



Volunteer Handbook

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Welcome from the Chief Executive Officer



Congratulations on becoming a Wesley Mission Queensland volunteer and thank you for giving the gift of your time and skills.

The purpose of this handbook is to provide information that will help you understand our organisation and to inform and guide you during your time with us. It's a great resource for new volunteers, and a useful referral guide throughout your volunteer experience.

As a Wesley Mission Queensland volunteer you will be provided with opportunities to participate in a wide variety of activities, events and programs. Through this participation and commitment you become a vital, valuable and valued part of our team, and we embrace the opportunity to assist you to learn, develop and give to your community.

We anticipate that you will have a productive and rewarding experience with us and we wish you all the enjoyment and satisfaction that comes from being a Wesley Mission Queensland volunteer.

Kind regards,

Jude Emmer

Jude Emmer
Chief Executive Officer
Wesley Mission Queensland

Foreword

This handbook is a guide to volunteering with Wesley Mission Queensland. Its intention is to provide volunteers with an overview of some of our key policies, guidelines and benefits. Wesley Mission Queensland has comprehensive policies and procedures to ensure we meet our statutory and legal obligations to our volunteers, employees and the people we support.

We know that you will find volunteering with Wesley Mission Queensland a rewarding experience and we thank you for your valuable contribution.



About **Wesley Mission Queensland**

Since 1907, Wesley Mission Queensland (WMQ) has been helping people across Queensland build stronger and more inclusive communities. As a not-for-profit we provide community support; mental health services; aged, disability and palliative care; and retirement living through our 13 residential aged care homes, three retirement villages, 14 specialist disability accommodation facilities and two hospices. We also deliver statewide community support and Auslan interpreting services to members of the Deaf community nationally. Our staff engage with people from all walks of life to encourage choice and independence.

WMQ has a long and proud history of supporting people in need. Founded in the 1900s to provide meals to children and women in need, we now operate as a mission activity of the Albert Street Uniting Church. We work collaboratively with

other Uniting Church congregations, community organisations and government bodies to provide accessible and flexible services to older people, those living with a disability or mental illness, and vulnerable children and families. Through its Reconciliation Action Plan, Wesley Mission Queensland celebrates diversity and stands with First Nations Peoples for an equal and united future.

With more than 3000 employees and 2400 volunteers working across approximately 90 services, we are guided by the Wesley Charter, a framework that guides our interactions with the people we serve. Our people strive to make a difference in people's lives by building relationships, showing respect and demonstrating compassion.

What **we do**

- Albert Street Uniting Church
- Residential aged care
- Home and community care
- Retirement living
- Allied health services
- Supporting the Deaf community
- Food, housing and emergency support
- Youth and family support services
- Disability services
- Mental health services
- Palliative and end of life care for children and adults



Our charter

Wesley Mission Queensland and the services we provide are incredibly diverse. We interact day-to-day with many people who have different goals, views, beliefs, backgrounds and abilities.

The development of the Wesley Charter has helped to guide us in our mission to create a just and inclusive society for all.

What is The Wesley Charter?

The Wesley Charter is an organisation-wide framework defined by three areas: what we value, the way we work, and what we strive for.

As an organisation, we value:

- Innovation
- Hope
- Integrity
- Compassion
- Justice
- Empowerment
- Respect

Our values are integrated into the way we work:

- We welcome feedback
- We provide support
- We make a difference
- We build positive relationships
- We communicate effectively
- We show respect
- We demonstrate compassion

Our work practices help us to achieve what we strive for:

- Identity
- Growth
- Autonomy
- Joy
- Meaning
- Connectedness
- Security

The Wesley Charter is designed to assist our volunteers and staff to achieve the best of themselves while working for Wesley Mission Queensland and in turn, make a difference to the lives of the Queenslanders we support every year.



We work in around 90 locations in Queensland, supporting the ageing and the vulnerable.



Volunteering with us

A Wesley Mission Queensland volunteer is anyone who, without financial reward, officially performs a task or role at the direction of, and on behalf of Wesley Mission Queensland, that supports the goals of the organisation.

Our volunteers play a vital role in helping us improve the lives of the most vulnerable in our community. There are many different ways people volunteer with us:



Volunteers

Our volunteers are an inspirational group of people. Each and every one of our wonderful volunteers contributes so much to our work, assisting us to work towards our vision. With more than 80 volunteer-friendly programs and services across south east Queensland, we can assist you to find a volunteer role that is suitable for you.



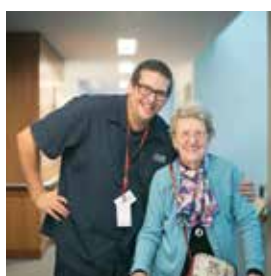
Corporate and community groups

Many social and community groups volunteer with us as a way to build a sense of common purpose and expand on their team work skills, and build networks and personal connections in the community. Whether once off or ongoing, there are numerous ways your group can partner with Wesley Mission Queensland to make a difference.



Fixed-term volunteer engagement and non-clinical interns

Fixed-term volunteer engagement and non-clinical internship opportunities give you the ability to see what it is like to contribute to services within Wesley Mission Queensland. You can choose to be in an area relevant to your experience and educational background or explore something completely new. It is a great way for you to lend a hand or put learning into practice while adding significant value to your resume.



Employee volunteering

We are proud to provide the opportunity for our employees to volunteer two days of paid work time a year within our organisation. The program assists employees to develop and harness skills and networks, while adding value to the many facilities and services within our organisation.



Volunteer Visitors

Wesley Mission Queensland hosts a federally funded Aged Care Volunteer Visitors Scheme where you can visit older persons in their own homes or in our aged care facilities to build friendships and help lower the risk of isolation and loneliness. Just an hour a week or fortnight is all you need to change the lives of others.

You can find out more about volunteering within Wesley Mission Queensland by visiting www.wmq.org.au.



“The services at the Brisbane Relief Hub would not operate without the support and assistance from our volunteers. They represent people of different ages, genders, languages, cultures, disability, religions, and sexual orientations. Their diversity, perspectives, and unique life experiences help connect us, and we learn from them - and of course, their enthusiasm, energy, humour, commitment, and just plain likability, make them an absolute pleasure to work alongside. They are a fantastic bunch of people, and an integral part of our team.”

- Penny Morris, Acting Manager, Brisbane Relief Hub.



