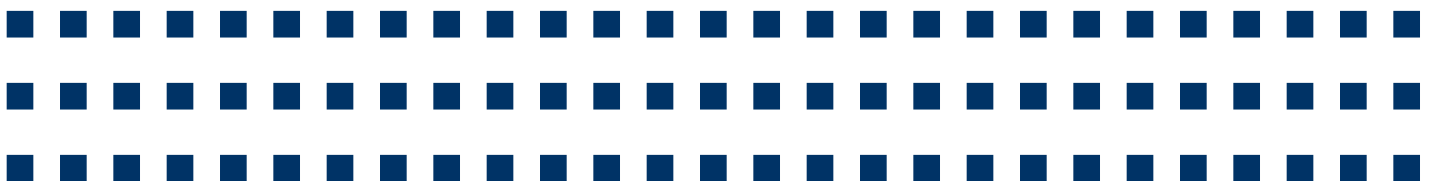




# A Handbook for Volunteers



## Welcome from the Executive Director

Welcome to Wesley Mission Brisbane, and thank you for volunteering your time and skills. The purpose of this booklet is to give you some information that will help you understand the organisation, and to inform and guide you in your work as a volunteer.



We have close to 60 volunteer programs that operate within Wesley Mission Brisbane to assist with meeting the needs of clients and residents through our diverse range of services. The benefits of volunteering are many. For Wesley Mission Brisbane volunteers are a vital, valuable and valued part of our team, but we have found that volunteering also provides volunteers with opportunities to contribute to their community, for personal and career growth, self-fulfillment and service.

Whether you are volunteering a few hours or many, thank you again for the gift of your time and skills. I trust that you too will enjoy and benefit from your time volunteering with Wesley Mission Brisbane.

**Geoff Batkin**  
**Executive Director**



## Table of Contents

Our History	4
Wesley Mission Brisbane Services	5
Wesley Mission Brisbane Volunteers	6
Conditions of being a Wesley Mission Brisbane Volunteer	7
Wesley Mission Brisbane Vision and Values	7
Expectations of Volunteers	9
Benefits for Volunteers	10
Volunteer Hours	11
Volunteer Services Role	12
Your Local Manager and Workplace Supervisor's Role	13
Training	13
Probation Period	14
Photo Identification Badge	14
Volunteer Security Checks	15
Volunteer Position Description	15
Absenteeism	15
Workplace Grievances	16
Grounds for Termination	17
Professional Boundaries	17
Confidentiality	19
Gifts and Donations	19
Photographs and Video Recording	20
Dress Code	20
Statements to the Media	20
Volunteer Insurance	21
Vehicle Use	21
Your File	22
Anti Discrimination	22
Duty of Care	23
Looking After Yourself	24
Volunteer Recognition	25
Improvements to Services	25
Resigning from your Position	25
Useful Contact Numbers	26



## Our History

The work of Wesley Mission Brisbane is sponsored and supported by the Albert Street Uniting Church, Brisbane City. The Albert Street Uniting Church has had a vital presence in the city for more than 150 years, serving people in need, especially those in the inner city. The Mission was established in 1907 to continue the Church's work. It provided practical help and support to many who suffered in the Great Depression. It was the first provider of residential aged care in Queensland, at Chermside in 1936. The Mission still works with inner city people, including homeless people, through its Emergency Relief Service and Outreach Ministry. Today Wesley Mission Brisbane provides a diverse range of services and support for people and communities throughout Brisbane, and as far a field as Maryborough, Cunnamulla and the Gold Coast.



## Wesley Mission Brisbane Services

- Aged care (residential and respite services; Day Therapy; community care in the home)
- Emergency Relief for people in financial crisis
- Employment and support services for people with disabilities
- A range of youth services (from Beenleigh to the Gold Coast)
- Three Family Day Care Schemes (Yeronga, Balmoral and Wavell Heights)
- Child Care and Occasional Care Centres (Toowong)
- Employment services (Fraser Coast)
- Community Centres (Balmoral)
- WMB MailPaq mailing house and packaging services and placement (Fairfield)
- The National Auslan Interpreter Booking and Payment Service for the Deaf community across Australia

You can learn more about Wesley Mission by visiting our website [www.wmb.org.au](http://www.wmb.org.au).



## Wesley Mission Brisbane Volunteers

*A Volunteer is anyone who, without financial reward, performs a task or role at the direction of, and on behalf of, Wesley Mission Brisbane that supports the goals of the Mission.*

Volunteering is a lifestyle choice and Wesley Mission Brisbane recognises people volunteer for a variety of reasons. Our volunteers are a diverse group including parents with grown-up children, active retirees, students, corporate groups and Albert Street Uniting Church congregation members.

