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## Volunteer Induction Manual

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**Welcome to Aldinga Community Centre.** We hope you find your time here as a volunteer a worthwhile and enjoyable experience.

As with anything new, it will take you a while to get used to the way things are done here, where everything is, what everyone is talking about, and who is who!

This “survival manual” has been written to help you through your first few visits to the Centre, and will hopefully give you a guide to what is done at the Centre so you can find the things you need and know what to do in common situations.

Thankyou for giving us your time. We hope it will be as rewarding for you as it no doubt will be for us.

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## ABOUT THE CENTRE

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Aldinga Community Centre (ACC) is an incorporated body and therefore acts independently in respect to its decision making. We are predominately a Volunteer based organisation although when receiving funding to deliver programmes, the Centre does employ staff, as many of these roles have roles and responsibilities which go beyond what can reasonably be expected of Volunteers and it is not the aim of the Centre to replace paid positions with Volunteers.

The Centre is managed by a Board of Management (BOM), all Volunteers and community members, who give their time freely to manage the Governance of the Centre which includes strategic direction, finance, risk management and human resources management just to name of few. The City of Onkaparinga (CoO) owns the building and makes it available for the community as well as providing funding for salaries and operation costs and the provision of a Community Development Officer (CDO) and the Community Development Support Officer (CDSO). This arrangement is formalised through a ‘Partnership Agreement’. The CDO is responsible for the operations of the Centre as well as provide support and advice to the BOM. This includes for example the day to day supervision of volunteers and staff, writing of grants, management of programs and services.

The Centre offers a wide range of programmes, services and activities including Language and Literacy, Participate and Learn Skills, Computer Courses, Community Meals and leisure activities, further information on these programs is available on the WEB site. Our programmes do change from time to time as we respond to community needs and funds become available to provide additional services.

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## About You

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### What is a Volunteer?

A Volunteer is a person who undertakes tasks of their own free will, without monetary reward while providing a service to the community.

Some definitions indicate that the Volunteer must be associated with an organisation – this is formal volunteering.

Volunteering should not be confused with caring for personal family members, performing court ordered community service work, domestic duties, student placements for work experience or work directed to attain benefits and should not include an honorarium but only reimbursement for out of pocket expenses.

Volunteers do not replace paid staff as we are predominately a volunteer based organisation each and every Volunteer adds value to the important diverse work that ACC performs.

Volunteers are an instrumental component in helping the Centre in meeting the needs of the community.

### **Volunteering with ACC – Your role**

The role of Volunteer is to take on tasks which complement the work of the Centre.

Volunteers bring a vast range of experience, skill and knowledge to complement Aldinga Community Centre services. Volunteering can enrich the life of people in our community by:

- Utilising a diversity of skills for community interaction
- Sharing skills and experience with members of our community to assist them to achieve their full potential.
- Developing extensive networking both informally and formally
- Support the diverse range of services, activities and programmes delivered by the Centre.

You will have been provided with a Position Description and Task List on commencement so that you have a full understanding of your role and responsibilities whilst performing your volunteer work with us.

### **Induction:**

On commencement of volunteering with us you will be inducted on your first day of volunteering by the Volunteer Co-ordinator or the Community Development Officer. This will cover a range of topics and provide access to relevant information which includes:

- Work Health Safety
- Centre Policies and Procedures
- Communications
- Roles and responsibilities relevant to your position
- Confidentiality
- Code of Conduct and Volunteer Charter
- Reporting lines
- Administrative procedures
- Use of facilities

## **Code of Conduct**

Volunteers work together to provide services, activities and programmes for the community. Each Volunteer role has responsibilities and as such Volunteers will be expected to conduct themselves in a manner which will not reflect adversely on the Centre or the community we serve. Volunteers will be expected to declare any conflict of interest and if uncertain consult with the Community Development Officer.

Volunteers should not accept gifts, benefits or favours which may influence their objectivity with our customers.

On the Centres WEB page the following documents are located;

- Volunteer Code of Conduct
- Volunteer Charter
- Safe Lifting Techniques
- Position Description and Task List relevant to your position
- Confidentiality Agreement

You will be required before commencing your placement to sign a document which indicates that you have read these indicating that you understand your obligations, and the obligations of the Centre to you.

## **Training**

Opportunity for ongoing developmental training is provided and encouraged to assist in effective services and Volunteer retention. However, training will need to be relevant to tasks undertaken which will meet Volunteer and the Centre's needs. Volunteers are required to attend training relevant to their volunteering in accordance with their obligations and responsibilities as a volunteer.

## **Centre Equipment and Facilities**

Volunteers have a responsibility in the proper use of and care of all equipment and facilities. All instructions in the use of specific equipment must be complied with including the reporting of any faulty equipment to ensure safe working environments.