Fulton Wellbeing Centre

Your team

As a Wesley Mission Queensland member you will be a part of around 3000 employees and 2400 volunteers who work locally every day making a difference to the quality of life of people in south east Queensland.

Your decision to volunteer for Wesley Mission Queensland will help to achieve our vision of a compassionate, just and inclusive society. We believe strongly in our values of integrity, respect, empowerment, hope, justice, compassion and innovation and you can expect them to be a part of your day at work.

When you volunteer for Wesley Mission Queensland you can expect:

- a role that is safe and rewarding
- decisions are made transparently, fairly and applied consistently
- relationships based on teamwork, respect and honesty
- zero tolerance for discrimination, harassment, and bullying or intimidating behaviour
- a local manager and workplace supervisor who is approachable, who understands your role and who will listen to your ideas and concerns, and wherever possible act on them.

As a volunteer for Wesley Mission Queensland we expect that you will:

- believe in the vision, mission and values of Wesley Mission Queensland and work within the Wesley Charter framework
- work safely within the policies and standards applicable to your role
- be sure you have the time and inclination for volunteering and know your limitations
- do not offer your services unless you feel satisfaction from what you are doing
- be willing to learn (competent volunteers feel more safe and confident in their role)
- welcome supervision and direction
- speak up and ask about things you don't understand
- be dependable, do what you have agreed to do
- be a team player and respect the functions of employees and other volunteers.

Your local manager

While in your role, you are responsible to the local manager of your workplace.

The local manager is responsible for the day-to-day operation of the service. This includes:

- overseeing the recruitment, education, supervision, performance management, safety, and recognition of all volunteers within their service
- ensuring the delivery of quality support to customers, residents or stakeholders with efficient and effective use of financial, material and human resources
- actively promoting attitudes to achieve a continuous quality improvement environment in full compliance with government funding guidelines and service standards.



WesleyCare Coomera



St Mark's Aged Care Community



Employee Volunteering

Your workplace supervisor

Often local managers will delegate volunteers a workplace supervisor. Your workplace supervisor is the person you report to on a day-to-day basis.

Workplace supervisors are responsible for:

- signing off volunteer contracts
- orientating you into your new service
- providing you with a clear understanding of your duties and hours
- organising all necessary training and competencies required in your role
- providing you with guidance and supervision while volunteering.

Your workplace supervisor is also responsible for completing, assessing or signing off any relevant paperwork e.g. Centrelink or job network agreements, placement contracts, engagement hours, internship agreements, etc.

If you are unable to attend your volunteer shift please advise your workplace supervisor as soon as possible.

Volunteer Relations

Volunteer Relations is a corporate support service responsible for supporting and documenting the volunteering journey within Wesley Mission Queensland.

Volunteer Relations assist local managers to:

- develop a positive culture of volunteerism
- establish, maintain and grow quality volunteer programs which are beneficial to their service and in line with the required standards, policies and legislation
- properly establish and document the volunteering contract including security checks, registrations, position descriptions and all other required administration
- liaise with local managers and supervisors to ensure their volunteers are properly resourced and otherwise supported to achieve their volunteering goals
- collect vital details and statistics to actively seek and expand opportunities to increase the pool of volunteers through recruitment and development, implementation and review of networking, campaigning, improving communication, relationship building and other internal and external promotional
- provide a recruitment referral and screening

service between prospective volunteers and programs requiring volunteers

- develop policies, standards and systems in accordance with all legislative controls and best practice volunteering principles
- provide advice to ensure procedural fairness and due process is followed with the handling of formal grievances, unsatisfactory performance and misconduct
- play a leading role in campaigning on issues which affect volunteers or volunteering in the sector
- provide opportunity for recognition of volunteers and their activities
- empower Wesley Mission Queensland staff to develop their skills through the Employer Sponsored Volunteering program.

Volunteer Relations can be contacted on volunteerrelations@wmq.org.au.

Other staff

During your time with us you will be working alongside Wesley Mission Queensland employees, students and our wonderful team of volunteers.





“Our volunteers are a wealth of knowledge and passionate about serving the local community. They are an important part of the Elorac Place team.”

- Tania Kelsey, Community Capacity Coordinator, Elorac Place

Volunteering **conditions**

Volunteer contracts

Wesley Mission Queensland adheres to the definition and principles of volunteering as defined by Volunteering Australia.

Volunteers work within the organisational policies and procedures of Wesley Mission Queensland, and are expected to abide by all standards applicable to Wesley Mission Queensland volunteering as outlined within this handbook and their position description. All new volunteers undergo a probationary period of three months.

Unless negotiated with the local manager and officially documented through Volunteer Relations, Wesley Mission Queensland volunteers are not permitted to provide:

- services that replace an employee's position
- services beyond those negotiated with their workplace supervisor and local manager
- personal, financial or any other types of counselling to customers, residents, their families or others
- services that are recognised as high risk to their safety or the safety of our customers and residents. This is inclusive of direct feeding, personal care, distribution of medication, manual handling or driving customers or residents in their private vehicles.

Employees of Wesley Mission Queensland may not volunteer their services in their local work area, nor may they volunteer in positions which they are

normally paid salary or wages in any Wesley Mission Queensland facility or service.

If a volunteer is unable to work within these policies, procedures and standards, and depending on the seriousness of an individual's actions, they may be provided a warning or their services may be terminated. Volunteers will be provided with the opportunity to discuss any decision before it is taken.

Position descriptions or requirements

Your volunteer contract will include either a general position description or an outline of the position's requirements. These documents cannot list all of your tasks, requirements, or the standard of behaviour accepted by Wesley Mission Queensland. It will generally just summarise the key responsibilities or requirements of your role.

These documents can be located on the Wesley Mission Queensland intranet. Please let your workplace supervisor know if you require a copy.



headspace Hervey Bay



Hadden Place Respite

Security checks

For your safety and the safety of everyone we work with, Wesley Mission Queensland volunteers must have a suitable security check on file while active in the role. The type of security check is dictated by government legislation.

For those without a suitable security check, the NDIS Worker Screening and Working with Children Check Combined is the preferred security check application to complete while volunteering. This application:

- can be done online
- is free for volunteers
- is generally accepted across all WMQ services
- lasts five years.

Your workplace supervisor or local manager will provide you with information on how to complete the NDIS Worker Screening and Working with Children Check Combined application and advise if any other checks in the role are required. Please note that you should not complete the NDIS Worker Screening and Working with Children Check Combined application until you are a registered Wesley Mission Queensland volunteer, as we will need your details to link you to the organisation.

