



# **VOLUNTEER HANDBOOK**

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# FOREWARD

## ABOUT THE CENTRE NOT VOLUNTEERING – ZOE

The Volunteer Orientation "Kit" is for you to keep as a reference booklet. The application forms need to be returned to ECHO as soon as they are completed so we can process your application.

### THE KIT INCLUDES:

- ECHO's Mission Statement & Objectives
- Privacy & Confidentiality of Clients
- Rights & Responsibilities
- Volunteer Information Sheet
- Neighbour Aid Volunteer Guidelines
- Volunteers & Vehicles
- NCOSS Article: "Do you use your own car for work or volunteering purposes"
- Volunteer Grievance & Disputes Procedure
- ECHO's Occupational, Health and Safety Policy
- Volunteer Checklist
- Volunteer Job Descriptions – all positions

The following forms need to be completed, signed and returned to ECHO Neighbourhood Centre for your application to proceed:

- Volunteer Application Form – NB. This form is double sided.
- Volunteer Agreement.
- Volunteer Confidentiality Agreement.
- Code of Conduct Agreement.

- Volunteer Emergency Contact Record.

## MISSION STATEMENT:

ECHO Bondi Junction Neighbourhood Centre is committed to empowering the community with choice, information and opportunities for social inclusion in the Waverley local government area and surrounds.

## PRIVACY & CONFIDENTIALITY OF INFORMATION

### **REVIEW:**

The information held by ECHO Neighbourhood Centre about a client will be limited to information necessary to assess the need for a service and to provide the service. Information should be as non-intrusive and objective as possible, relevant and up-to-date.

The client has the right to withhold information for privacy reasons.

Information about a client will not be shared with another organisation without the permission of the client or his/her legal guardian or advocate. Clients have the right to read any personal information kept about them by ECHO Neighbourhood Centre. Response to requests from clients to access files should be referred to the Neighbour Aid Staff who should ensure that assistance is provided to an authorised person \* to access information on their file within two weeks. A staff member must be present whilst a client or authorised person views their file to explain terminology and clarify questions.

An authorised person is the client themselves, a client's carer, the client's advocate or their legal guardian. Carers and advocates must have the client's permission to view the file, where this is able to be given. Information regarding clients will be stored in a locked filing cabinet in such a way that they are accessible only to Neighbour Aid staff and designated desk workers. When the office is unattended the filing cabinets remain locked in locked and alarmed offices.

## **RIGHTS & RESPONSIBILITIES**

The volunteer, client and the organisation have responsibilities to each other. The volunteer agrees to perform a specific job for a client and the organisation agrees to provide support and a rewarding experience. In return, all have the right to some basic expectations of the other.

## AS A VOLUNTEER YOU HAVE:

### **FOLLOW HOLDS.W p.12 Table**

#### RIGHTS

- To receive adequate information about ECHO Neighbourhood Centre and its programs.
- To be treated as an equal and as a valued member of “the team”
- To receive sufficient, ongoing, training to fully prepare you for your role.
- To receive sound guidance and support and access to your coordinator to voice any concerns you may have.
- To be made aware of insurance cover provided and reimbursement entitlements.
- To be given a safe place to work with suitable tools.
- To be heard and given opportunities to contribute.
- To view your file in the presence of a staff member.

## AS A VOLUNTEER YOU HAVE

#### RESPONSIBILITIES:

- To respect people's privacy, confidentiality of personal information, personal views and decisions about their life at all times.
- To consider volunteering as a serious commitment.
- To show respect for clients, staff and other volunteers regardless of disability, cultural and linguistic background, religion, gender, age or sexual preferences.
- To encourage independence and self-esteem at all times.
- To accept donations on behalf of ECHO and return all money to ECHO staff for receipting and accounting.
- To always give adequate notice if unable to do your regular tasks.
- To check with ECHO staff before contacting other agencies or services on behalf of a client.
- To participate in appropriate training and seminars.
- To inform ECHO of any changes to your personal details, circumstances and availability.
- To complete your volunteer work and claim sheet and return it to the Centre at the end of each month.