Volunteers play a vital role within Wesley Mission Brisbane. There are volunteer roles in supporting people with disabilities, aged care, providing transport, mentoring young people, administrative support, running cafes and kiosks, tutoring, event organisation and many other areas of our community services.

As a Wesley Mission Brisbane volunteer, you are part of a team working to realize the Mission's Vision. You will be making a positive difference in the lives of people. You will be given training, guidance and support to enable you to carry out your duties, and your work will be recognized and appreciated.



## **Conditions of being a Wesley Mission Brisbane Volunteer**

The conditions of being a Wesley Mission Brisbane volunteer include:

- The ability to interact in a team
- The ability to use initiative, take direction and work with limited supervision
- The ability to interact positively with clients, residents, staff and families
- A willingness to acquire a valid Federal Police Check and a working with children Blue Suitability Card if required
- The ability to understand and respect confidentiality
- Good communication skills
- The ability to maintain professional boundaries
- The ability to fit into the values of the Wesley Mission Brisbane

## **Wesley Mission Brisbane Vision and Values**

Wesley Mission Brisbane strives to be a welcoming and inclusive community which celebrates diversity and responds compassionately and creatively to the needs of others. As such we welcome, encourage and support people of many different backgrounds and faiths who are committed to our core values and will work alongside us in achieving:



## **Our Vision**

To make a positive difference in the lives of people and so participate in building a just and inclusive society.

## **Our Mission**

We will work alongside and in relationship with people to enhance personal, family and community well being.

## **Our Values**

We affirm the following values and recognise that these tenets encourage and empower staff and volunteers in our behaviour and in using our energies, skill and judgement in serving the residents and clients of Wesley Mission Brisbane.

*Integrity* - Our relationships will be based on truth and honesty.

*Hope* - We approach our work with optimism and encourage people to celebrate life and pursue their dreams and aspirations.

*Compassion* - We value compassion and kindness as integral elements of our relationships with others. We will develop and sustain a culture of hospitality, generosity and relate with one another in a friendly and gracious manner.

*Empathy* - We seek to understand the position and feelings of others as a basis of our relationships.



*Respect* - We seek to recognise and value the uniqueness of each individual; listen to and seek to understand the opinions and convictions of others; enhance the self-esteem of each person and foster a culture of inclusion and acceptance of all.

We believe that it is the right of every person to make choices and decisions about how they live their life. We will respect those decisions and try to support people in the choices they make.

*Justice* - We seek 'a fair go' in the context of the complex nature of human relationships and organisational responsibilities. We recognise the right of all people to be treated with respect and due process in their dealings with us at all times. The aims of our policies and programs are therefore to deliver the reality of this commitment by adopting the social justice principles of access, equity and affirmative action in favour of those who are disadvantaged.

## **Expectations of Volunteers**

Wesley Mission Brisbane has the following expectations of volunteers:

- Loyalty to the organisation
- Agreed time commitment
- Participation in initial and on-going training as required
- Reliability and promptness



- Work within the guidelines of the signed volunteering job description
- Accept guidance, supervision and direction in the workplace
- Perform your volunteer role to the best of your ability
- Work in a manner that ensures the health and safety of self and others
- Sign on and off when attending the workplace
- Wear your ID tag when on duty

**Under no circumstances may volunteers:**

- Assist clients/residents with cash from their own pockets
- Give medical or legal advice to clients or residents
- Handle money of any amount for clients or residents
- Perform financial tasks such as banking or cashing cheques on behalf of clients or residents
- Assist clients or residents with any matters pertaining to wills.
- Feed or assist in the feeding of residents or clients
- Distribute or dispense medication to residents or clients
- Be involved in the manual handling of residents or clients

## **Benefits for Volunteers**

Wesley Mission Brisbane offers the following benefits for volunteers:

- Opportunity for service to the community
- Work skills and experience
- Training to enable you to do your volunteer role with confidence



- Placement in a volunteer role that suits your skills and interests
- A written volunteer position description
- Designated and supportive Workplace Supervisor
- Additional workplace support in a team environment
- Opportunity to move to other volunteer roles in the Mission
- Opportunities for on-going training
- Refreshments when on duty
- Reimbursement of approved out-of-pocket expenses
- Work reference after three months
- Certificates of achievement and service
- Informal and formal volunteer recognition, including volunteer recognition celebrations

## **Volunteer Hours**

Wesley Mission Brisbane is a firm believer in work life balance and encourages all new volunteers to work a maximum of two shifts per week; and a minimum of one shift per fortnight, unless volunteering for a specialist program (e.g. a volunteer musician visiting once a month), or they are on a casual or on call basis. The average shift time for new volunteers is approximately 4 hours. As volunteers become familiar within their role they may negotiate with their local manager to increase or decrease their shifts and/or hours.



