



Geelong Mums



St Kilda Mums



Eureka Mums

## Volunteer Policy & Procedure Manual 5.0

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## 1. PURPOSE OF THIS DOCUMENT

The purpose of this document is to provide a comprehensive overview of our organisation and a summary of relevant policies as they pertain to volunteers.

All policies are available to volunteers on our website [www.stkildamums.org/policies](http://www.stkildamums.org/policies)

These cover St Kilda Mums, Geelong Mums and Eureka Mums

## 2. OVERVIEW OF ORGANISATION

We welcome you as a volunteer to our organisation.

Our volunteers are important to us and we value your contribution.

Volunteers have been the driving force of our organisation since it began in 2009 and have been the foundation of the service we provide. In fact, our organisation was 100% volunteer run for the first 4.5 years, and today is governed by a volunteer committee of management.

Your time is appreciated and we encourage all volunteers to discuss any ideas or concerns you have with us. We welcome your input and expertise.

This policy serves as a guide; it contains useful information that will assist you in your role. Should you require further explanation of any information, please feel free to ask any staff member.

We hope you will enjoy working with us; we want your experience to be fulfilling and we want you to feel a part of our community.

### What we do

We are a registered charity with warehouses in Melbourne, Geelong and Ballarat. We operate under three different names – St Kilda Mums, Geelong Mums and Eureka Mums. We refer to the three locations as branches. Our legal name is St Kilda Mums Inc.

We collect donations of nursery equipment and recycle cots, prams, bassinets, clothes and other baby essentials, and make sure they meet current safety requirements. We then rehome these items to families in need.

We support these families through Maternal and Child Health nurses and welfare agencies.

St Kilda Mums was established in February 2009, Geelong Mums in April 2013 and Eureka Mums in February 2014. For a detailed history of each branch please click the links below:

St Kilda Mums Story [www.stkildamums.org/about/our-story/](http://www.stkildamums.org/about/our-story/)

Geelong Mums Story [www.geelongmums.org/about/our-story/](http://www.geelongmums.org/about/our-story/)

Eureka Mums Story [www.eurekamums.org/about/our-story/](http://www.eurekamums.org/about/our-story/)

## Key Facts and People

(Updated November 2017)

<b>Registered Organisation Name:</b>	St Kilda Mums Inc. 2009
<b>Also known as:</b>	St Kilda Mums, Geelong Mums and Eureka Mums
<b>ABN:</b>	11296752873
<b>Tax Status:</b>	(ITEC, PBI, DGR) DGR - 933190817
<b>Registered for GST:</b>	Yes
<b>Year Established:</b>	2009
<b>Volunteers:</b>	Over 1000
<b>Welfare agencies supported:</b>	Over 260
<b>Postal Address:</b>	PO Box 356 Balaclava VIC 3182
<b>Phone Number:</b>	1300 789 509

**Website:** [www.stkildamums.org](http://www.stkildamums.org), [geelongmums.org](http://geelongmums.org), [eurekamums.org](http://eurekamums.org)

**Social handles:** [@stkildamums](https://www.instagram.com/stkildamums), [@geelongmums](https://www.instagram.com/geelongmums), [@eurekamums](https://www.instagram.com/eurekamums)

**Primary contact:** Jessica Macpherson, CEO 0437 476 750

**Email address:** [jessica@stkildamums.org](mailto:jessica@stkildamums.org)

## Our Board

A full profile of all board members is available on our website.

## Staff

An updated list of staff is available on each of our websites, and on volunteer noticeboards.

## Mission

[Our mission is to share the joy of motherhood, in partnership with support agencies, by recycling baby essentials.](#)

St Kilda Mums saves the earth's precious resources by joining with support agencies throughout Melbourne to meet the material needs of families with young children. We collect, sort and redistribute essential nursery equipment, clothing, books and toys to families in need.

## Our Vision

Our Vision is a future where we waste less, share more and care for every child.

## Our Values

### Respect

For each other. For the earth. For ourselves.

