre's operations by the Centre Manager or a delegated staff member.

As part of your induction, you will be given a copy of or shown:

- About East Creek brochure
 - East Creek Strategic Plan
 - East Creek Client Service Charter
 - East Creek Annual Report Card
 - East Creek website www.eastcreek.com.au
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- the operations of the Centre and how volunteer duties fit within these
 - the Centre's structure and reporting lines
 - the position description for the duties you will be undertaking
 - your rights and responsibilities as a volunteer
 - the Centre's Volunteer Management Code of Practice
 - the volunteer engagement periods
 - relevant sections of the Centre's Time Management Policy and Procedures
 - the Centre's Privacy Policy
 - the Centre's grievance process
 - relevant elements of the Centre's administrative processes
 - the Centre's insurance coverage for volunteers
 - the Centre's OHS policy and procedures
 - the Centre's emergency and evacuation procedures
 - any issues you may want clarified during the induction
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- other volunteers and team members
 - members of Centre staff
 - members of the Executive Committee
 - Centre clients you may be working with

The Centre Manager will arrange any training in the Centre's systems and procedures needed for you to undertake your volunteer duties

3.3 Record keeping

As part of applying to become a volunteer, you will have completed a Volunteer Registration Form, which outlined your role within the Centre. During your induction as a volunteer, you will have completed a Volunteer Induction Form, which recorded your induction.

Your completed Volunteer Registration Form, Volunteer Induction Form and a copy of your Blue Card will be kept in a file in the Centre office. If needed, a copy of your driver's licence and your qualifications will be kept on the file.

The Centre Manager is responsible for maintaining and securing your volunteer file. Your file is managed according to the Centre's privacy policy. You will be given access to the file during the Centre's opening hours, upon request to the Centre Manager.

The file and its contents cannot be removed from the Centre and remain the Centre's property.

3.4 Working with Children Check for Volunteers

All volunteers with East Creek Community Centre must satisfactorily complete a Working with Children Check for Volunteers and obtain a Blue Card.

The Centre Manager will arrange for the check to be conducted. The Centre will meet the costs of the check as part of its recognition of volunteers' contribution to the Centre.

Your acceptance and induction as a volunteer will not be formally completed and signed off by the Centre Manager on behalf of the East Creek Community Centre Executive Committee until the Working with Children Check for Volunteers has been satisfactorily completed.

As a volunteer, you are responsible for ensuring that your Blue Card continues to obtain a positive response under the Working with Children Check for Volunteers.

More information on the Working with Children Check for Volunteers is available from the Commission for Children and Young People at <https://www.bluecard.qld.gov.au/about.html>

3.5 Privacy of information

All volunteers must comply with the East Creek Community Centre Privacy Policy and relevant legislation.

The Centre Manager or delegated staff member will provide you with a copy of the policy during your induction.

3.6 Insurance

East Creek Community Centre maintains an insurance policy that covers the activities of volunteers.

The policy contains a number of special provisions, such as age limitations. Where relevant, the Centre Manager or delegated staff member will advise you of these during your induction.

3.7 Vehicles

Volunteers may be given approval to drive East Creek Community Centre vehicles, subject to the same terms and conditions of use that apply to East Creek Community Centre staff members.

3.8 References

If you would like a written reference relating to your work as a volunteer with East Creek Community Centre, please contact the Centre Manager.

3.9 Identification

You will be given a name badge identifying you as a volunteer of East Creek Community Centre. Please wear this badge when you are working at the Centre.

3.10 Engagement periods

East Creek Community Centre offers volunteer opportunities for the following periods of engagement:

- a probationary period of 40 hours
- a twelve month period from completion of the probationary period.

The Centre Manager or delegated staff member will advise you of these periods of engagement during your induction.

During the probationary period, the Centre Manager and you as the volunteer assess whether the volunteer opportunity suits both parties and whether to continue with the arrangement.

At the end of the probationary period, the Centre Manager advises you whether the volunteer arrangement with the Centre will continue or not and the reasons why. The Centre Manager notes the outcomes of the probationary period on your volunteer file.

Once the probationary period is successfully completed, you will be offered an engagement period of twelve months.

Further twelve month engagement periods are offered to you depending on the outcomes of performance monitoring by the Centre Manager and the approval of the Executive Committee.

You may cease being a volunteer with East Creek at any point during these engagement periods.

3.11 Performance Monitoring

The performance of all staff and volunteers within East Creek is monitored by the management levels of the Centre's organisational structure.

The Executive Committee is responsible for monitoring the performance of the Centre Manager and the Centre as a whole. The Centre Manager is responsible for monitoring the performance of the Centre's staff and volunteers.