Key policies

Code of Conduct

All volunteers and employees are required to abide by the Wesley Mission Queensland Code of Conduct. The Code of Conduct highlights how we work in accordance with our values. The full Code of Conduct is located on the intranet.

Key points include:

Wesley Mission Queensland will:

- be receptive to volunteer and employee suggestions and input into the strategic planning process and service delivery programs
- undertake decision making in a fair and equitable manner.

Integrity

- not engage in any conduct which might adversely affect Wesley Mission Queensland's reputation in the community
- not accept or encourage any benefit or gift including a cash gift, or free service. Small tokens of appreciation (limited to flowers, chocolates or similar) are accepted
- be accountable for actions and decisions taken

Respect

- treat fellow employees, volunteers and members of the public with respect and dignity giving consideration to the rights and views of others
- not engage in or encourage discrimination, harassment, bullying or intimidation and report any such behaviour
- maintain appropriate professional relationships with fellow employees, volunteers, customers and residents. This includes refraining from the use of bad language, gossiping or other negative forms of communication,
- maintain transparent decision-making processes
- demonstrate strong communication, teamwork and customer service skills

Diligence and excellence

- demonstrate competence and exercise due care and attention when performing duties
- comply with Wesley Mission Queensland's policies and procedures, values and standards



Hummingbird House

Economy and efficiency

- ensure work time, equipment and facilities are used appropriately and for work purposes only
- ensure that Wesley Mission Queensland resources and equipment (human, material and financial) are used efficiently and properly accounted for

Confidentiality and provision of information

- ensure confidentiality of information to prevent inappropriate access and disclosure
- do not intentionally use any form of information obtained through Wesley Mission Queensland employment which could be used for personal gain
- do not access, store, forward or otherwise disclose information in breach of legislation or Wesley Mission Queensland policy

System of law and reasonable direction

- comply with all reasonable, lawful directions given by the employer
- notify management immediately if charged with a criminal offence. Any such matters are to be managed in accordance with the Human Rights and Equal Opportunity Commission guidelines and other relevant legislation

Collecting your private information

Apart from where we are required by law, your private information will not be shared with anyone outside of Wesley Mission Queensland without your permission. You can find more information in the Privacy Information Policy which can be found on the Wesley Mission Queensland website.

We will need to share your information with a third party when processing your security checks, however this is something you agree to when you sign security check forms such as Blue Cards, Yellow Cards or Federal Police Checks.

Confidentiality

As a Wesley Mission Queensland volunteer you are in a privileged position and it is your responsibility to protect the privacy of those you volunteer with.

Current and past volunteers and employees are required to maintain the confidentiality of any information related to:

- customers, residents, friends, relatives and the general public
- members of our workforce including other volunteers
- your dealings with Wesley Mission Queensland or other organisations you have been involved with while volunteering with us.

This includes discussing information, situations or opinions offline and online with anyone outside your work team unless otherwise approved by your local manager.

All records, documents, and media provided by Wesley Mission Queensland, including those made by you during your volunteering time with us on behalf of our organisation, remains the property of Wesley Mission Queensland.

In your role, you may be working with people who are vulnerable and our customers or residents may confide and share things that they would not normally tell a stranger. If you feel that you need to discuss something you have seen or heard in the course of your role, you are able to debrief confidentially with your workplace supervisor or local manager in a controlled environment who will provide you with advice on what to do next. You may also discuss your concerns with Volunteer Relations. Please also see the 'Mandatory Reporting' section in this handbook.

Employee volunteering

Wesley Mission Queensland welcomes the opportunity for our employees to volunteer across the organisation. Employees cannot volunteer in

positions which they are generally paid salary or wages; nor can they volunteer within their local work area. Exemptions may be made for employees participating in the Employee Volunteer Program or in once-off or sporadic volunteering opportunities that are officially approved and documented through Volunteer Relations.



Dress code

It is expected that all volunteers and employees wear clothing that is in good repair, respectful, role appropriate, safe and allows for dignity in any movement required. Volunteers and employees who wear clothing with the Wesley Mission Queensland logo on it outside of work hours must conduct themselves in a professional manner and in accordance with our values.

All volunteers and employees are asked to display their identification badge in a prominent position.

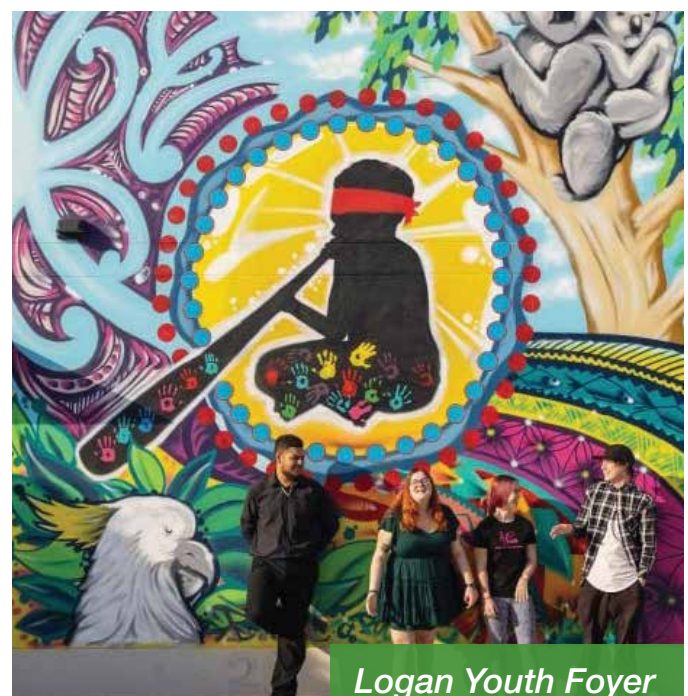
If you do not have an identification badge, please advise your workplace supervisor who will arrange for one.

Acceptable dress:

- all clothing is to be clean and of neat appearance
- culottes and tailored shorts can be worn
- tailored slacks or trousers are acceptable
- tracksuits are acceptable for night volunteers and employees only
- shoes are to be appropriate to the position, e.g. gardening, catering, child care and nursing
- shoes should support the foot and preferably have low or flat heels with non-slip heels and soles. Closed in shoes must be worn by residential, community care and hospitality volunteers and employees
- stockings are not a requirement
- jewellery must be kept to a minimum
- hair should be clean and neat at all times. Hair is to be maintained appropriate to the position, e.g. kitchen volunteers and employees wear hair covering. Care volunteers and employees and hospitality volunteers and employees are to ensure that hair is tied back or worn up if longer than collar length
- nails are to be clean and well maintained, of suitable length to perform role and able to meet infection control requirements, e.g. artificial nails may not be suitable for some tasks.