## ECHO'S RIGHTS:

- To receive appropriate effort and service from volunteers as from paid workers.
- To expect promptness, reliability and good performance.
- To receive feedback on volunteer tasks undertaken.
- To expect loyalty, enthusiasm and belief in the organisation and its principles.
- To expect clear and open communication from volunteers at all times.
- To receive constructive criticism.
- To make a decision as to where a volunteer would best fit so that the needs of the organisation, clients and the volunteer are met.
- To express opinions about poor volunteer effort and suggest a change in client if appropriate.
- To discontinue the service of an inappropriate volunteer.

## ECHO'S RESPONSIBILITIES:

- To provide the resources and support necessary to ensure that the rights of volunteers and clients are met.
- To support volunteers in the process of their role.
- To account for any money received by donation for Neighbour Aid Services.
- To provide opportunities for training, involvement and support all volunteers.

## BASIC PRINCIPLES OF VOLUNTEERING:???

Volunteering is...

- A benefit to the community, the organisation, the client and the volunteer.
- Unpaid work in its own right and not a substitute for paid work.
- A matter of choice.
- A legitimate way in which individuals can participate in the activities of their community.
- A vehicle for people or groups to address human, social and environmental needs.
- An activity performed in the not-for-profit sector only.
- Not a threat to the position or employment of paid workers.
- A way of promoting human rights and equality.
- The respect of rights, dignity and culture of others.

## **VOLUNTEER INFORMATION SHEET REVIEW:**

The following information will help you undertake your duties as an ECHO Volunteer and provide general information about volunteering.

### **INSURANCE:**

ECHO Volunteers are covered by Personal Accident Insurance when working on behalf of ECHO. This includes time spent in training sessions as well as visiting, shopping or other work. There is no age limit to this insurance. All responsibility for any loss or damage to property suffered by either the volunteer or a third party would be the volunteer's and not ECHO Neighbourhood Centre's responsibility.

(All drivers must have their own personal Comprehensive Insurance).

### **DUTY OF CARE:**

Duty of Care is a legal duty to be careful (by avoiding acts or omissions) where someone is relying on you, and where if you are not careful it is reasonably predictable that another may suffer harm. ECHO will do its best to make sure you are not put in a situation that is beyond your ability or the terms of your agreement. You are required to report any concern about the health, safety and wellbeing of yourself and a client to ECHO staff immediately.

A Duty of Care exists when a person's actions could reasonably be expected to affect other people. ECHO recognises the need for staff, clients and volunteers to demonstrate responsible behaviour toward each other and this responsibility is understood by all. A policy is given to ECHO's clients on their rights and responsibilities. ECHO recognises that all Home and Community Care (HACC) staff adheres to a professional standard. ECHO expects best practice by all staff and volunteers at all times.

The standard of care that would be applied by a reasonable person faced with the same set of circumstances and exercising the same level of experience or skill. All volunteers must uphold the OH&S policies and safe work practices at all times.

Each staff member and volunteer role has a job description that reflects a standard of care and the level of experience or skill.

## **VOLUNTEER SUPPORT:**

We suggest you look at our website for information. ECHO staff stays in regular contact with volunteers. Information is provided about useful training courses, ECHO meetings, activities and social events. We send all volunteers our regular newsletter and encourage you to join in where ever possible.

Volunteers can support ECHO and become fully involved by becoming a financial member, thus being eligible to vote at the annual General Meeting and to participate in committees.

For ECHO staff to maintain our level of support to volunteers, you must keep us informed with your current contact details; including address, phone numbers and email address.

## **VOLUNTEER WORK & CLAIM SHEET:**

ECHO Neighbourhood Centre is funded by State and Local government. A legal requirement of our Funding Agreements is to provide statistical information and reports on a quarterly basis. The information we require relates to social support given to clients including visiting, shopping, driving, walking and gardening.

For us to report accurately and therefore continue to receive our funding we require all volunteers to complete a monthly Work & Claim sheet of time spent volunteering, expenses incurred and actions completed.

## YOUR WORKSHEET WILL BE WHERE YOU RECORD: **REVIEW:**

Your hours: worked relates to all time (in 5min blocks) of contact with clients. This can be in the form of phone calls, face to face contact or visiting.