Performance monitoring ensures that the work undertaken by staff and volunteers meets the policy directions, operational needs and community commitments of the Centre.

Your performance as a volunteer is monitored against your undertakings as a volunteer, your position description and relevant Centre policies and procedures.

The Centre Manager will counsel you if you are unable to meet your undertakings as a volunteer or carry out the duties contained in your volunteer position description.

If required, the Centre Manager may put in place strategies (such as mentoring, training and performance goals) to improve performance and maximise your volunteer experience.

If you continue to be unable to meet your undertakings as a volunteer, carry out the duties of your position description or comply with Centre policies and procedures, the Centre Manager may recommend to the Executive Committee that the volunteer opportunity you applied for no longer be offered to you.

If the recommendation is approved, the Centre Manager will advise you that the volunteering opportunity is no longer being offered and the date from which it will cease.

East Creek Community Centre Privacy Policy

All consumers of East Creek Community Centre (ECCC) have the right to have all personal information treated in a confidential and respectful manner.

This policy applies to all committee members, staff and volunteers of ECCC.

- Committee members, staff and volunteers will respect the confidentiality of information obtained in the course of any ECCC meetings and will not share information with reference to consumers to networks or individuals outside the context of such meetings.
- Committee members, staff and volunteers will respect the confidentiality of information obtained in the course of advice or a referral service provided by ECCC. Committee members, staff and volunteers shall not share confidences revealed by consumers without their consent, except when compelling moral, ethical or legislative mandatory reporting reasons exist.
- Committee members, staff and volunteers shall inform consumers fully about the limits of privacy within ECCC, the purpose for which personal information is obtained and how it may be used.
- Committee members, staff and volunteers working with consumers will allow them access to their file, if such a file exists.
- When providing consumers with access to records, committee members, staff and volunteers will take due care to protect the confidences of others contained in those files.

Procedures

All committee members, staff and volunteers sign a confidentiality agreement on commencement at ECCC and attend regular training sessions and/or meetings which uphold the principles of this policy.

Accountability

All committee members, staff and volunteers are responsible for ensuring the implementation of the Privacy Policy.

Evaluation Method

Ongoing evaluation will be held through observation, informal communication, written complaints or feedback of organisational members.