Unless discussed and approved with your local manager or workplace supervisor, unacceptable dress includes:

- see-through clothing items
- excessively tight clothing items
- singlet tops
- short shorts or bike pants
- low cut blouses
- midriff tops
- denim jeans in residential aged care
- poorly maintained running shoes
- thongs on feet.



Grievances

A grievance can be any issue that causes you concern at work or where you feel you have been treated unfairly or unjustly. Any volunteers or employees of Wesley Mission Queensland who feel they have been treated unfairly by an administrative or other decision, or the behaviour of another person, may submit a formal grievance. Volunteers or employees who feel they have a grievance should discuss the matter privately and professionally with the relevant person, with the intention of resolving the issue. If the grievance cannot be resolved at this level, it should be raised with the local manager or with Volunteer Relations (volunteers) or Employee Relations (employees).

All matters raised in a grievance must be treated with the highest standard of 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.

Under the Whistleblower Protection Act (2001) anonymity will be protected to the extent required by law. This means that if you do not want your name released, Wesley Mission Queensland will not release it. The Act also protects you from any adverse action for submitting the grievance. For further information please refer to the policy located on the intranet.

Inclusion and diversity

Wesley Mission Queensland is committed to creating services, residences and workplaces that are welcoming, fair and inclusive. Inclusion and diversity is fundamental to the way we work and is congruent with our Code of Conduct and values. Our belief is that a person should not be discriminated against because of differences, such as age, ability, ethnicity, gender, gender identity and expression, religion or sexual orientation. If you would like further information please ask your supervisor for a copy of our Inclusion and Diversity Policy.

Immigration and work visas

Most people travelling to Australia on a visa are eligible to volunteer during their stay. However, it is important to be aware of any restrictions individual visas may place on volunteer activities. It is recommended that persons on a visa check the Visa Entitlement Verification Online (VEVO) system for regularly updated information on their visa conditions. It is the responsibility of the visa holder to ensure their visa sub-class makes them eligible to engage in voluntary work.

Information Systems

Wesley Mission Queensland Information Systems Policy is based on the International Standard 'Information Technology – Code of Practice for Information Security Management' and all volunteers and employees are required to comply with this policy.

Volunteers and employees are expected to use appropriate judgment and caution in communication concerning individuals, volunteers and employees to ensure that personally identifiable information remains confidential. Emails and any materials produced by Wesley Mission Queensland volunteers and employees remain the property of Wesley Mission Queensland.

The Help Desk is the first point of contact for all information system issues, including installation of software and purchasing of information system equipment. Internet access and emails are monitored by the Information Systems Team and they will only disclose information as required by the Executive Team in accordance with the Privacy Act 2000.

Unacceptable usage of the Wesley Mission Queensland network or equipment and breaches may result in formal performance management as per Wesley Mission Queensland policies and legislative requirements.

Key policies include:

- The Information Security Policy which aims to protect any data that is stored, accessed, transmitted, displayed, relayed and/or processed by Wesley Mission Queensland people or systems. The protection of not only our own information, but the information we hold around people is very important to us. We do this by aligning our information security objectives to our strategic values for 2019-2022.
- The Information System Acceptable Use Policy which is committed to the confidentiality, integrity and availability of information for all of our stakeholders. This policy defines the acceptable use of all WMQ Information Technology (IT) systems, networks, applications, equipment and devices in order to protect the organisation from data loss, service impacts, cyber threats and legal/regulatory issues.

For more information on these policies please discuss with your local manager or workplace supervisor.



“We love our volunteers and are pleased to know their experience with us is rewarding for each of them in different ways. We couldn’t provide such a fantastic level of support without our amazing volunteers.”

- Alison Cox, Manager, The ORCA Project

Motor vehicles

Wesley Mission Queensland maintains a fleet of motor vehicles to support the work of volunteers and employees. Access to and use of vehicles is subject to the terms and conditions outlined in the Motor Vehicle Policy on the intranet.

Wesley Mission Queensland is committed to ensuring that volunteers and employees use motor vehicles safely and with due diligence. On commencement of utilising fleet vehicles, volunteers and employees are asked to fill out a Driver Declaration Form and provide evidence of their driver's licence. This information is filed on commencement and must be updated when changes to details occur. Use must be approved by the employee's or volunteer's local manager.

Wesley Mission Queensland accepts no liability that may arise from the use of private vehicles. Volunteers and employees are encouraged to access a salary packaged vehicle or a pool vehicle for business related travel. It is a requirement that all personal vehicles, used for Wesley Mission Queensland business purposes, be maintained in a roadworthy condition, registered and comprehensively insured for business use. It is the responsibility of volunteers and employees to provide copies of current

registration and insurance to their local manager.

Volunteers and employees who are required and have approval from their local manager to use their private vehicle in their role (i.e. not to and from the role) may claim a motor vehicle allowance for each kilometre travelled.

As a general rule (unless negotiated with the local manager and officially documented through Volunteer Relations), volunteers who are approved to drive their own private vehicle while in their role are not permitted to transport customers or residents in these vehicles.



*Albert Street Uniting Church
and Wesley House*



YHES House

Professional and emotional boundary guidelines

Wesley Mission Queensland aims to enable our volunteers to build positive, safe and empowering relationships with the people they support and volunteer with. In order to achieve this we encourage our volunteers to maintain professional and emotional boundaries. These boundaries are important to prevent over-involvement and burnout for you and to encourage independence rather than dependence for those we support.