### Community

We live and thrive in community who share and support each other

## Integrity

We are transparent in our work and strive for excellence in everything we do

## Our Guiding Principles

- We will work with and support existing social services and maternal health workers;
- We will not duplicate the work of these existing social services but endeavour to add value to these services;
- We will ensure that the criteria for recipient eligibility is determined by social service agencies and not by St Kilda Mums;
- We will ensure that all goods donated are of a good quality, in working condition, and adhere to the appropriate Australian safety standards
- We give everything as a gift with no expectation of return;
- We seek to save the earth's precious resources by rehoming, recycling, reusing and repurposing as much as possible;
- We will work with partners and supporters who share our values and goals.

## Relationship Principles

We place importance on creating strong, respectful internal and external relationships focussed on enhancing our growth and service delivery. We support each other, work together and recognise that we all play a vital role.

We depend on one another to carry out the work we do and to fulfil our purpose, and we also fill in for each other when someone is away or unavailable.

We actively build relationships based on trust, honesty, respect, integrity, compassion, understanding, recognition, participation, fairness and equity and acknowledge that building relationships takes time and requires hard work, resources, effective communication, reflection and active engagement.

For further information, please refer to our Code of Conduct.

## Volunteer Roles

There are so many ways you can volunteer with us! In the warehouse, in your own home, during set shifts, during special "one off" sessions – we welcome any contribution you can make! Listed below are several of the key roles we have available (but are always looking at and welcome your ideas in relation to new opportunities and ways to utilize your skills too!)

### Collection Queen or QOFI (Queen of First Impressions)

#### Helping collection shifts at the warehouse

These volunteers are available to greet donors when they come to the warehouse to donate their items. Volunteers will help unload cars and sort donations into their assigned warehouse areas.

Volunteers need to have a good understanding of what we can rehome (and why!) and also be there as a shoulder to cry on – sometimes giving away baby items can be emotional!

**Time commitment:** Around 2 hours each collection shift.

### Bundler (at the warehouse)

#### Gift packing clothes, linen, toys, books, shoes and other items at the warehouse

Every item that is donated needs to be checked and then beautifully packed to be presented like a gift.

We need volunteers to sort, check and pack donated items. Clothing and shoes are packed by size and gender, linen is made into complete packs, bottles are cleaned and packed, toiletries are packed for

mums and babies, toys and books are packaged by age and the list goes on!

Time commitment: Flexible – most people commit to 2 hours per shift.

## At Home Bundler

Gift packing clothes and linen and other items in your own home:

Sorted donations and packing supplies are always waiting for volunteers to take home and make into gifts. Some training at the warehouse is required before your first pack is collected. Return packed items when you are able, there is no set time-frame.

Time commitment: Very flexible depending on your availability. Donations and supplies are collected from the warehouse and completed packs can be returned when ready.

## Tinkers

Safety checks, cleaning and repairs at the warehouse

Prams, cots, car restraints and highchairs must meet mandatory safety standards before we can re-home them as safety is of primary importance to us. They must also be very clean!

We need handy volunteers to help with this task. Firstly, items must be cleaned. This may involve just vacuuming, but some items will also need a scrub. Pram liners, car restraint covers and highchair covers are also laundered.

Then items are checked using our phone app, Canvas, before being numbered and distributed to our recipients.

Time commitment: Varies depending on your availability and skills! Items may also be taken home.

## Pram Wrangling or Gift Giving

Meeting case workers to distribute goods at the warehouse

Case workers will be scheduled to meet at the warehouse to be given the goods they have requested. Volunteers will be rostered on hand out these items. Stocktaking, handling goods, data collection and entry are also part of the role.

This role generally suits an experienced volunteer who has worked in another area first.

Time commitment: 2-hour shift.

## Staging Post

Accepting donations at your home and bringing them to the warehouse

We are looking for volunteers to be Staging Posts for us so donors have more convenient places to donate their items. Time permitting, items can then be sorted and cleaned in your own home before bringing them to the warehouse.

A Staging Post Volunteer needs to come to the warehouse for an initial induction and training session before commencing.

Time commitment: Flexible

## Administration

Completing admin tasks, either in the office / warehouse or your home

There are many administration tasks that can be undertaken your own home or in the office / warehouse. Some of these will be a once-off task such as proof reading documents and others require a more regular commitment and training such as data entry or Salesforce work.

If you have particular skills, or would like to build your skills in a particular area, please ask.