All volunteers are reimbursed for reasonable expenses incurred in the course of any work they do for ECHO and its clients. These are usually fares on public transport, telephone calls, a 50c per kilometre allowance for use of your own car, occasional refreshments when on an outing with a client can also be considered for reimbursement. Phone bills, receipts and travel dockets must be provided for reimbursement to occur.

Vehicle reimbursement only applies to kilometres travelled within the Waverley LGA & immediate surrounds. Journeys outside this area should be discussed with a neighbour Aid staff member prior to the journey taking place.

ECHO will not reimburse for insurance premiums, vehicle repairs or maintenance, road traffic fines or parking fines.

## GIFTS & DONATIONS:

Should you receive a donation from a client for a Neighbour Aid Service you must return the donation, client's name and address to ECHO staff for receipting and financial accounting.

The Work & Claim Sheet **MUST** be completed in full with relevant receipts attached and in the last week of each month forwarded it to the Centre either by fax (9369 4788) or hand delivered or posted to: 27 Spring St Bondi Junction NSW 2022.

We will forward you new worksheets as requested. If you prefer we can email you the form.

## **NEIGHBOUR AID VOLUNTEER GUIDELINES**

### **REVIEW:**

The information contained within this section relates to Neighbour Aid Volunteers who have agreed to provide social support in the form of shopping, companionship, gardening, group facilitator, working group, one to one transport and light duties for clients who are frail aged, has dementia, has a disability or their carers.

It is important to be happy about the tasks you have been asked to undertake for a client on behalf of ECHO, if you are not please tell us so we can reassign you. To ensure duty of care and we are working within our funding guidelines, you must check with ECHO staff before doing any new or additional tasks the client may ask you to do.

Think carefully about how much time you can give to the client and to volunteering.

**DO NOT GIVE THE CLIENT YOUR PERSONAL DETAILS, INCLUDING YOUR PHONE NUMBER. ALL CLIENT REQUESTS MUST COME TO ECHO STAFF FIRST AND WE WILL PASS THEM ONTO A SUITABLE VOLUNTEER.**

### **FIRST CONTACT: MAKE BRIEF:**

Your first day of contact is important – you will be meeting someone who is in need, frail, and perhaps vulnerable and lonely. You may be entering into a long-term relationship and mutually satisfying friendship with each other.

When you are assigned to a client, the ECHO staff will give you information about the client, their situation, why you are being asked to support them and what you are expected to do. Remember the information you receive about a client is confidential.

The day and time of your first visit will have been arranged after consultation with the ECHO staff. Please call ECHO the day before you are due to visit your client to confirm all details and if there have been any changes (In some cases an ECHO staff member will accompany you on your first visit with the client).

When you meet the client, introduce yourself clearly and explain the background and support you are expected to provide. The client would

have received a letter from ECHO outlining who you are and what support you are giving. It's a good idea to take an ECHO brochure with you on your first visit and you can write your name next to ECHO's phone number.

Always be polite and friendly, remain calm at all times and listen. Confirm what the client wants you to do – a chat, playing a game, a walk up/down the street, shopping, banking etc. Keep this, if the client asks you to do something different or extra. Report the request and what you did to an ECHO staff member as soon as possible.

On leaving, arrange a time and day to meet again if you are to continue providing support. Advise the client to contact ECHO if the time or day needs to be changed and we will contact you. To ensure you continue to get the support you may need from ECHO and we can monitor the needs of both the client and you it is very important that you do not give the client your phone number – all contact between client and volunteer MUST be coordinated through ECHO staff.

If this is a “once-off volunteer opportunity” thank the client and wish them well. Contact ECHO staff to have a chat about the visit and to share any concerns/highlights. We will call you if we haven't heard from you within a week.

## ONGOING CONTACT: QUARTERLY NEWSLETTER/CALLS

If you are to be a regular volunteer, make sure you arrange a time and day to visit that is convenient to both you and the client. Write the day and time on their calendar or a suitable prominent place.

Some people can become very dependent, especially if they have been isolated for a while. At first it might feel good to be wanted and needed, but it can become uncomfortable or distressing if you let the demands become too great. It is essential to not provide your phone number for this reason and to set clear reasonable boundaries from the start.