Some helpful ways to ensure you are staying within your professional and emotional boundaries include:

- always take reasonable direction from your workplace supervisor and local manager
- always be prompt and reliable when volunteering, and notify your workplace supervisor if you are unable to attend your shift
- always perform your role with the highest standard of safety without causing risk to yourself or others
- be aware that your beliefs and values may differ from the people that you support or volunteer with. By not imposing your beliefs on the other person you are demonstrating your respect for them
- do not disclose your own personal information or give advice
- do not visit the people you support or turn up to volunteer with outside of your agreed rostered volunteer hours
- if you feel you are becoming attached to the people you support, please contact your workplace supervisor or Volunteer Relations to discuss this further
- do not enter a customer or resident's private rooms e.g. bedrooms, bathrooms without permission from your workplace supervisor
- do not take on the role of carer or parent
- do not initiate inappropriate physical contact with customers, residents or the general public. Your workplace supervisor will clarify with you what is considered to be appropriate and inappropriate interaction with the demographic you are working with
- do not take any photos of customers or residents unless authorised by your workplace supervisor (who will have received prior written permission to do so)
- do not purchase any items for customers, residents, volunteers or employees that you volunteer with, or the program in general, unless

you have received prior approval from your local manager. No expenses will be reimbursed without a receipt

- do not accept or encourage any benefit or gift unless it is a small token of appreciation. Any offer and acceptance of a gift should be reported to your local manager immediately
- even if you are qualified to do so, do not provide services outside your agreed role. If you feel changes need to be made to your role, please discuss it further with your workplace supervisor
- always wear your name badge while volunteering.



Wesley Mission Queensland

@wesleymissionqueensland · Nonprofit organization

Contact us

wmq.org.au

Social media

Wesley Mission Queensland monitors the activity of all volunteers, employees, consultants and contractors on Wesley Mission Queensland computers, networks and internet services.

When interacting with social media on either Wesley Mission Queensland or private resources (during work time and private time) employees, contractors and consultants must:

- comply with the Wesley Mission Queensland Code of Conduct and values
- read and comply with the website terms of reference
- comply with copyright/plagiarism laws
- comply with discrimination, harassment, Workplace Health and Safety and privacy laws
- protect your personal privacy and that of others by not including personal information of either yourself or others or any information that could lead to the identification of individuals
- be aware that you are personally responsible for the content of your posts online and if you break the law you are personally liable
- not make any official comment on any Wesley Mission Queensland volunteers, employees, customers, residents, contractors, consultants or on any other business related issue unless authorised to do so. If you have authorisation to comment you must disclose your position within Wesley Mission Queensland
- not damage Wesley Mission Queensland reputation or commercial interest or bring Wesley Mission Queensland into disrepute
- if you mention or discuss Wesley Mission Queensland in an unofficial capacity you must include a disclaimer that states that these are your private opinions and that they do not represent the views of Wesley Mission Queensland
- not use the Wesley Mission Queensland name and brand to create unauthorised fan pages, websites etc
- not use or publish information gained from the course of employment with Wesley Mission Queensland (e.g. email addresses, customer or resident information etc)
- not make defamatory or libellous comments
- not post insulting, threatening, harassing, provocative, obscene, offensive or hateful content.

Workplace harassment and bullying

Wesley Mission Queensland has a zero tolerance policy for workplace harassment and bullying. It is defined as any repeated, unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Workplace harassment or bullying is NOT:

- lawful direction
- reasonable management action
- constructive feedback.

If you feel you are being harassed or bullied or you witness this happening, you are encouraged to report this to your workplace supervisor or local manager as soon as possible. The full policy can be found on the intranet.



Community Transport Service

Workplace Health and Safety

Workplace Health and Safety exists to ensure the health and wellbeing of all volunteers, employees, residents and customers. Safety at work is both an individual and a shared responsibility.

Everyone volunteering or employed in Wesley Mission Queensland must ensure that their role is performed at the highest standard of safety without causing risk to themselves or others. Education and information will be provided to you via your workplace supervisor or local manager to ensure your knowledge of safe work practices and procedures. Your supervisor

can also provide you with a copy of the most recent Workplace Health and Safety minutes. Volunteers are also welcome to attend safety committee meetings.

General information

Absenteeism

If you are unable to attend for your agreed time you should contact your workplace supervisor in a timely manner.

Acceptance of gifts

Both the Code of Conduct and the Wesley Mission Queensland Fraud and Corruption policy require that volunteers or employees should not accept or encourage any benefit or gift unless it is a small token of appreciation. Any offer of a gift should be reported to your local manager immediately and gifts with a value greater than \$100 must be registered with the Wesley Mission Queensland finance department.

Change of details

If you happen to change your name, address or emergency contact person during your time volunteering with us, please contact Volunteer Relations to update. It's important we have your most up-to-date information on file so we can contact you, or in case there is an emergency.

Children

Sometimes having your child or children accompany you while volunteering can be a positive experience for everyone, especially if it is done thoughtfully and safely. It is essential that you first seek approval from your local manager before your child or children join you volunteering and you need to ensure that you follow any guidelines that your local manager or workplace supervisor recommend. For insurance purposes, the child's or children's attendance will also need to be documented through Volunteer Relations.

COVID-19 safe work practices

All volunteers must provide proof of their COVID-19 vaccinations prior to commencement with Wesley Mission Queensland and when required to continue their service unless they have been granted a COVID-19 exemption through Wesley Mission Queensland's Clinical Governance team. If you would like to apply for an exemption, please discuss further with your workplace supervisor or local manager.

As part of their role, Wesley Mission Queensland volunteers are required to adhere to COVID-19 safe work practices as directed by their workplace supervisor or local manager. This may include:

- undergoing COVID-19 testing and using additional personal protection equipment (PPE) as per risk level
- undergoing a rapid antigen test (RAT) before the commencement of your volunteer shift
- wearing a mask as per the current risk level
- ensuring appropriate hand hygiene
- physically distancing as able
- ensuring surfaces are kept clean
- being vigilant for signs and symptoms of COVID-19 or respiratory illness.

Remember you should not attend your shift if you have any COVID-19 symptoms, have been diagnosed with COVID-19, or have been in close contact with those diagnosed with COVID-19.

Eden Alternative™ Philosophy of Care

Wesley Mission Queensland has been caring for elders in our community since 1936 when the first aged care community opened at Wheller Gardens.

Since then the model of aged care has changed dramatically, from one centred on medicine, to one focussed on what brings meaning, joy, hope and new experiences to the lives of the customers and residents in our care.

Since 2002, WMQ has been embracing the internationally recognised Eden Alternative Philosophy - a holistic approach to maintaining the wellbeing of elders in a healthy and spontaneous environment.

While the Philosophy plays an important role in our aged care communities, the approach is also being considered across Wesley Mission Queensland's corporate and other core services as a valued approach to finding innovative ways to engage customers, residents, volunteers and employees.

You can read more about the Eden Alternative Philosophy on the Wesley Mission Queensland website.



“Volunteering at Bethesda has been a perfect fit in my life, and I look forward to seeing the positive impact my visits make on the residents each week.”