Time commitment: Flexible

### 3. VOLUNTEER RIGHTS, RESPONSIBILITIES AND PRINCIPLES

#### **As a volunteer, you have the right:**

- To volunteer in a healthy and safe environment;
- To volunteer in accordance with equal opportunity and anti-discrimination legislation;
- To be adequately covered by insurance;
- To be given accurate and truthful information about the organisation for which you are volunteering;
- To be reimbursed for out of pocket expenses where previously agreed by a staff member
- To be given access to our Volunteer Policy & Procedure Manual and any other policy that affects your volunteering;
- To not fill a position previously held by a paid worker;
- To have flexible volunteering hours;
- To have access to a grievance procedure;
- To be provided with an induction;
- To have your confidential and personal information dealt with in accordance with the principles of the Information Privacy Act 2000 (Vic); and
- To be provided with sufficient training to do your volunteering.

#### **Principles of Volunteering:**

- Volunteering benefits the community and the volunteer;
- Volunteer work is unpaid;
- Volunteering is always a matter of choice;
- Volunteering is a legitimate way in which citizens can participate in the activities of their community;
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs;
- Volunteering is an activity performed in the not for profit sector
- Volunteering is not a substitute for paid work;
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers;
- Volunteering respects the rights, dignity and culture of others; and
- Volunteering promotes human rights and equality.

#### **Model Code of Practice for Organisations Involving Volunteers**

In order to enhance the volunteers' experience and comply with legislation and duty of care we will:

- Engage volunteer staff in accordance with anti-discrimination and equal opportunity legislation;
- Provide volunteer staff with appropriate orientation and training;
- Provide volunteer staff with a healthy and safe workplace;
- Provide appropriate and adequate insurance coverage for volunteer staff;
- Not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs;
- Differentiate between paid and unpaid roles;
- Define volunteer roles and have clear job descriptions;
- Provide appropriate levels of support and management for volunteers;
- Provide volunteers with a copy of policies pertaining to volunteers;



- Ensure volunteers are not required to take up additional volunteering during industrial dispute or paid staff shortage;
- Provide all staff with information on Grievance and Disciplinary policies and procedures;
- Acknowledge the rights of volunteer staff;
- Ensure that the work of volunteer staff complements but does not undermine the work of paid staff;
- Offer volunteer staff the opportunity for professional development if possible;
- Reimburse volunteer staff for out of pocket expenses incurred on behalf of the organisation where previously agreed by a staff member
- Treat volunteer staff as valuable team members, and advise them of the opportunities to participate in decisions; and
- Acknowledge the contributions of volunteer staff whenever possible.

## Volunteer Responsibilities

We ask our volunteers to:

- Be reliable and commit, where possible, to regular day/s and time/s of volunteering so tasks can be planned accordingly;
- Keep us informed of changes of address and phone number;
- Be responsible to and consult with whomever is managing the activity at hand;
- To ask for support when needed;
- Comply with applicable legislation and policies;
- Appreciate and respect the confidential nature of information that may be acquired during course of duties;
- Be respectful of all donations received, acknowledging that donations are the property of St Kilda Mums, Geelong Mums and Eureka Mums.
- Discuss any grievances or problems with a member of staff. If they remain unresolved speak to another committee or staff member; you will find their contact information on the volunteer noticeboard.
- Not to spend money or order goods on behalf of the organisation without prior approval;
- Notify a staff or committee member if they are no longer able to volunteer;
- Show enthusiasm, loyalty and belief in the work of the organisation;
- Agree to volunteer in a safe and healthy way and not jeopardise the health and safety of others;
- Inform us of any pre-existing medical conditions or special needs that we should be aware of that might affect the volunteer's ability to undertake certain tasks and;
- Report any injury immediately to a staff member.

Source acknowledgment: VOLUNTEERING AUSTRALIA

## 4. RECRUITMENT OF VOLUNTEERS

### Recruitment

We believe volunteers should be appointed on suitability, considering factors such as the applicant's qualifications and experience appropriate to the volunteer position; their skills, knowledge and abilities; and their overall suitability for the position and the organisation.

We will not permit discrimination against volunteers on the grounds which include but are not limited to race, religion, age, gender, sexual orientation, disability, socio-economic background or ethnicity. This applies to all areas of volunteering including recruiting, hiring, promotion, assigning of work, provided the individual is qualified and meets the requirements established for the position.

## Advertised Positions

Opportunities to volunteer will be publicised on our social media pages and in our newsletter to ensure that no groups of people are excluded.