## **Email Security**

Access to electronic mail and internet technology is available to Volunteers in most instances. Information technology security policy can be found on the Aldinga Community Centre WEB Page under 'Policies and Procedures'. All Staff and Volunteers are expected to comply with the proper use of email, internet and intranet sites. You will be accountable for any non-compliance. Volunteers are expected to use resources correctly and in an ethical conscientious manner.

## **Out of Pocket Expenses**

Although Volunteers should not receive payment for their tasks they should not be out of pocket as a result of carrying out assigned tasks. Reimbursement will be available upon making an appropriate claim as soon as possible after the expense has been incurred; any out of pocket expenses which you wish to claim must first be discussed with the Community Development Officer prior to incurring the expense.

## Mobile Phones

We accept that you will need to take personal phone calls from time to time, however, we would ask that whilst you are undertaking your duties as a Volunteer that you minimise the need to answer your phone. We would also ask that when you do take a call that you distance yourself from others maintaining privacy and reducing the amount of disruption to others. If you are working directly with a participant it could be considered inappropriate, by them, that you take calls whilst working with them. If you are expecting an urgent call that cannot be delayed until completion of our Volunteering hours, that you inform the participant of your need to take the call should it come through whilst with them and apologise in advance. We ask that you do not charge your phone whilst at the Centre.

## Photocopying/Faxing

The Centre does not have problem with you doing small amount of photocopying or sending of faxes, at the Centre's cost. However, we would ask that you seek permission from the Community Development Officer or Volunteer Co-ordinator prior to using the resources.

## **Your Health, Safety and Wellbeing**

### Health and Safety

Preventing injury is a key factor in motivation to work safely and ensure you follow any procedures or guidelines to minimise risk of injury to yourself and others. You are entitled to a safe and healthy work environment and you are responsible for your health and safety.

Volunteers will be expected to attend recommended training and use protective equipment or follow instructions to prevent injury. You will be encouraged to assist in the reporting of any hazards and report accidents or near misses as a part of the overall hazard management process.

Your induction will inform you who the Work Health and Safety Representative is and other staff such as designated Fire Wardens and First Aid Officers.

Aldinga Community Centre as a part of Risk and Hazard Management has a range of detailed guidelines which includes some of the following topics more comprehensively. These are available on the WEB Page.

Work Health and Safety is the responsibility of each and every person who uses the Centre. Whilst the Board of Management accepts responsibility and accountability for the health and safety of all employees and volunteers of the Centre, **volunteers themselves are responsible for observing all health and safety instructions, acting safely and avoiding unnecessary risks to themselves and others.**

Hazards or maintenance issues need to be reported to the Community Development Officer and a sign to warn other people in the Centre put on the hazard e.g. DO NOT USE !!

Accidents claims and compensation are covered by Workcover for paid employees. Public Liability insurance covers volunteers. If you have an accident at the Centre you should report it **as soon as possible** to the Community Development Officer who will ensure that the appropriate forms are completed. If the Community Development Officer is unavailable contact the Community Development Support Officer or a member of the Board.

Failure to report an accident and complete the necessary forms could result in a loss of the right to compensation.

## BE AWARE OF HAZARDS!

- Don't leave bags around that people could trip over
- Make sure electrical cords are not in an area that could lead to accidents
- Tables should be stored in appropriate places that don't interfere with access to cupboards or doors etc.
- Manual lifting requirements must be adhered to.
- Don't leave filing cabinet draws open so they create a tripping hazard.
- The 1st Aid Kit and Fire Safety equipment need to be clear DO NOT store things in front of these areas.
- Electrical Tagging needs to be current, if you see something that hasn't been tagged please let the CDO know about it

These are just a few hazards that could be prevented with a little extra attention and care but there are many more so once again BE AWARE.

All chemical products e.g. fly spray, cleaning products, **must** be replaced by the *exact* same product, as all have Material Safety Data Sheets filed in The Material Safety Data Sheet Folder. Any new product purchased for the Centre must have a Material Safety Data Sheet sent from the Company that makes the product, and filed in the M.S.D.S. folder. The Community Development Support Officer is responsible of this so prior to purchasing any chemicals please seek approval from him/her.

### Safe Work Procedures:

This applies to operation of machinery and equipment in the main. Therefore before using any machinery or equipment please check with the supervisor of your section of the Community Development Officer or Community Development Support Officer to receive appropriate training and be deemed competent in its use. If you have not done so it is a breach of policy to do so. Even when you have received training and been deemed as competent you will see be assessed on an annual basis to ensure you are well versed in using the machinery or equipment, this is done to ensure you or anyone else that you work with is safe at all times. You will find a 'Safe Work Procedure' is located with all equipment and machinery that requires training prior to use.