- Jo, Volunteer, Bethesda

Emergency Evacuation Procedure

Wesley Mission Queensland is committed to providing a safe and secure environment for volunteers. There may be a chance that an unexpected emergency such as a fire evacuations, bomb threat or medical emergency could happen at any time while you are volunteering with us.

Therefore, to keep you safe, on commencement you may be required to complete local emergency evacuation training, which is then redone annually. Your local manager or workplace supervisor will advise you if this is required.

In all Wesley Mission Queensland workplaces and at all our events, we ask that you follow these general guidelines during an emergency procedure:

- Always sign in when you enter a building and then sign out when you leave. At an event, sign on and off on the attendance sheet. This gives the local manager, your supervisor, wardens, and other relevant staff information on who is in attendance during an emergency procedure.
- If you see any type of dangerous or unusual activity, remove yourself from risk and tell the nearest Wesley Mission Queensland employee immediately.

If you hear an alarm (unless told otherwise):

- go straight to the advised assembly area.
- do not help in moving customers or residents
- report to the wardens or designated staff
- stay in the assembly area until you are told it is safe to leave by the local manager, wardens or designated staff.

Email

All Wesley Mission Queensland volunteers are generally contacted via the email you provided when you registered with us. We ask that you change your email settings to accept mail from the wmq.org.au domain to ensure delivery of any communication. You can unsubscribe to e-newsletters at any time by responding with "unsubscribe" in the subject line.

It is important you keep your email address current while engaged with us as a volunteer, and if it changes, email volunteerrelations@wmq.org.au to update.

End of service

If you decide to end your time volunteering with Wesley Mission Queensland we ask that you give as much notice as possible to your local manager or workplace supervisor, who will then inform Volunteer Relations of your changing status.

Hours

You will negotiate and agree to your volunteer hours prior to commencement. Hours are dependent on the program's needs and your availability. As you become familiar with your role you may negotiate with your workplace supervisor or local manager to increase or decrease your shifts and/or hours.

You are required to notify your workplace supervisor if you are unable to attend your shift.

Volunteers do not visit customers, residents or their families outside of their designated hours.

Incident reporting

A Workplace Health and Safety incident is one which involves an accident, injury, work-caused illness, near miss, aggressive or challenging behaviour, security issue, hazard, environmental issue or any other dangerous event that is not directly involved with normal practices. If you are, or a fellow volunteer or employee is involved in an incident, please fill out an Incident and Investigation Report. Once completed, the form should be handed to your local manager, who will then forward it to the Work Health and Safety Department. You may be contacted if further investigation is needed.

Incident reporting is in place for the protection of all volunteers and employees so that actions can be taken to prevent incidents from reoccurring.

Infection control

Infection control aims to provide a safe and clean environment for customers, residents, volunteers and employees. You may be provided with training in standard and additional precautions and requirements for infection transmission and infectious hazards.

Volunteers and employees are encouraged not to attend their shift if they are ill or at risk of passing on an infection. If you are unsure, please contact your workplace supervisor to discuss further. Always advise your workplace supervisor if you will not be attending your shift.

Insurance

As a Wesley Mission Queensland volunteer you are insured for injuries sustained while engaged in organised voluntary work (including the necessary direct travel to and from your voluntary work). You are covered for personal accident insurance only while acting in the course of your agreed duties and commitment times as negotiated with your workplace supervisor or local manager. An Incident and Investigation Report and receipts detailing your out of pocket expenses must be provided to your local manager who will then forward it to Workplace

Health and Safety for processing. Insurance cover for volunteers is limited for those over the age of 80 or under the age of 18 years. Volunteers completing their community engagement placement or internship are insured directly through their relevant educational institution.

National Disability Insurance Scheme Code of Conduct

The National Disability Insurance Scheme (NDIS) Code of Conduct applies to all Wesley Mission Queensland programs supporting people living with a disability and all workers (volunteers and employees) engaged in these programs.

As a volunteer providing supports or services to people with disability, you must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner, with care and skill
- act with integrity, honesty and transparency
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

You can undergo a free education course on the NDIS Code of Conduct called the 'Worker Orientation Module: Quality, Safety and You' on the NDIS Quality and Safeguards Commission website. It takes approximately 90 minutes to complete the four modules. Once completed, workers will receive a Certificate of Completion.

If you have any questions or concerns regarding the NDIS Code of Conduct please discuss further with your local manager or workplace supervisor.

Please note that anyone can raise a complaint with the NDIS Quality and Safeguards Commission about breaches of the NDIS Code of Conduct.

To find out more about the Code of Conduct or to report a breach:

- go to www.ndiscommission.gov.au
- email feedback@ndiscommission.gov.au
- call 1800 035 544.



Mandatory reporting

In the event that you have concerns that a person is at risk of harm or has been harmed (including suspected or actual allegations of verbal, physical or sexual abuse) you are required to immediately notify your workplace supervisor or local manager.

There are instances where mandatory reporting to government departments is required, including harm to children, people living with disabilities and our elders, and strict timeframes must be adhered to.

On commencement in your role, your workplace supervisor or local manager will explain more to you about your mandatory reporting responsibilities. During your time with us if you have any questions about mandatory reporting or you are unsure about your responsibilities, please ask your workplace supervisor or local manager or alternatively contact Volunteer Relations.

Mobile phones and portable media players

If you need to carry a private mobile phone, portable media player or similar device while volunteering, please discuss with and seek permission from your workplace supervisor or local manager. It is recommended that all private mobile phones are turned off or turned to silent once you commence your shift.

Pets

A visit from a volunteer pet can have a very positive and therapeutic impact on the people we support, however this can only occur after consultation with your local manager who will conduct a simple risk assessment and provide written approval before the pet commences their visits with you.

Probationary period

On commencement, you will be placed on probation for a period of three months. This probation period allows you, your workplace supervisor and your local manager to ensure everyone is happy and satisfied with the arrangement. Adjustments to your placement are made wherever appropriate, including if necessary, the possibility of placement into a different volunteer role that better suits you.

If it is determined by either party during the probation period that your volunteer role is not appropriate, termination can be immediate and without notice or reason provided by either party.

Reimbursements and payments

You are able to claim approved expenses that have occurred on behalf of Wesley Mission Queensland while volunteering. To be able to claim these

expenses, you must:

- ensure expenses have been agreed to by your workplace supervisor or local manager prior to incurring the expense
- provide a tax compliant receipt as proof of all purchases made for each expense incurred
- provide in writing to your workplace supervisor or local manager all details necessary for financial reimbursement.