If you are unable to assist your client at the regular agreed time, either phone them and explain what has happened and arrange another time, OR ring ECHO and we will contact the client and make alternative temporary arrangements for them if required. Keep in touch with ECHO staff. There may be things that need to be done that we can help sort out. If the client, their doctor or relatives ask you to do extra things discuss these with the staff first. There maybe another service, social worker or community nurse helping the client and you could benefit from talking with them via ECHO – you have a role in helping the client as do other people.

Talk to the ECHO staff about anything you are not sure about, any concerns you may have regarding your placement with the client, about the client, their health and the support you are giving. Also remember to keep the staff informed of any changes to your details such as address, phone number, etc – if we can't contact you we can't support you.

You do not have to remain in a volunteer position if your circumstances change; it is not what you expected; the client is someone whom you feel you will not be able to relate to or you feel unsupported.

ECHO will keep you informed of any suitable training, information or events that are being run in the local area. It is great if you can attend these when ever possible as they will provide you with valuable support, a forum to discuss issues and a chance to meet other volunteers and paid staff doing similar work.

ECHO staff are there to help you. Please talk to us if you have ANY concerns, questions or simply just want to chat. You can ring us on 9387 2885 Monday to Friday, if we are not there leave a message and we will call you back as soon as possible.

## EMERGENCY PROCEDURE: **FOLLOW INSTRUCTIONS ON VOL. ID CARD**

The most important thing is to REMAIN CALM.

An emergency can include any of the following, the Client:

- Has had a bad turn and/or accident,
- Is in obvious distress,
- Is behaving in an angry, abusive or aggressive manner,
- Is acting out of character in an extreme way
- Refusing to open the door
- You haven't seen the client for a while.

If the emergency is life threatening, CALL 000 for an ambulance immediately.

- Do not put yourself in any danger.
- Do not feed or move anyone who is on the floor or non-responsive.
  
- If the situation does not seem life threatening, contact the Neighbour Aid staff immediately.

Report ALL emergencies and incidents to the ECHO Neighbour Aid Coordinator as soon as possible. There may be paperwork to complete such as an incident report.

### **Client non-response procedure:**

When a Neighbour Aid Client with whom you have an arranged appointment does not answer the door please complete the following procedure:

- Check that the date and time of the visit is correct,
- Think about the client condition from the previous visit.
- If possible ring the client,
- As soon as possible contact ECHO on 9387 2885 and report your concerns to a paid staff member – do not pass the message onto a front desk volunteer – you MUST speak directly to a the Neighbour Aid staff member or the manager.
- If the incident happens on a weekend please call 000.

## **VOLUNTEER'S AND VEHICLES MOVE TO WORKSHEET AND REIMBURSEMENT SECTION**

ECHO Volunteers may be required to use their own vehicle to undertake their duties. If this is the case with your role then you are entitled to be reimbursed for travel expenses at a rate of 50c/ kilometre travelled. You MUST complete a Volunteer Work and Claim Sheet and forward it the ECHO in the last week of each month to be eligible for re-imburement. All receipts, travel tickets, phone bills etc. must be submitted with the claim sheet.

## **POLICY FOR VOLUNTEER DRIVERS: CONDENSE INTO INSUREANCE**

Our insurance company requests that we supply them with:

- The name of all drivers
- Vehicle Registration numbers of cars being used by ECHO staff and Volunteers
- Driver's Licence Number
- Driver's personal comprehensive insurance details.

Below is a copy of our vehicle insurance cover. It outlines the amount you can claim in the event of an accident. However, if you do not have a current comprehensive insurance policy you are NOT eligible to claim.

**SPECIFIED ITEM (MAXIMUM OF ANY ONE EVENT):**    \$1500

It is hereby declared and agreed that this Policy covers loss, arising out of an accident occurring whilst the vehicle is being used in an authorised voluntary capacity for the named insured (ECHO Neighbourhood Centre). Subject to the terms and conditions of this Policy we will pay for:

- Loss of motor vehicle Policy excess up to \$500;
- Replacement of windscreen up to \$500 where the replacement cost is less than the motor vehicle excess;
- Loss of No Claim Bonus entitlement is limited to 20% of the current year's premium for the vehicle concerned;
- The reasonable cost of hiring a similar replacement vehicle up to \$500.