We will ensure regular induction dates and times are made available so that as many new volunteers as possible can be recruited to our teams.

We may approach potential volunteers with a designated volunteer position in mind.

We reserve the right to not appoint a volunteer applicant if we do not deem them suitable to the task.

## Police Check and Working with Children Check

In some circumstances, a Police Check or Working with Children Check is required to enable volunteers to carry out their duties with us. We will advise volunteers when this is required and of the procedures required to apply for these checks.

Volunteers should advise a member of staff immediately if any Authority commences proceedings that may result in either the Police Check or Working with Children Check being negated.

We retain the right to require volunteers to renew the required checks at least every two years.

## Equal Opportunity

We recognise that people are our most important resource and we are committed to equal opportunity for all volunteers.

Equal opportunity means the absence of discrimination or less favourable treatment based on an attribute, such as a person's sex, age, race, disability, etc – in other words, a 'fair go' for all.

These grounds include, but are not limited to:

- sex
- marital status
- pregnancy or potential pregnancy
- race, colour, nationality, ethnic or national origin
- impairment/disability (past, present or future)
- parental status
- lawful religious belief or activity
- age
- industrial activity
- lawful sexual activity
- physical features
- carer status
- breastfeeding
- gender identity
- sexual orientation
- personal association
- with person identified by reference to one of the listed attributes

Sexual or racial harassment are also unlawful. This legislation applies equally to all volunteers and they, as well as our organisation, are responsible for ensuring that their actions are not discriminatory to others.

The Equal Opportunity Act (1987) prohibits anyone who may complain about their treatment from being singled out or criticised because they have made a complaint.

Any breach of this Act may result in counselling or other actions that may include ending the volunteering engagement.

## 5. INDUCTION AND TRAINING

### Induction

An induction is provided to all first time volunteers and is aimed at introducing them to the organisation and to the policies and procedures governing work practices.

During this session the volunteer is taken on a guided tour of the premises with emphasis placed on emergency procedures, OH&S, building amenities and “sign in” and “sign out” requirements.

We expect that all new volunteers will have read this Volunteer Policy & Procedure Manual before their induction, but if this is not possible you will be given a copy of this policy to read as part of the induction.

Volunteers will be introduced to other volunteers, team leaders and staff members. A brief overview of the volunteer activities available will be given so volunteers can decide which area/s interest them.

Attention will be placed on the following:

- Volunteer related responsibilities
- Office administration – confirming contact details
- Occupational Health and Safety (including supervision of children)
- Emergency Procedures

Re-inductions of all volunteers will occur on an annual basis.

### Specialised training

If volunteers are required to undertake specialised activities which include security checking with the Canvas app, liaison with case workers, packing clothing bags, administration tasks, writing marketing material etc. training will be provided by a staff member or team leader. Volunteers are encouraged to ask questions during this training and throughout their volunteering time if they require further information.

### Ongoing Support & Supervision

We will provide ongoing support and supervision for all volunteers.

## 6. HOURS AND HOLIDAYS

### Hours of Duty

We offer a flexible working environment for volunteers and endeavour to accommodate volunteer requirements.

Each warehouse has its own operating hours which will be communicated to volunteers. Some volunteering positions have fixed hours and days of operation, some are more flexible.

Volunteers are also welcome to undertake certain volunteering activities from home.

## Breaks

We recognise the importance of volunteers taking a break and encourage volunteers to take regular breaks.

## Public Holidays & the Christmas Period

We observe all Australian and Victorian public holidays.

Our warehouses close, or otherwise restrict the delivery of our service over the Christmas/New Year period.

# 7. SECURITY

## Keys

Designated volunteers will have access to individual sets of keys in order to fulfil their volunteering responsibilities. A record of all keys will be kept, and any keys given to volunteers must be returned once they are no longer required.

## Alone in Warehouse

For security reasons, we request that volunteers do not stay at any warehouse on their own. At all times it is preferable to have two or more volunteers present.

After hours, to ensure your safety, lock the doors and park your vehicle in a well-lit, easily accessible place. Under no circumstance should a person unknown to the volunteer be admitted into the warehouse.

# 8. INSURANCE

We recognise that all volunteers have the right to be protected from financial costs in the event of personal injury and liability.