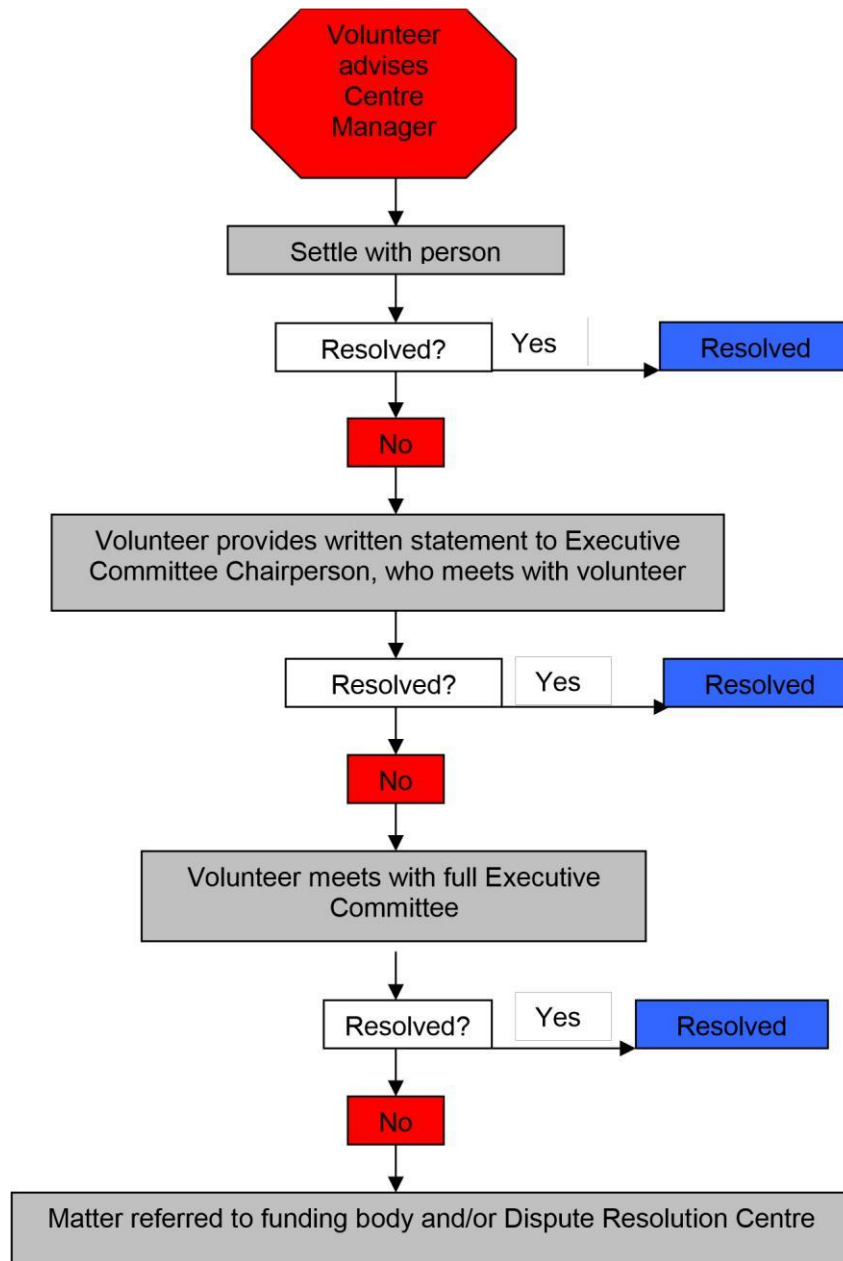
Date First Adopted 19 February 2008

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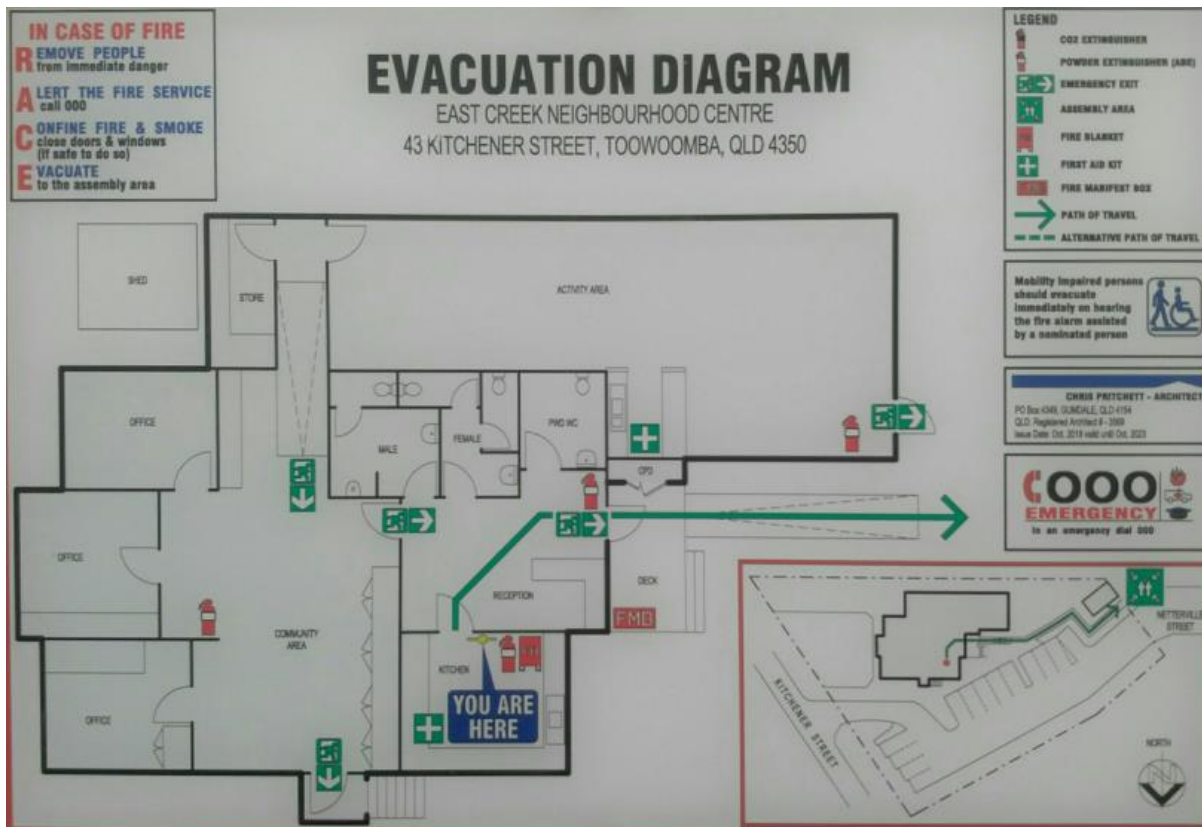
Related Policies and Documentation

Community Service Standards Nos 1-11; Freedom of Information Legislation including Act of 2009

East Creek Community Centre Grievance Process



East Creek Community Centre Floor Plan and Evacuation Diagram



Emergency
 ← Assembly Area
 (Netterville St)

East Creek Community Centre Street View