## Volunteer Services Role

Volunteer Services is a corporate service that supports staff and volunteers by:

- Providing a referral service between people who want to volunteer and programs needing volunteers;
- Supporting and promoting good practice in the involvement of volunteers;
- Negotiating and developing new opportunities to volunteer;
- Acting as a resource to provide information, referral, training, and recognition of volunteers and their activities;
- Commenting and campaigning on issues which affect volunteers or volunteering; and
- Playing a leading role in the strategic development of volunteering within the organization.

Should you have any problems in the workplace that you feel you can not discuss with your Local Manager or Workplace Supervisor, you can contact Volunteer Services directly. You can also contact Volunteer Services if you want to change your area of work.



## **Your Local Manager and Workplace Supervisor's Role**

In your volunteer duties you will be responsible to the Local Manager in your area of work. On a day-to-day basis you will be designated a Workplace Supervisor that you will report to and be guided by while volunteering within your role.

Workplace Supervisors are responsible for:

- Orientating you into the new facility or service;
- Providing you with a very clear understanding of your duties and hours; and
- Providing you with guidance and supervision when working in your role.

## **Training**

Wesley Mission Brisbane is committed to ensuring that volunteers have the information, skills and support to enable them to fulfil their volunteer roles comfortably and effectively. Training for your volunteer role will depend on your area of work.

All volunteers will be given the opportunity to attend the Wesley Mission Brisbane orientation which includes various topics including an overview of Wesley Mission Brisbane, Workplace Health and Safety, Infection Control, Customer Care and the role of the chaplain.



Your Local Manager or Workplace Supervisor will advise you of any specific formal or on-the-job training for your role. Other training opportunities for volunteers are offered through the Wesley Mission Brisbane staff development program.

## **Probation Period**

All volunteers have an initial probation period once they commence in their role. This period is for three months and provides a time for all new volunteers, workplace supervisors and Volunteer Service Coordinators to identify necessary improvements to the position, and to affirm mutual satisfaction with the volunteer role.

## **Photo Identification Badge**

When you commence with your role you will receive a Wesley Mission Brisbane identification badge, which you should wear whenever you are on duty. Please keep your ID badge secure.



## **Volunteer Security Checks**

All volunteers are expected to apply for a Criminal History Check and sign a Statutory Declaration once they have commenced within their role. Volunteers within any of Wesley Mission Brisbane's child or youth services must also provide Volunteer Services with a copy of their positive notice letter and Blue Card from the Commission of Children and Young People and Child Guardian before commencing in their volunteer position.

## **Volunteer Position Description**

You will be asked to sign a Volunteer Position Description. This will be discussed with you during your training. Volunteers must restrict their activities to those directly related to the duties outlined in their job description.

## **Absenteeism**

If you are unable to do your voluntary work due to illness or holidays, please give your Workplace Supervisor as much notice as possible. If you are ill on the day of your shift, please phone your Workplace Supervisor or the Administrative Officer in your area of work.



## Workplace Grievances

Wesley Mission Brisbane is committed to maintaining good relations amongst staff, including volunteers, and between staff, management, residents and clients. Occasionally a Workplace Grievance may arise from anything done, or not done, by management or another employee or employees, which a person feels affects them unfairly or unjustly. A grievance may arise from perceived discrimination, workplace bullying, harassment, or any other employment related decision or behaviour that a person thinks is unfair, unjust or upsetting.

If you report a grievance it will be treated with the utmost confidentiality. If you decide to submit a formal grievance, it will be taken seriously and either mediated (with agreement of the parties) or investigated in an impartial and prompt manner.



## **Grounds for Termination**

Grounds for termination of volunteer services include:

- Breach of confidentiality
- Inability to work within service guidelines or to follow directions from the Workplace Supervisor
- Inappropriate interactions with clients – eg. giving or receiving money from a client, lack of respect for clients, relating to clients in ways not outlined in the job description
- Not meeting the “conditions of being a Wesley Mission Brisbane volunteer” as outlined within this handbook
- Neglecting to abide by the “Wesley Mission Brisbane expectations of volunteers” as outlined within this handbook
- A negative Criminal History Check or/and a Working with Children report

Depending on the seriousness of the volunteer’s actions, a volunteer may be warned about his/her failure to meet workplace standards, or their services may be terminated immediately.