All volunteers will be appropriately covered by the insurance policies of the organisation for the following types of liability:

## Public liability

The organisation has Public Liability insurance to \$10,000,000 per incident.

## Volunteer Personal Accident

All volunteers will be informed of our insurance cover and related details. Volunteers can request to see a copy of the Insurance Policy. This is a confidential document and is only available when a volunteer wishes to check the adequacy of the cover applicable to them. This can be arranged through a staff member.

Volunteers will be advised to check with their own insurance company that their comprehensive cover for loss/damage to their own vehicle includes cover while driving to and from the place of volunteer work.

Injury to the volunteer or other persons caused through a road accident to and from the place of volunteering will be covered by the vehicle's registration and compulsory third party insurance.

There are conditions that apply to Third Party Insurance. You will find the conditions and warranties written on the back of your vehicle registration papers.

# 9. VOLUNTEERS AND TAX

For information about volunteering and tax please contact the Australian Taxation Office:

For volunteers: 13 28 61

For organisations: 1300 130 248

## 10. TERMINATION

### Termination by Volunteer

Should a volunteer wish to cease volunteering from their role they are requested to give us as much notice as possible. Any property belonging to the organisation must be returned.

When a volunteer ceases volunteering, we welcome any feedback he/she has about their experience volunteering or areas for improvement. A staff member will show you the feedback form we have created for this purpose on Canvas.

### Termination by our organisation

The volunteering agreement may be terminated by St Kilda Mums, Geelong Mums or Eureka Mums by providing volunteers notice in writing. Reasons to end the agreement may include, but are not limited to:

- Theft of property or funds;
- Wilful damage to property;
- Intoxication through alcohol or other prohibited substance;
- Verbal or physical harassment of any volunteer or any other person particularly in respect of race, sex or religion;
- Disclosure of confidential information the organization, case workers or recipients of goods to any other party without prior permission
- Falsification of any of the organisation's records for personal gain or on behalf of any other employee/volunteer; and
- Being convicted of a criminal offence;

Immediate dismissal will only take place in the most serious of circumstances.

Where we have concerns in relation to the behaviour being displayed by any volunteers which is inconsistent with the "Relationship Principles" identified in this manual, a manager or committee member will meet with the volunteer to discuss their concerns. The volunteer will be provided with an opportunity to demonstrate an improvement in their behaviours. Where no such improvement is observed, we may terminate the volunteer arrangement in writing.

[Please see our Code of Contact for more information.](#)

## 11. GRIEVANCE POLICY

A grievance is a real or perceived cause for complaint. You may have a grievance about how you have been treated by another volunteer or staff member.

We recognise that open communication and feedback are essential elements of a satisfying and productive work environment.

Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Volunteers are assured they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance.

All formal avenues for handling of grievances will be fully documented and the volunteer's wishes will be taken into account in the determination of appropriate steps and actions.

All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them. Discussions held are confidential.

Volunteers at any time have the right to withdraw their grievance. It is requested this is dated and put in writing and given to a staff or committee member.

### Grievance Procedure

#### Step 1

The aggrieved volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what he/she feels should be done to alleviate the situation.

#### Step 2

If this is not an option for you discuss the matter directly with a staff member or team leader.

#### Step 3

The parties involved will be asked to comply with the best solution that has been identified by all involved. All information will be treated in the strictest confidence.

### Harassment and Bullying

We will not tolerate any form of harassment or bullying. Any volunteer who is found to have acted in such a manner may be required to undertake counselling or may have their voluntary role terminated.

## 12. OFFICE ADMINISTRATION AND FINANCES

### Internet Access and Email

The primary purpose for access to the internet and email is to assist our volunteers carry out their duties. Volunteers may use the internet and email access provided by us for this reason. Please refer to our Acceptable use of Computers, Internet and Email Policy.

### Fuel Expenses

Where previously agreed by a manager the organization will reimburse volunteers for work-related fuel expenses. On presentation of the receipt, we will reimburse the amount from petty cash or Electronic Funds Transfer (EFT).

For intercity travel expenditure, i.e. between Geelong and St Kilda, please refer to our Financial Policy for the reimbursement rate. All intercity travel should be agreed to by a manager before commencement.

### Payment of Accounts

Payment of accounts will be made by authorised staff members only.

## **Purchasing**

Prior to the purchase of goods and services volunteers should seek the approval of an authorised staff member.

