

# BANYULE NETWORK OF UCA - VOLUNTEER DOCUMENT 2018

1. **Banyule Network of UCA's Rights, Responsibilities and Commitment to Volunteers.**
2. **Banyule Network of UCA's OHS Policy**
3. **Banyule Network of UCA's Discrimination, Harassment & Bullying.**

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1. **Banyule Network of UCA's Rights, Responsibilities and Commitment to Volunteers.**

The Banyule Network of UCA respects the 'Rights and Responsibilities' of volunteers as recommended by Volunteering Australia.

Banyule Network of UCA highly values the contribution made by Volunteers in its outreach work.

## **Who is a volunteer?**

A Volunteer is a co-worker who commits time and skills, without remuneration, to serve in partnership with members, other volunteers and staff to assist Banyule Network of UCA in achieving its vision and mission.

Volunteers are supported and protected in their roles by the provision of Position Descriptions, implementation of procedures, monitoring and supervision by appropriately trained staff, church councilors and elders.

## **Volunteer rights**

A volunteer has the right to:

- be informed about the mission, objectives and significance of their work
- know to whom they are accountable, their work role and responsibilities outlined within a Position Description
- receive training about Banyule Network of UCA, disability and ageing and the specific role undertaken
- be informed about changes, procedures affecting their work
- be supported and supervised
- be covered by insurance
- be informed about reimbursement of out of pocket expenditures affecting their volunteering position
- say no if they are feeling over extended
- receive feedback on their work and discussion of their role as a volunteer
- opportunities for personal development
- new tasks suited to their developing skills and commitment
- opportunities to raise ideas and concerns with their supervisor
- a safe and healthy environment
- tools and equipment adequate to do the task

- receive recognition of their contribution to the Banyule Network of UCA.

#### **A Volunteer is responsible to:**

- support Banyule Network of UCA's positive culture and its warm and loving community
- promote and enhance the work of Banyule Network of UCA
- attend Volunteer training and training specific to their role
- work as a partner with members, volunteers and staff
- accept that all personal information that is learnt while on or off the job, is strictly confidential and that the Banyule Network of UCA is bound by the National Privacy Act
- be punctual and reliable
- assist in the delivery of services as agreed
- provide adequate notice if unable to attend their day of service
- use good judgment in making decisions when guidance is not available
- provide a 'duty of care' in the delivery of their volunteering service
- give notice when discontinuing their work as a volunteer

#### **Heidelberg Scots church has a commitment to:**

- recognize, value, respect and promote volunteers as co-workers with staff
- nurture and encourage volunteers and to facilitate and develop their skills and competencies
- recognize and acknowledge the value of the time volunteers provide and to ensure that this time is used to the maximum advantage
- consider procedure development and change in terms of its potential to support and facilitate volunteer contribution
- ensure consultation with volunteer representatives before adoption or implementation of new or changed procedures which impact on volunteers
- provide resources to enable new procedures or services to be implemented efficiently and effectively
- provide adequate resources to enable volunteers to deliver their agreed role
- provide administrative, operational and infrastructure support to enable volunteers to perform their roles safely and effectively within available resources.

## **2. Banyule Network of UCA's OHS Policy**

Banyule Network of UCA will provide and maintain, a safe and healthy workplace for all staff, volunteers, church members and visitors.

Banyule Network of UCA requires all persons on Banyule Network of UCA premises to apply a high standard of care for their own and other people's safety

### **Duties of the employer**

Provide a safe work place

Provide information, instruction, training and supervision

### **Duties of the employee and volunteer**

Take reasonable care for your own safety the safety of others.

Co-operate with the employer on OHS.

Not willfully place at risk the health or safety of any person at the workplace.

### **Reporting Safety Hazards, Incidents and Concerns**

Please report all safety hazards, incidents or concerns to the Manager / Assistant Manager/ or Minister.

We have a no blame attitude towards reporting

Reporting hazards allows us to fix the hazard before it causes an injury, and it may be relevant to other UCA centres.

### **Safety Hazards in Your Workplace**

Manual handling – lifting, pushing, pulling, postures, ergonomics. Do not do any difficult manual handling tasks.

Injuries to the back, neck, shoulder, joints. This is the number 1 major cause of injury

Slip / Trip / Fall

Driving

Impacts – people running into things

### **Take Care for People Who are Living with a Disability or Aged**

Walk slowly around the buildings

Take care when moving around corners – take a wide path

Take care when moving through doorways

Doors should be fully open or fully closed

Push chairs in

### **Incident Report**

An incident report must be filled in for all incidents (including near misses) and emergencies, a staff member can help you with this

This will help us to assess what happened and make recommendations to reduce the likelihood of reoccurrence

### **Emergency**

In an emergency, how do you raise the alarm in this facility? eg Call 000, alert staff member

Is there an emergency alarm in the facility and what does it sound like?