## CONDITIONS:

### THIS POLICY IS SUBJECT TO THE FOLLOWING CONDITIONS:

- The vehicle is insured against accidental damage;
- The driver is the holder of a current driver's licence;
- A claim has been admitted by the insurer of the vehicle in respect to the loss or damage, except where damage does not exceed Policy excess;
- All claims are limited to the actual cost incurred and are substantiated by documented proof;
- The maximum amount payable in respect of any one incident or event is \$1,500.

## FINES:

ECHO Neighbourhood Centre will not reimburse you or pay for any parking or speeding fines that you may incur whilst volunteering for the Centre. We make the assumption that you will obey all parking and road rules whilst undertaking Centre duties.

## MOBILITY PARKING SCHEME: **CONDENSE**

ECHO Neighbourhood Centre has been issued with a limited number of mobility parking cards from the Roads & Traffic Authority (RTA). The card is to be used when a paid worker or volunteer is providing assistance to a person with a mobility disability. To be eligible a person must be unable to walk 100 metres and this causes their physical condition to deteriorate.

Volunteers using the Mobility Cards **MUST** read the conditions of use on both sides of the card carefully. Please note:

- You are not permitted to park in loading zones, no stopping/parking zones or emergency vehicle zones,
- You are permitted to park in metered parking bays free of charge.
- You are permitted to park in a disabled bay.
- You can park for up to 2 hours in a 30 minute or less zone.

- You can park all day in a 1 hour or more zones.

If you are a regular driver for ECHO and its clients, and you use your own vehicle, you may be issued with a Mobility Card which MUST be returned to ECHO Neighbourhood Centre when you stop volunteering as a driver with us. You will need to get prior approval for this from the manager.

## IF YOU REQUIRE A MOBILITY CARD FOR A ONE-OFF DRIVING DUTY YOU MUST:

Ring the Neighbourhood Centre and request the card.

Pick up the card from the Centre on the day you require it, ensure you sign for the card and record the card number in the book provided.

Return the card immediately upon completion of your driving duties, sign it back into the Centre and record the travel on your Volunteer Expense Sheet.

Misuse of the RTA cards will result in dismissal from ECHO's Volunteering Program.

## **NCOSS INSURANCE PROGRAM** ???

### DO YOU USE YOUR OWN CAR FOR WORK OR VOLUNTEERING PURPOSES

This latest update outlines the business use versus private use definitions of five major motor

vehicle insurers as well as providing information for workers and organisations concerned about paid workers using their personal cars for

work purposes. Over the past three years there has been considerable concern regarding whether paid workers using their personal cars for work purposes should be insured for private or business comprehensive and/or compulsory third party (CTP) insurances. NCOSS has been providing information to the sector about insurer definitions and now have the 2005 update for your information. As in the past, we have found that some insurers require paid workers who use their vehicles for work purposes to insure that vehicle for business use while others allow them to insure for private use.

Premiums for CTP are calculated solely on whether the vehicle is registered for business use or private use, the insurer does not need to know that your vehicle usage just its registration. On the other hand, comprehensive insurance usage depends on the amount of time the vehicle is being used for business use, whether it is registered as business or private and/or whether an input tax credit is claimed. Individual workers must inform their insurance company of the exact level they use their private vehicles for work and get that level noted on their schedule. If a worker has not informed their insurer they are using their vehicle for work purposes, some insurers may refuse a claim, although most insurers will just charge an extra premium or reduce the claim accordingly.

Relevant definitions from the main insurers for comprehensive cover have been set out below. It is important that individual workers check their actual policy document each year upon renewal as definitions often change. One problem is that sometimes a worker will get five different answers from the same insurer – in this situation ask to speak to a supervisor for a decision as well as checking the insurer's policy definition – so you can determine whether the supervisor provides you with correct information.

All insurers outlined below have stated that volunteers would insure for private use; however they should inform their insurers that they are using their cars for volunteering purposes and that they are reimbursed for expenses. If any of your volunteers are told by their insurer that they should insure their car for business use please inform NCOSS immediately and we will negotiate with that insurer.

Use of your car during your full-time, part-time or casual working period as an integral means of earning your income that you have told us about and we have agreed to cover. Business Use also includes social, domestic and pleasure use.