## **Professional Boundaries**

All Wesley Mission Brisbane volunteers are responsible and accountable for maintaining professional boundaries with residents,



clients and their families. Remind yourself that this is a 'job' and you must act in a professional manner.

- Do not disclose your own inappropriate personal information. For example: You may have experienced a similar situation – do not discuss this situation. You may have professional experience such as medical knowledge, social work or a psychological background – do not give advice.
- Do not visit the resident or client outside your rostered volunteer hours.
- If you feel you are becoming attached to a resident or client, please contact your workplace supervisor or Volunteer Service Coordinator to discuss this further.
- Do not enter residents or client's private rooms (eg bed rooms, bathrooms etc) without prior permission from your workplace supervisor.
- Do not take on the role of carer or parent.
- Do not initiate inappropriate physical contact with residents, clients or their families.
- Do not take any photos of residents or clients unless authorised by your workplace supervisor (who will have received prior written permission to do so).
- Do not provided services outside your volunteer position description. If you feel changes need to be made to your position description, please discus it further with your workplace supervisor.



## **Confidentiality**

As a volunteer with Wesley Mission Brisbane you must adhere to strict confidentiality guide lines. In your role you may be working with people who are vulnerable, and residents or clients may confide and share things that they would not normally tell a stranger. You may not discuss any details about a resident, client or their family, in relation to their circumstances, with anyone outside your work team.

If you feel that you need to discuss something you have seen or heard in the course of your volunteer role, you are able to debrief confidentially with your workplace supervisor or Volunteer Service Coordinator, in a controlled environment. Remember, you are in a privileged position and it is your responsibility to protect the residents or clients privacy.

## **Gifts and Donations**

Volunteers may not accept substantial gifts and donations from clients/residents while volunteering at Wesley Mission Brisbane. Small gifts, such as flowers or chocolates, may be accepted. Volunteers are not encouraged to give gifts to residents/clients. A small gift of flowers or food may be appropriate, but it must be discussed with the Local Manger or Workplace Supervisor before being offered.



## **Photographs and Video Recording**

Always ensure that you have the client or resident's consent for any service or activity you are assisting with. This includes written authority for taking any photographs or video.

## **Dress Code**

When coming to work at Wesley Mission Brisbane, please dress in accordance with our dress code – i.e. neatly, modestly and without ostentation. You must observe any special requirements in your area of work – eg. closed in shoes, sun protection. Please wear your ID badge whenever you are on duty.

## **Statements to the Media**

Volunteers may not make any statements to the media regarding policies, activities or clients of Wesley Mission Brisbane. Media enquiries should be directed to your Workplace Supervisor or Local Manager who will inform our Public Relations team.



## **Volunteer Insurance**

All volunteers are covered under Wesley Mission's Volunteer Insurance for injuries sustained while actually engaged in voluntary work (including necessary direct travel to and from such voluntary work). Cover applies in respect of any work officially organised and under the control of Wesley Mission Brisbane. Volunteers are covered for personal accident insurance while acting in the course of their agreed duties as described in the Workplace Agreement. There is limited coverage for volunteers under 18 or over 80 years of age. Please see the Volunteer Service Coordinator if you need details of this cover.

## **Vehicle Use**

If you are required to use your own vehicle for the service you are working in, you must complete a Wesley Mission Brisbane Drivers Declaration Form and provide your Local Manager or Workplace Supervisor with a photocopy of your current comprehensive motor vehicle insurance and driving licence. Wesley Mission Brisbane does not provide insurance for volunteers' vehicles, so any claim must be made through your own insurance provider. You are advised to notify your insurer that the vehicle will be used in the course of your volunteer duties.



## **Your File**

Please be assured that your personal information such as your contact details, will be kept confidential in a file in a locked cabinet by the Volunteer Service Coordinator and your Workplace Supervisor, and will not be released to anyone without your permission. Your details and your attendance times will be recorded on the Wesley Mission Brisbane Human Resource Information System which is also kept strictly confidential.

## **Anti Discrimination**

Wesley Mission Brisbane is committed to the principles of the Anti-Discrimination Act (Qld) 1991. The purpose of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination, sexual harassment and workplace bullying. Wesley Mission Brisbane has a zero tolerance for breaches of this legislation.