## EMERGENCY PROCEDURES

Volunteers are expected to make themselves familiar with evacuation procedures and participate in any practice drills that are held. Follow instructions from the warden (Community Development Officer is the Chief Fire Warden) and always remain at the designated assembly area until otherwise instructed. You can always identify the wardens as they wear hats indicating their role

Emergency exits and locations of fire equipment are on display throughout the building – please become familiar with them.

### Fire

Fire extinguishers are located throughout the Centre, these are only to be used by trained fire wardens. There is also a fire blanket in each of the kitchens.

You also need to familiarise yourself with the location of the fire exit doors.

## Action

In the event of a fire the alarms will be triggered. It is your responsibility to ensure you remove yourself from the building via the nearest fire exit, do not stop to collect possessions, possessions can be replaced you can't. You need to make your way to the evacuation point which is at the rear end of the car park on the reserve.

Do not attempt to extinguish the fire.

Do not stop to assist other people if you are putting your own life at risk.

## Fire Wardens:

We have a senior fire warden and two fire wardens in attendance.

### Senior Fire Warden:

- Liaise with Fire Warden
- Liaise with Fire Service
- Liaise with Council employees
- Complete roll call when building is clear

### Fire Wardens:

- Clear designated areas
- Report to Chief Fire Warden.

You must sign on and off on 'Team go' each time you attend the Centre. The Chief Fire Warden will use this list to identify all people who were in the building when the evacuation occurred, if you are not on it, or you have left and not signed off, you may be putting the Fire Warden or Fire Officers at risk.

## **SECURITY SYSTEM**

The alarm panel is located on the wall in the entry foyer. Codes are issued to volunteers, staff and Centre users if they open and close the Centre. If it is identified that you are in need of a code for access you will be issued this by the Venue Hire Officer and provided with training.

## **FIRST AID**

First Aid Kits are stored in the main kitchen, children's area (The Space), reception, shed and garden. Use of first aid supplies must be recorded in the book provided. This includes the use of band aids. You will be informed of the names of the nominated First Aid Officers; this always includes the Community Development Officer and the Community Development Support Officer. No one is to administer First Aid if they are not a nominated First Aid Officer.

## **Bullying Behaviour**

Behaviours that characterise bullying may include unwelcome, offensive, abusive, belittling or threatening behaviour directed at a person or groups of people. Any behaviour of this nature toward fellow Volunteers, Staff, Participants or the Public are unacceptable and could be subjected to discipline or criminal proceedings.

If you are a Victim of bullying and feel offended, demeaned, humiliated or suffering any disadvantage then please raise this immediately with the Community Development Officer or any member of the Board of Management. Appropriate action will always take place in accordance with our Policies and Procedures on such matters.

### **Complaints Procedure**

Volunteers have a right to open and fair access to grievance process and to be fully informed of their rights. Volunteers will be expected to be familiar with ACC policy and procedure in relation to complaints management. The Policy is available on the WEB page and procedures are available through Fieldbooks. If at any time you are not clear about your rights or the procedure speak to the Community Development Officer or any member of the Board of Management.

### **Can I Smoke**

Aldinga Community Centre is committed to providing a smoke free work environment for Volunteers, Staff and other persons attending the Centre. Smoking is prohibited in ACC facilities and smoking outside must not occur within the boundaries of the Centre, this includes the fenced in car park. We would ask that if you do smoke that you are mindful of disposing of your butts, please do not drop them on the ground, ensure they are placed in rubbish bins or 'Butt Bins' located on the black fence next to the access gate. It is also now illegal to smoke within 10 metres of a playground. Please keep this in mind when you are outside.

### **Equal Opportunity**

Direct or indirect discrimination must not occur on the grounds of age, gender, race, disability, sexuality, marital status or any other ground covered by equal opportunity law. Discrimination includes treating people differently because of a characteristic or circumstance which has not bearing upon a task being performed or a service provided. Sexual Harassment is unlawful. All Staff/Volunteers should ensure they are aware of the bounds of appropriate behaviour and be familiar with procedures should they be subjected to inappropriate or unlawful behaviour.

### **Ethical Behaviour**

Staff and volunteers in Aldinga Community Centre should not be involved with any nepotism or patronage to ensure proper selection process for the range of tasks, training and opportunities for development. Appropriate matching of Volunteer abilities to handle agreed upon tasks is an essential ingredient to the integrity of volunteering at ACC.

Volunteers should be honest and ethical in their lodgement of claims for reimbursements. Volunteers should always check before incurring personal expenses that the expense can be claimed.

### **Diversity**

In the course of their duties volunteers will interact with people from a variety of cultural backgrounds. Respecting the cultural identity of others is important to both Volunteers and Staff and Volunteers in delivering services to the community. Valuing diversity is extremely important in providing a full range of services to the many community members we serve from different cultural backgrounds.

### **What is expected of you?**

Volunteers have responsibilities which are detailed in the Aldinga Community Centre Volunteer Charter.