### **Fire**

In case of fire

- 1 Rescue people from danger (if safe)
- 2 Raise the alarm (alert your colleagues / call 000)
- 3 Close the doors
- 4 Evacuate – use nearest route

### **Evacuation**

Follow the directions of the staff

Meet and stay at the external assembly point

Report any missing persons to the staff

Do not return until the official “All Clear” is given

Don't take belongings unless instructed to

### **Security / Intruder**

Obey the offender's instructions

Raise the alarm

Evacuate the immediate area where possible

Prevent additional people from entering the area

Take note of the person ie speech, clothing, height, weight, age, hair, accent

## **3. Banyule Network of Discrimination, Harassment & Bullying Policy.**

The Banyule Network of Congregation is a warm and loving community that extends welcoming hospitality to all.

The Banyule Network of UCA respects the industrial law that establishes that everyone has the right to work in an environment free from bullying, harassment, discrimination and violence.

Banyule Network of UCA will not tolerate any inappropriate behaviour under any circumstances.

**Harassment** is any verbal or physical behaviour that is unwanted or unwelcome that makes a person feel uncomfortable, offended, humiliated and/or intimidated. Harassment can be physical (touching, brushing, patting, hugging), verbal (phone, video, comments, jokes), written (email, posters, fax, screensavers, social media). Note: whether the behaviour was intentional or not is irrelevant.

**Discrimination** occurs where a person is treated less favourable than others because of a particular characteristic such as, race, age, sex, religion, disability, gender identity, medical

condition, irrelevant criminal record, sexual orientation, politics, union affiliation, physical features, marital (including de facto), parental, carer or family status, pregnancy/breast feeding etc

**Bullying** is repeated, unreasonable behaviour directed towards a person that creates a risk to health and safety. It includes behaviour that is offensive, intimidating, humiliating and insulting, such as aggressive or abusive language or behaviour, deliberate exclusion or isolation, constant unconstructive criticism of work, conscious undermining of confidence, initiation rites or deliberately withholding information.

### **Your Responsibilities**

- Ensure your actions or behaviour cannot be interpreted as harassment, discrimination or bullying.

### **If You Are Harassed, Discriminated Against Or Bullied:**

- You have the right to make a formal complaint.
- Tell the person to stop, that their behaviour is offensive and unacceptable
- Seek assistance from a support person (Chair Sycamore Tree Management Committee, Volunteer Representative, the Manager Sycamore Coffee Shop, or Minister.)
- Document a record of the incident: what, when, where and witnesses. Make sure you are clear of the key problem that needs to be corrected or requires termination of the volunteers services
- Either you or the Sycamore Tree Management committee chairperson contact the Volunteer Representative and discuss the problem and the plan to meet with the volunteer.
- Invite the volunteer to meet with you and the Sycamore Tree Management committee chairperson and remind them that if they would like the Volunteer representative to support them in the meeting - that could be arranged.
- Record all the steps on the Incident record document. This document should be signed by all parties involved in this process.
- It would also be important to make sure the Sycamore Tree Committee, the Minister and the Office personnel are aware of the situation. (It will avoid interference etc)

### **Resolution processes**

#### **Informal process**

- Tell the person to stop, that their behaviour is offensive and unacceptable
- Seek assistance from Manager Sycamore Coffee Shop, Assistant manager, Volunteer representative or the Minister if you don't feel comfortable approaching the offender
- Keep a record of the incident: when, where and witnesses

#### **Formal process**

- Lodge a formal written complaint via Manager Sycamore Coffee Shop, Assistant Manager, Volunteer representative or the Minister.

- The written complaint will be thoroughly investigated, objectively and impartially. The complainant will be given the opportunity to present their case and asked what outcome they are seeking
- The respondent will be given the opportunity to respond to the allegations
- All parties are to maintain confidentiality
- Any relevant witnesses to the incident/s will be interviewed. All facts gathered will be reviewed to determine if the complaint is substantiated
- If the complaint is substantiated, preventative actions will be explored and, if deemed necessary, the offender will be counselled and offered professional help.
- In the event that the allegations are found to be fabricated, the complainant may be counselled and offered professional help.

Another external process will be accessed if resolution cannot be achieved within Banyule Network of UCA.

This may include HR assistance from UCA Victoria or relevant State’s Human Rights / EO Commission or Police Force in relation to assault.

**KEY CONTACTS.**

**David Landis Morse – Sycamore Tree Manager 9458 4279**

**Nan Caple Chair - Sycamore Tree Management Committee 0413 53 2745**

**Graeme Gibbons – Volunteer representative STMC**

**I have read and agree to the content of this Volunteer Information Document**

**Signed.....Date.....**

Banyule Network of UCA is grateful for the assistance of Vision Australia in preparing this material.

STMC 2/8/18