Wesley Mission Queensland does not provide honorary payments or financial allowance payments to volunteers.

Record of service

At the conclusion of your volunteering time with us you can request from your workplace supervisor a written statement of your service, indicating dates, duration and the type of volunteering undertaken.

Security

Wesley Mission Queensland is committed to the safety of all volunteers and employees while on the grounds. If you see a suspicious individual on Wesley Mission Queensland property, please inform your local manager or contact the Security Officer. Door-to-car security is available on some sites. Please discuss with your local manager to determine if your site is included.

Door-to-door salespersons are not permitted on-site and if discovered they should be directed to the local manager. Volunteers and employees are not permitted to sell or advertise personal goods or services on the premises without authority from the local manager.

Smoking

Smoking is not permitted in Wesley Mission Queensland buildings or vehicles. Smoking by volunteers and employees must be confined to authorised breaks from work, and in designated areas only. Please see your local manager or the Workplace Health and Safety Department for details on designated areas.

Theft

Any theft of property should be reported immediately to your local manager, an incident form must be completed and volunteers and employees have the opportunity to request police involvement. Lockers are provided in some areas, and use of these is encouraged. Please do not bring valuables and large amounts of cash to work. Theft is considered serious misconduct, and any substantiated incident may result in termination of your contract with us.



Education, learning and **development**

Wesley Mission Queensland volunteers are provided with approved quality education, and learning and development opportunities through their workplace supervisor and local manager.

Handbook and volunteer orientation

Please check the Volunteering page of the Wesley Mission Queensland website to see any updates to the Volunteer Orientation video and the Volunteer Handbook.

To access the Volunteer Orientation and Volunteer Handbook please go to:
<https://www.wmq.org.au/get-involved/volunteer>

Service orientation and competencies

On commencement, your workplace supervisor will provide you with orientation. You may also need to complete some competency assessments to ensure your knowledge and safety and with some tasks. Your workplace supervisor will let you know what competencies are required in your role. Until these competencies are completed, you must remain under the direct supervision of your workplace supervisor.

Online courses

Volunteers have access to an array of online courses. Your workplace supervisor or local manager will provide you with information on how to access these courses and advise which courses they feel are suitable for your role. You can also complete other courses that you find interesting or believe would improve your skills in that area.

La Trobe Free Open Access Courses

La Trobe University has free online courses in Palliative Care and Dementia Care. Each course has approximately six modules which take around 30 minutes each to complete and is designed so learners can choose their own learning journey and start and finish wherever they like. The courses do not require any pre-existing learning or knowledge.

To access the La Trobe Free Open Access Courses please go to: <https://vacet.latrobe.edu.au>

NDIS eLearning

The NDIS Commission's eLearning modules are designed to support NDIS workers and volunteers to better support people with disability and to understand their obligations under the NDIS Code of Conduct. Courses include the Worker Orientation Module – 'Quality, Safety and You' and Supporting Effective Communication.

To access the NDIS courses please go to:
<https://training.ndiscommission.gov.au>

Other education

Your workplace supervisor or local manager will advise you of any other education they feel is suitable for you in your role. Please discuss with them if you have any role-related education you would like to be involved in.





Looking after **yourself**

Unforeseen situations may arise in any workplace which you 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
- feel overwhelmed by other people's situations,
- experience personality clashes with the people you work or interact with
- feel unable to perform your role due to lack of knowledge or skills
- have problems at home or outside your role which influences your feelings or your ability to volunteer.

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

Alternatively, please contact Volunteer Relations.

Benestar counselling, professional guidance and wellness resources

As part of our commitment to looking after our volunteers, Wesley Mission Queensland has partnered with an external assistance program provider called Benestar.

Counselling and professional guidance

Through Benestar, volunteers and employees can receive counselling services by phone, online or face-to-face, enabling you to speak to a professional counsellor wherever you are based. In addition, they

can provide critical incident response for those times when you need immediate assistance to cope with personal and workplace factors. See the Accessing Benestar and BeneHub section below to use this service.

Wellness resources

Are you looking to improve your overall wellness?

Through the Benestar website you can use the BeneHub app to access hours of health and wellbeing resources anywhere, anytime from your preferred computer or mobile device.

BeneHub is easy to navigate and you can search for content by topic or type (e.g. video, article or activity). You'll find topics that are there to help you for all aspects of your life, such as:

- Life - different life stages, change, grief or loss
- Body - exercise, fitness, sleep, nutrition and healthy habits
- Money - budgets, debt, saving and retirement
- Relationships - work relationships, partner relationships and friendships
- Work - from better work-life balance to enhancing performance
- Family - parenting, elder care, family violence, extended and blended families
- Mind - from managing stress to mental health.

See the Accessing Benestar and BeneHub section below to use this service.

Accessing Benestar and BeneHub

To access the Benestar counselling and professional guidance you can contact them directly on 1300 360 364. You can also register for online counselling and professional guidance and access to the BeneHub wellness resources by:

1. Visiting www.benestar.com
2. Go to the BeneHub login
3. Enter your company details
4. ID: WMQ
5. Token: WMQ01
6. Provide a few simple details and create your own password.

Vaccinations

Wesley Mission Queensland provides free flu vaccinations annually. Hepatitis B and the Whooping Cough vaccination is also available through your local GP. Wesley Mission Queensland will reimburse the cost of the vaccination and any gap (after reimbursement from Medicare or private health provider) from the doctor. Please discuss your options regarding vaccinations with your workplace supervisor or local manager. As an organisation working with older and vulnerable people, Wesley Mission Queensland encourages all volunteers and employees to stay up-to-date with vaccinations.

All volunteers must provide proof of their COVID-19 vaccinations (minimum of three) prior to commencement with Wesley Mission Queensland and when required to continue their service.

Exemptions for required vaccinations can be applied

for through Wesley Mission Queensland's Clinical Governance team. Please discuss further with your workplace supervisor or local manager.

Wellness activities

Wesley Mission Queensland has a special wellness team dedicated to developing education programs and bringing awareness to the many different aspects of life that can contribute to our overall wellbeing including our body, mind and emotional health.

These programs and activities are offered to all volunteers and employees.