## Duty of Care

Volunteers are bound under a legal duty of care to those with whom they work. Simply put, volunteers are responsible for carrying out their duties with due care for the safety and wellbeing of others.

You will be given orientation in specific workplace health and safety requirements in your area of work. These will include information about (but not be limited to):

- Where fire exits and assembly points are in your area of work. In case of fire, please follow the directions of the Fire Warden and staff in your area.
- Wesley Mission Brisbane as a non-smoking workplace.
- Personal safety at work, including training in security procedures and in dealing with difficult situations.
- What to do if you are involved in an accident or incident with a client or resident. If you or a client or resident are injured or involved in an accident, you must report immediately to your Workplace Supervisor, who will assist you in filling out an incident report.
- Infection control and the importance of following the infection control measures outlined in your Orientation session.
- Hepatitis B is a health risk in some areas of health and welfare work. Ask your Workplace Supervisor if you are concerned about

Hep B risks. Hep B vaccination is available through your local GP.

- It is a requirement that you follow all directions regarding workplace health and safety.

## **Looking After Yourself**

Some situations arise in any workplace which volunteers may find stressful. It is important that you recognise and respond positively and proactively in these situations. It may be that you:

- Find yourself in an unfamiliar environment, where you are unsure of what to do or how to interact with others;
- Feel overwhelmed by the situations of the clients or residents with whom you are working;
- Experience personality clashes with other volunteers, staff or clients;
- Feel unable to perform your role due to lack of knowledge or skills;
- Have problems at home or outside your workplace which influence your feelings and your ability to do your job.

If you find yourself feeling stressed or uncomfortable for any reason within your volunteer role, please discuss this further with your workplace supervisor or Volunteer Service Coordinator.



## **Volunteer Recognition**

On a local level, your Local Manager is responsible for recognising and thanking you for your volunteering efforts throughout the year.

Public Relations and Volunteer Services will also ensure that you are notified of any relevant upcoming WMB events or activities that happen throughout the year.

## **Improvements to Services**

If you have any suggestions for how our service to residents or clients could be improved, please ask your Workplace Supervisor for an Improvement Log form.

## **Resigning from your Position**

If you are thinking about resigning from your volunteer position, please give as much notice as possible to your Workplace Supervisor who will then inform Volunteer Service.



## **Useful Contact Numbers**

### **Volunteer Services**

Head Office Wheller Gardens Chermside 3621 4544

Area West Office 37145105

### **Community Services**

Balmoral Family Day Care 3395 6700

Balmoral Uniting Community Centre 3399 7755

Beenleigh Area Youth Service

Office One at Juniper Court, Beenleigh 3287 1290

Office Two at Fryar Road, Eagleby 3807 7988

Office Three at Manilla Street, Beenleigh 3380 1000

Brisbane North Family Day Care 3260 6000

Community Care 1300 552 568

Emergency Relief Program 3221 6558

Jahjumbeen Occasional Childcare 3371 5451

Hadden Place 3714 5237



Sinnamon Village Therapy Centre	3714 5141
Toowong Childcare Centre	3371 2232
Wesley Mission Brisbane Family Day Care	3392 9799
Wheller Gardens Therapy Centre	3621 4560
Wesley Uniting Employment – Maryborough	4123 2600
Wesley Uniting Employment – Hervey Bay	4124 2700
Work Solutions	3621 4556
Yara (Youth At Risk Alliance)	5503 8200
Yscs (Youth Support Coordinators In Schools)	5503 8100
Youngcare Apartments	3714 5130



## **Aged Care Services – North Region**

Volunteer Services Head Office	3621 4544
Anam Cara	3881 7881
Auxiliary Kiosk	3621 4649
Auxiliary Enquiries	3621 4544
Cooper House	3621 4571
Chaplains	3621 4512
Emmaus Village	3621 4575
John Wesley Gardens	3359 4830
St John's Nursing Centre	3621 4585
St Luke's Nursing Centre	3621 4621
St Marks	3621 4635
Wheller Gardens Library (Marchant Lodge)	3261 4618



## **Aged Care Services – West Region**

Volunteer Service Area West	3714 5105
Activities Officer	3714 5118
Albert Court	3714 5180
Bethesda Caring Centre	3379 2951
Chaplains	3714 5112
Hairdresser	3714 5164
Hunt Lodge	3714 5186
Jacobs Court	3714 5195
Kentish Court	3714 5172
Knowles Court	3714 5222
Nash Court	3714 5204
Reid Court	3714 5214
William Moore Court	3714 5228