WHAT ELSE CAN BE DONE? **???**

NCOSS Insurance suggests not for profit organisations develop written workplace policies covering The use of private vehicles for work including issues such:

- The type of insurance required for private vehicles being used for work purposes;
- The degree to which the organisation reimburses workers for the upgraded cost of business insurance; and
- The organisation's policy on reimbursement of out-of-pocket expenses in the case of an accident (eg payment of excess and loss of no claims bonus) (a special motor vehicle owned insurance policy can be purchased for this purpose).

ECHO recommend that all volunteers using their own vehicles to transport client :

- A current NSW drivers license
- Comprehensive car insurance
- Third party cover
- Roadworthy vehicle

If in doubt of your situation/ insurance policy, please call your insurance company for advice. OR, you can call the Insurance .... Scheme on 1300 363 683.

## **VOLUNTEER GRIEVANCE AND DISPUTE PROCEDURE**

**SEE HOLDS.W HANDBOOK**

Over the course of volunteering you may be confronted with situations that are challenging, frustrating or cause emotional stress. These go hand in hand with situations that result in feelings of joy, support and a sense of being wanted and needed. On some occasions you may want to make a grievance or dispute against a client, other volunteer, staff member or ECHO as an organisation.

In the case of a volunteer having a grievance or dispute in regard to any aspect of their position, the following procedure will apply:

### **STEP 1:**

The volunteer should first attempt to talk calmly and rationally to the person they are having a dispute or grievance with. This should be done in private and alone. Record the outcome of the process so you can refer to it, include dates, times, locations, any incident/s that happened which contributed to your complaint, who was involved and what you have done to rectify the issue.

## STEP 2:

The volunteer may approach ECHO's Volunteer Coordinator for advice and to discuss about the matter. This conversation remains confidential and will be placed on your file. You may like to bring in any records relating to the situation for reference. The Coordinator may ask to take a copy of the items you bring in. if you are not satisfied with the decision.

## STEP 3:

You may approach the manager who will listen to your complaint, talk with the other person and may meet to attempt to resolve the matter. This conversation remains confidential. Minutes of the minute will be prepared by the Centre Coordinator and circulated to all persons involved and held on file.

## STEP 4:

If the issue is not resolved the volunteer may like to put the matter in writing with any support material marked "Private and Confidential" and addressed to the Chairperson of the ECHO Bondi Junction Neighbourhood Centre Management Committee. This will be forwarded unopened to the Chairperson for discussion at the next Management Committee meeting. (Note: the Management Committee meets bi-monthly). The Committee shall make a decision on the issue and advise the volunteer in writing of the decision/outcome within 7 days of the Management Committee meeting.

# **OCCUPATIONAL HEALTH AND SAFETY POLICY**

## GENERAL POLICY

The occupational health and safety of all persons employed, volunteers and clients within the organisation and those visiting the organisation are considered to be of the utmost importance. Resources in line with the importance attached to occupational health and safety will be made available to comply with the relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

This OHS policy and accompanying procedures pertain to all services provided by ECHO Neighbourhood Centre.

## CONSULTATION ON OHS ISSUES **MERGE INFO TOGETHER**

In accordance with the Occupational Health and Safety Act 2000, all personnel involved in the management of the Service will consult with employees and volunteers to enable the employees and volunteers to contribute to the making of decisions affecting their health, safety and welfare at work. Employees and volunteers of the Service will be given

opportunities to express their views, and contribute to the resolution of occupational health, safety and welfare issues. In this process employees and volunteers views will be valued and taken into account by management.

## THE RELEVANT ACTS AND REGULATIONS REFERRED TO:

Occupational Health and Safety Policy and procedures  
in reference to NSW Occupational Health and Safety Act 2000  
NSW Occupational Health and Safety Regulation 2001  
CONSULTATION POLICY AND PROCEDURE  
OTHER AGREED ARRANGMENT

## SPECIFIC RESPONSIBILITIES:

### MANAGEMENT COMMITTEE:

The Management Committee will ensure that the OH&S policy and safety procedures are effectively implemented.

### MANAGER:

The manager will implement the management committee's policy and any safety procedures and take all practical measure to ensure that:

The organisation under their control is safe and without risk to health

The behaviour of all persons in the organisation is safe and without risk to health

If they do not have the necessary authority to fix a problem, they will report the matter promptly, with any recommendations for remedial action, to the Management Committee and where necessary to Waverley Council, the owner of premises.