The programs can include:

- access to WMQ Fulton Wellbeing Centre at Sinnamoon for gym programs and hydrotherapy
- workshops and seminars on financial planning, sleep management and nutrition
- scheduled walking groups
- pilates and group-based exercise and fitness programs
- discounted massages
- discounted access to the allied health services.

Other exciting wellness activities throughout the year can include mindfulness sessions, yoga, choir and many others!

If you are looking for ways to kick start your journey to better health, find more time for you and to improve your overall wellbeing please contact our Wellness team on wellness@wmq.org.au to find out what opportunities are currently available.



Dovetree

Try something **new**

There are always new opportunities arising throughout Wesley Mission Queensland. If you are looking for something extra or would like a change, there are some great options available.

Aged Care Volunteer Visitors Scheme

Wesley Mission Queensland is currently hosting a federally funded Aged Care Volunteer Visitors Scheme where you can be matched up with people being supported by Wesley Mission Queensland in their own homes or in our aged care facilities.

The Aged Care Volunteer Visitors Scheme is about building companionship and friendship for older people who may be socially isolated or lonely or who don't get out often. Having someone who is just willing to sit for half an hour during a weekly or fortnightly visit to talk about gardening or football or any general interest, read the paper or a book, play a game, or watch your favourite TV show together goes a huge way towards helping a socially isolated person feel cared about.

Your support as a Volunteer Visitor will change lives, including your own. You will make friends and build valuable relationships. Make a difference today and add purpose to your life while brightening someone's day and making sure they feel connected with their local community.

If you are interested in becoming a Volunteer Visitor please contact: acvvs@wmq.org.au

Employment opportunities

Wesley Mission Queensland volunteers are encouraged to apply for any suitable employment opportunities that may arise. To view all our current employment vacancies please visit the Jobs page on the Wesley Mission Queensland website www.wmq.org.au

Events volunteering

During the year Wesley Mission Queensland does a call out for events volunteers. This can be anything from gift-wrapping and welcoming people at a gala ball through to hanging artwork or cooking sausages on a barbecue at Bunnings Warehouse. You receive an email notification, and if you would like to be part of the event, you just email us back and let us know! If you would like to be part of our Events Volunteering team, just send us through an email to volunteering@wmq.org.au and we will add you to the contact list.

Fixed-term volunteer engagement and non-clinical internships

Fixed-term volunteer engagement and non-clinical internships give you the opportunity to volunteer short-term in low-risk roles to see what it is like to contribute to services within Wesley Mission Queensland. You can choose to be in an area relevant to your experience and educational background or explore something completely new. It is a great way for you to lend a hand or put learning into practice while adding significant value to your resume. Please email Volunteer Relations on volunteering@wmq.org.au for more information.

Volunteering opportunities

Wesley Mission Queensland regularly has new volunteering opportunities available. Please visit the "Volunteering" page of the Wesley Mission Queensland website to see all our current volunteering opportunities www.wmq.org.au



Volunteer **extras**

Wesley Mission Queensland is a welcoming and rewarding place to volunteer where you will meet many wonderful people and learn great new skills. There are lots of other benefits to volunteering with us as well, including:

Discounted shopping

Your Salary Benefits is an online buying and benefits program for all not-for-profit volunteers and employees. On the Your Salary Benefits website you will find a range of products, including:

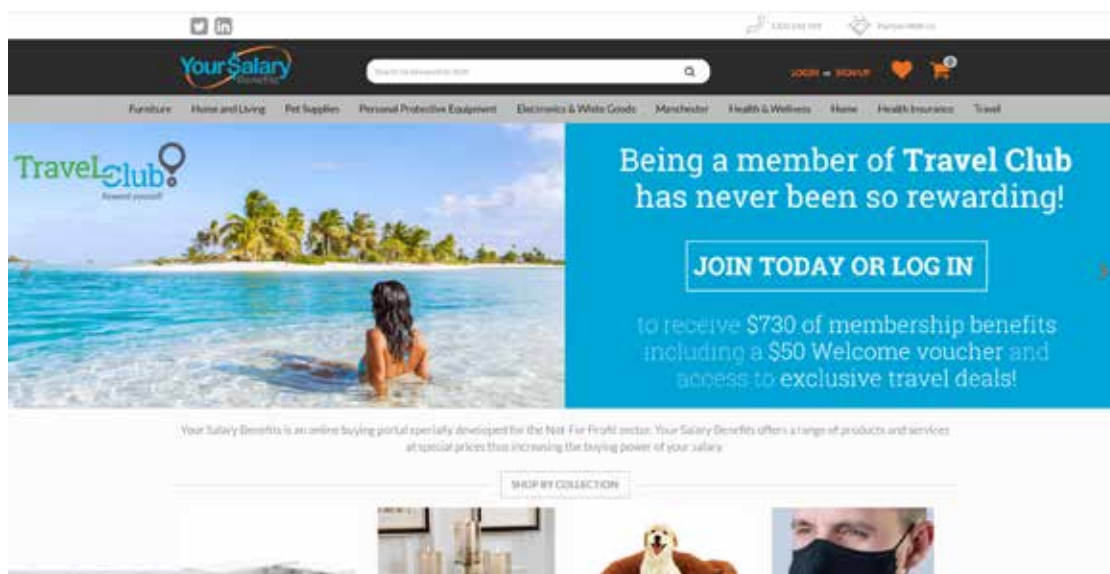
- furniture
- home and living
- pet supplies
- personal protective equipment
- electronics and white goods
- manchester
- wellness
- home
- health insurance
- travel.

Please log in and join to start your discounted shopping!

www.yoursalarybenefits.com.au

Wesley Mission Queensland cafes

You will find Wesley Mission Queensland cafes at various locations across the organisation. Relax and enjoy a meal, slice of cake or a coffee and make sure you ask staff about any specials or discounts you may be entitled to.



Keeping in touch

If you are interested in keeping up with what is happening around Wesley Mission Queensland including events and activities you can be part of, feel free to join us on:

 wesleymissionqueensland

 wesleymissionqueensland

 wesley-mission-queensland

 @wesleymissionqueensland

www.wmq.org.au

You will also be contacted throughout the year via email with information on what has been happening in the organisation and general volunteering updates.

Contacts

All initial queries regarding information in this handbook should be directed to your workplace supervisor or local manager.

Alternatively, you can contact Volunteer Relations directly on:

**07 3621 4330 or
volunteerrelations@wmq.org.au**



For further information, please
contact:
1800 448 448
contactus@wmq.org.au
www.wmq.org.au

Join our community