Receipts are to be presented to a staff member to enable expended funds to be recouped.

Expense claims can also be submitted via the Canvas App.

# 13. COMMUNICATION

## **Volunteer Facebook Group**

Each branch has its own closed Facebook Group for easy communication of day to day information. We encourage all volunteers to join the appropriate closed group. Posts in these groups are only shared with registered volunteers and not the general public.

## **Newsletter**

A regular newsletter will be emailed to volunteers with updates. As an inducted volunteer you will automatically be signed up to our volunteer email list.

## **Meetings**

Volunteer meetings will be held as required. Volunteers will be informed of meetings via email and Facebook.

## **Feedback**

We value your contribution to the organisation, and we would like to ensure you are satisfied with your role. We will review the volunteer program on an annual basis and will seek your feedback in an annual survey.

## **Community Facebook Page**

Each of our three branches has a community Facebook page. Volunteers are encouraged to like these pages and share posts with friends.

We regularly update our Facebook page with photos of people in action. If you are taking photographs of anyone for promotion on social media, be they another volunteer, a donor or a social worker, please ensure you have their knowledge and permission to share it.

Our Communications and Social Media Policy provides basic guidelines relating to appropriate posts on social media sites, an overview of privacy and legal issues, and some general rules about using social media.

# 14. OCCUPATIONAL HEALTH AND SAFETY

## **Safety in the Workplace**

Workplace health and safety is important in ensuring the work place environment is both safe and encourages sound health practices.

We are committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility. All volunteers will be asked to “Sign In” every time they enter the warehouse, including all children under their supervision. This is essentially to provide a list of people present in case of an evacuation.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to a staff member or Team Leader and immediate action taken to mitigate the hazard from

presenting again, but only if it is safe to do so. There is an Incident Report App on Canvas and we encourage the identification of potential hazards using this.

If a volunteer is injured in the workplace, we will follow up within 48 hours to ensure the volunteer's wellbeing.

Care should be taken to ensure that where a professional service is required no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety. Considerations may be to barricade an area off to pedestrians to ensure the work space for a contractor (ie. an electrician, delivery driver) is free of any foot traffic.

If an illness requires medical attention suitable arrangements will be made to provide transport to either a doctor or hospital.

**Any volunteer who has a medical issue which may require urgent medical treatment should make this known to a staff member at the time of induction. All staff and team leaders should be aware of the condition and any possible action required. This would include but not be limited to the following medical conditions; Epilepsy, Anaphylaxis, Pacemaker etc.**

For more information, please refer to our [Occupational Health & Safety Policy](#).

## Emergency Procedures

In the event of a fire or alarm at any of our warehouses please follow the directions of the staff, Team Leaders or fire warden. Please be sure to leave via the nearest exit, leave what you are doing and do not go back for personal belongings. Please assist children and others as needed. Wait in the designated waiting area until further notice.

It is imperative that all volunteers are familiar with this process and any concerns should be raised immediately with a staff member or Team Leader.

No one is exempt from taking part in organised emergency activities.

## Dress Code

Volunteers are required to demonstrate a standard of dress that corresponds with the volunteer activity undertaken.

We require closed toe shoes to be worn at all times.

Management reserves the right to raise the issue of dress with individual volunteers when considered necessary, ie. for safety reasons.



## Drug and Alcohol in the Workplace

We are committed to providing volunteers with a smoke, drug and alcohol free work place during designated work hours and similar commitment and cooperation is required from staff members. Alcohol is permitted to be served after 5pm and at social occasions.

The unlawful distribution, dispensation, possession or use of a controlled substance in our warehouse is prohibited.

A volunteer who is convicted of a drug or alcohol violation arising out of conduct occurring in the workplace must notify a staff member of such conviction.

Any volunteer who violates the above policy will be subject to discipline, including termination. All volunteers must agree to abide by this policy.

## Children in the Workplace

We provide a caring work environment for all volunteers and we are supportive of family values. We want to ensure children on site remain safe at all times. Please ensure all children in your care are signed in at the beginning of your shift and signed out at the end.

**You are responsible for the supervision of your children at the warehouse at all times.** Your child must always be within your line of sight.

Children must remain within the boundaries of the children's play area for their own safety and at no time should children wander about the warehouse unsupervised.

