

Banyule Network of Uniting Churches

- VOLUNTEER CONTRACT & CONDITIONS 2024 -

1. Banyule Network: Rights, Responsibilities and Commitment to Volunteers
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1. Banyule Network: Rights, Responsibilities and Commitment to Volunteers

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

The Banyule Network 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 the Banyule Network 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 & Responsibilities

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 the Banyule Network, disability and ageing and the specific role undertaken
- be informed about changes and 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.

A volunteer is responsible for:

- supporting the Banyule Network's positive culture and its warm and loving community
- promoting and enhancing the work of the Banyule Network
- attending volunteer training and training specific to their role
- working as a partner with members, volunteers and staff
- accepting that all personal information that is learnt while on or off the job, is strictly confidential and that the Banyule Network is bound by the National Privacy Act
- being punctual and reliable
- assisting in the delivery of services as agreed
- providing adequate notice if unable to attend their day of service
- using good judgment in making decisions when guidance is not available
- providing a 'duty of care' in the delivery of their volunteering service
- giving notice when discontinuing their work as a volunteer

The Banyule Network has the responsibility for:

- recognising, valuing, respecting and promoting volunteers as co-workers with staff
- nurturing and encouraging volunteers to facilitate and develop their skills and competencies
- recognising and acknowledging the value of the time volunteers provide and ensuring that this time is used to the maximum advantage
- considering procedural development and change in terms of its potential to support and facilitate volunteer contribution
- ensuring consultation with volunteer representatives before adoption or implementation of new or changed procedures which impact on volunteers
- providing resources to enable new procedures or services to be implemented efficiently and effectively
- providing adequate resources to enable volunteers to deliver their agreed role
- providing administrative, operational and infrastructure support to enable volunteers to perform their roles safely and effectively within available resources.

2. Banyule Network's OHS Policy

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

The Banyule Network requires all persons on Banyule Network 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 and 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 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? E.g. 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

3. Banyule Network Discrimination, Harassment & Bullying Policy

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

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

The Banyule Network 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 favourably 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

- To 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 (Sycamore Tree Management Committee Chair, Volunteer Representative, the Manager Sycamore Tree Coffee Shop, or Minister.)
- Document a record of the incident: what, when, where and witnesses. Make sure you are clear with the key problem that needs to be corrected or requires termination of the volunteer's services.
- Either you or the Sycamore Tree Management Committee Chair 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 Chair and remind them that, if they would like the Volunteer Representative to support them in the meeting, that can be arranged.
- Record all the steps on the Incident Record Document. This document should be signed by all parties involved in this process.
- It is also important to make sure the Sycamore Tree Management Committee, the Minister and 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 the 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 the 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. This may include assistance from Synod VicTas People & Culture or the relevant state Human Rights / EO Commission or Police Force in relation to assault.

KEY CONTACTS

Robby Farso – Sycamore Tree Coffee Shop Manager

Matt Morrison, Chair, Sycamore Tree Management Committee

I have read and agree to the content of this Volunteer Contract & Conditions Document

Signed:

Date:

Name:

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