### PAID STAFF:

All workers are required to follow the OHS policy and safety procedures to ensure the health and safety of others in the organisation. They will:

Report observed safety hazards to the manager and/or Management Committee

Participate in consultation training about OHS

Be familiar with the OHS policy and procedures manual.

## VOLUNTEERS:

Volunteers are encouraged to cooperate with the OHS policy and health and safety of others in the work place. The volunteers will be informed by the appropriate worker of the specific OHS procedures pertaining to that specific program. Volunteers will be informed of and encouraged to participate in OHS training.

## VOLUNTEER CHECKLIST **???**

CONGRATULATIONS.... You have almost completed the orientation process for becoming a volunteer at ECHO Neighbourhood Centre. All you need to do now is review the checklist below and if you can tick off all the boxes then you are ready to send in your application.

Once we have received the completed relevant forms we will register you as a potential volunteer, a file will be created for you and we will send off your police check. This can take up to 2 weeks to be returned to us. Once it is returned we will be in touch with you to arrange an orientation at our Centre and to attend VAST Orientation Training. Once the training is completed you will be ready to commence volunteering.

The process can be lengthy but we must honour our duty of care to clients, staff and other volunteers by ensuring this process is adhered to. You are welcome to contact us at any time to update details or your circumstances or to find out the status of your application.

Please tick off the following items to ensure you have addressed all aspects of your application:

- Have you read ALL the contents of the orientation kit?
- Have you completed and signed all the forms including:
- Have you agreed to a police check?
- Have you attached a clear copy of your current NSW Driver's Licence if you have one?
- Have you agreed to attend an orientation and volunteer training?
- Have you kept the Volunteer Work & Claim Sheet in a handy location as you need to complete these every month and send them back to us?

All you have to do now is post or drop the completed forms to the staff.

Our address is: ECHO Neighbourhood Centre  
shop 4/1 Spring St  
BONDI JUNCTION NSW 2022

You can fax them: 02 9369 4788

If you want to check on the status of your application, bearing in mind it can take up to 2 weeks for us to get the Police Check completed, you can call us on 02 9387 2885.

We'll be in touch!

## **VOLUNTEER POSITIONS AT ECHO**

### **Social Support Volunteers**

- Provide ongoing support, encouragement and companionship to clients on a regular basis.
- Assist the clients with everyday tasks and accompany them to and from appointments.
- Observe and monitor clients for changes in their health and well being.
- Keep up to date and accurate records of time spent with clients.

### **Data Entry Volunteers**

- Assist staff with the accurate collection and collation of statistical information in relation to clients and volunteers.

### **Generalist Duties Volunteers**

- To ensure that the centre is properly maintained, clean and tidy at all times.
- Help out with odd jobs and tasks as required.

### **Shopping List Assistance Volunteers**

- Take calls from clients wanting to place a weekly shopping order for Woolworth's home delivery.
- Fax completed orders to Woolworths and ring through to confirm orders have been received.

### **English Conversation Tutoring Volunteers**

- Plan and provide English lessons to support migrants and refugees and people from non English speaking backgrounds on a term by term basis.
- Ensure the lessons meet the individual needs of the participants and is appropriate to their level of English.
- Maintain up to date and accurate participant's records.

### **Front Desk Volunteers**

- Answering phone calls.
- Politely and respectfully assist people who come to the centre and provide them with the appropriate information or refer them to a staff member.
- Assist staff with administrative duties such as photocopying, attending to the information display, ensuring pamphlets are refilled and up to date.
- Money handling and other duties as requested.
- Recording all incoming correspondence in the computer and in the appropriate location.

### **Groups and Events Volunteers**

- Support staff with the planning of activities for groups on a term by term basis and one off events and functions through the sharing of ideas, development of programs, administration, promotion and confirmation of activities with suppliers and participants and evaluation of activities.
- Accurately record information for the use of current and future group activities and events.

### **Gardening Volunteers**

- Provide clients with general basic gardening duties in their homes including planting, pruning, weeding, sweeping and watering.
- No lawn mowing or rubbish removal required.

**ECHO STAFF BREAKDOWN/TREE/CONTACTS LIST**