Please accompany your own children to the toilet, and take a break to supervise them if they are eating and drinking.

Please clean up appropriately after your child and before you leave the warehouse.

## Nuts

For the safety of others please do not bring any food into our warehouses that contain nuts.

Please do not offer food to another volunteer's child without the permission of their parent or guardian first.

## 15. MARKETING

All promotional material should be approved by a staff member to ensure that the design and content are consistent with our brand guide. We have posters available to print from our website that can be customised for specific use. Please check with our fundraising team – their contact information is on our websites.

## 16. MEDIA

All media releases will be issued by the CEO or the fundraising manager. Their contact information is:

- [fundraise@stkildamums.org](mailto:fundraise@stkildamums.org)
- [fundraise@geelongmums.org](mailto:fundraise@geelongmums.org)
- [fundraise@eurekamums.org](mailto:fundraise@eurekamums.org)

Should a volunteer be approached with a media opportunity, please direct the enquiry to the fundraising manager or your branch manager.

[Please also see our Media Policy.](#)

## 17. SOLICITATION OF DONATIONS

We have been approached by our volunteers about the option of posting a note to sellers on second-hand sites such as Buy, Swap and Sell or eBay to suggest that if an item is not sold on the site, they (our volunteers) would be willing to collect the items on our behalf. Whilst the sentiment behind this gesture is very much appreciated, it does then create the possibility of others posting the same message but not collecting for our organisation and may in fact compromise our reputation and the good will we have in the community. As such, we would ask our volunteers refrain from suggesting collection of unsold goods on our behalf.

There have been instances where the site moderator has approached us for this purpose and we have agreed to a line on the site along the lines of “If sellers wish to donate any unsold nursery items to St Kilda Mum, Geelong Mums or Eureka Mums, to rehome them to families in need, please do so by emailing [donate@xxxmums.org](mailto:donate@xxxmums.org)”. This is the most legitimate way of promoting ourselves on third party sites.

If you wish to organize a donation drive at your school or kinder, please check with your manager first.

If you wish to fundraise on behalf of St Kilda Mums, Geelong Mums or Eureka Mums, please visit the [help us/ fundraise for us](#) page on our websites and complete the permission to fundraise form first.

## 18. PRIVACY AND CONFIDENTIALITY

### Privacy in the workplace

We strive to act with the highest integrity and offer the best possible service to volunteers and other organisations that access our services. To provide the highest standard of service to all its stakeholders, any personal information entrusted to us is treated with appropriate degree of privacy.

[For full details, please see our Privacy Policy.](#)

### Confidentiality in the workplace

Except when expressly authorised by a committee or staff member, a volunteer will not directly or indirectly reveal or cause to be revealed to any third party any confidential dealings, finances, transactions or affairs of our organisation or any of our partners which may come to their knowledge during their period of volunteering.

Volunteers will not, unless expressly authorised by a committee or staff member, use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to the organization.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteers in the course of their volunteering must be returned to no later than upon the termination of their role.

Volunteers will not disclose confidential information to anyone not authorised to receive such information.

A volunteer’s obligation in these matters continues to apply after the termination of their role without limits in time.

In certain roles volunteers will be required to sign a confidentiality agreement.

[Please refer to our Privacy Policy for further information.](#)

## 19. CONTINUOUS IMPROVEMENT

In accordance with the Volunteering Australia National Standards for involving Volunteers in Not for Profit Organisations, we are committed to continually improving our procedures, processes and

materials.

This Volunteer Policy & Procedure Manual will be reviewed and updated annually, with feedback from our volunteers, to better reflect your needs and offer an improved service.

## 20. SUSTAINABILITY

We aim to integrate sustainability into all our operations, and to establish and promote sound environmental practices. We will work together to understand and improve sustainability in our day-to-day operations and our community. We will work to reduce our environmental impact in order to produce a clean, safe and healthy environment and preserve resources for future generations.

Please see our [Sustainability Policy](#) for more information.

## 21. POLICIES

All policies mentioned in this document are available to volunteers on this website <http://www.stkildamums.org/policies>

Policies referred to in this document:

- Communications and Social Media Policy
- Code of Conduct
- OH&S Policy
- Acceptable use of Computers, Internet and Email Policy
- Media Policy
- Sustainability Policy
- Financial Policy
- Privacy Policy