Volunteers should think about what skills, knowledge, and experience they want to share and the target areas they wish to be involved with together with their interest, flexibility and time commitment.

If realistic thought and planning is given to matching the knowledge, skills, personal attributes of the volunteer to the tasks, both the needs of the Volunteer and the Centre have the best chance of being fulfilled.

As a Volunteer you will be expected to:-

- Contribute to teamwork in a flexible, fair and reasonable manner which contributes to harmony amongst Volunteers, Staff and services.
- Adhere to confidentiality and privacy principles
- Treat people with respect and courtesy
- Be reliable and accountable
- Work within the parameters of the task and your ability
- Participate in training as required and support meetings
- Participate in supervision inclusive of periodic review.
- Not act outside the delegations of your position
- Act within the Policies, Procedures and Safe Work Procedures of the Centre

### **Notification of Abuse or Neglect**

As a Volunteer you have an obligation to notify on reasonable grounds that a Child has been or is being abused or neglected and the suspicion is formulated in the course of your Volunteer work.

You have a legal responsibility and are liable to a penalty if you do not report concerns of abuse or non-accidental injury inflicted upon a child.

Your role is not to investigate or prove abuse happened but limited to reporting reasonable suspicion. The Community Development Officer or Community Development Support Officer will be available to talk with you and you can call the Child Abuse Hot Line on 13 1478 to discuss the concern further.

Do not interview the child as this may interfere with the process, beyond the role of a Volunteer and could increase the chance for you to be a witness in a criminal court to give evidence.

### **POLICIES**

Policies and procedures are important at Aldinga Community Centre because they provide guidance and at times required action in certain situations.

The policies and procedures are available on our WEB page. You are not expected to know them by heart, but it is good to familiarise yourself with these policies on a regular basis as they will change from time to time. The following are summaries of a few policies that may impact on your role in the house. We encourage you to look at the full policies and procedures in the manual.

### **RECORDING VOLUNTEER HOURS**

All volunteers must sign in and out for each shift on 'team go', this includes members of the Board. You will be issued a 'swipe card' when you commence your volunteer work, this is to be used for signing in and out. Reception volunteers will log your hours on 'Better Impact'. This is a data base which records your personal information, skills and experience, training, emergency contact and your volunteer position/s. The number of volunteer hours has to be recorded as part of our reporting process to CoO and therefore it is very important that you report to reception each time you attend for volunteering.

## **COMMUNICATION:**

The Centre relies on the use of your personal email address to keep you up to date on all the happenings of the Centre or to invite you to special events. If you do not want to use emails as the way we communicate with you please let the volunteer coordinator know and an alternative form of communication will be implemented for you. If you do nominate to be informed via email that you check your emails on a regular basis, we don't want you to miss out on important information

## **COMPUTER**

The Centre is paperless and therefore computer skills are necessary for the execution of your duties. If you feel that your computer skills are not sufficient for your role then please inform the Community Development Officer so that training can be arranged for you.

Priority of Use - It is essential that staff and volunteers when on their rostered time, who regularly use the computers for centre purposes, be allowed priority of access. Board members who use the computers for centre purposes must also be allowed priority of access.

## **THE BUILDING**

The building is owned and maintained by the Council. If you identify any faults that need attention please notify reception so they can lodge the fault with council. If you identify anything that poses an immediate risk to people please report to Community Development Officer or Community Development Support Officer as soon as you are able.

## **MAINTENANCE ISSUES**

- All maintenance issues are to be recorded in the maintenance book hanging on the noticeboard in the reception office.
- **Any issues that could affect safety must be reported to the CDO or Health and Safety representative immediately.**

## **NAME BADGES**

We require all staff and volunteers to wear name badges when on duty. If you don't as yet have a Centre badge we will organise a temporary badge in the meantime.

## **STATIONARY**

If you are in need of stationary it is available in the administration office. Due to being a paperless site there is little need for such resources, however a basic supply is kept on site. It is important to notify the Reception Team Leader if stocks are low so that an order can be places.

## **SUMMARY**

To give this Centre the professional guidance it deserves for the benefit of this community, the volunteers are asked to work within the given guidelines.

It is important that volunteers find the work satisfying. If you would like to do something in particular at the Centre, or have any concerns regarding anything, you should not hesitate to speak to the Community Development Officer, Volunteer Coordinator or Board of Management.

The volunteers who work at the Centre are most appreciated, and we trust that you will find satisfaction in return for the time you give to Aldinga Community Centre.

**Location**

Symonds Reserve  
7 Stewart Avenue  
Aldinga Beach 5173

Car parking is available at the Centre.

**Contact Details**

PO Box 81  
Aldinga Beach 5173

Office hours 9am – 3pm  
Telephone 8556 5940  
Email [ACC@aldingacc.org](mailto:ACC@aldingacc.org)  
Website: [www.aldingacc.org](http://www.aldingacc.org)