



VOLUNTEER HANDBOOK

*All you need to know to get started with your
volunteering role with 3Bridges Community*



3BRIDGES
COMMUNITY

Our Vision
People Living in
Connected and
Enriched Communities

Volunteering

Volunteer with us in your local community

Phone: 1300 3BRIDGES - 1300 327 434
Website: 3Bridges.org.au



Come and make a
positive difference

Walking alongside

Making connections

Enriching lives



OUR VALUES

Giving South Sydney a VOICE

As a community organisation that is focused on making a positive difference to all members of the community, we're guided by a set of values that come under the acronym, VOICE. At 3Bridges Community, we are a place where everyone has a voice and is heard.

For us, VOICE means the following:

VIBRANCY

We're a vibrant organisation, colourful and energetic with a strong culture of celebrating the efforts and achievements of not only our team but our supporters, volunteers and the people we help.

OPENNESS

Our open nature celebrates the diversity of the community in Sydney's South and we know that people come from all walks of life to be part of our community. We are focused on belonging.

INNOVATION

We're game changers. We're forward looking, ground breaking and always push beyond the traditional boundaries of community partnerships. We're savvy, smart and always challenge ourselves.

COLLABORATION

We work in partnership with all the community stakeholders. Together we transform lives through quality and innovative solutions that empower people to meet daily challenges.

EXCELLENCE

We value quality. We know that our community deserves nothing but the best and we are dedicated to ensure that the community services are always striving for betterment of the community.



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Contents

OUR VALUES	2
MESSAGE FROM OUR CEO	7
NATIONAL STANDARDS FOR VOLUNTEER INVOLVEMENT	8
3BRIDGES COMMUNITY – A COMMUNITY PARTNER.....	9
THE IMPORTANCE OF VOLUNTEERING	11
What is volunteering?.....	11
SELECTING THE ROLE THAT BEST SUITS YOU	12
Volunteer Stories.....	13
VOLUNTEER RECRUITMENT, INDUCTION AND TRAINING	15
OUR OBLIGATIONS TO YOU AS A VOLUNTEER	16
General principles	16
PRINCIPLES OF VOLUNTEERING	16
Volunteers Rights and Responsibilities.....	17
YOUR OBLIGATIONS AS A VOLUNTEER.....	18
What do we expect of you as a volunteer?	18
Code of Behaviour and Conduct.....	18
Privacy and Confidential Information	19
WORK HEALTH AND SAFETY	20
First Aid	21
Emergencies involving clients.....	22
Accident/Incident Reporting	22
Emergency Procedures.....	22
Emergency Evacuation Procedures.....	22
CLIENT RIGHTS AND RESPONSIBILITIES	23
Client Rights	23
Client responsibilities	24
Tips for dealing with people who have dementia	24
QUALITY MANAGEMENT	25
Complaint Management.....	25
Feedback.....	26
Grievances	27
ADMINISTRATIVE GUIDELINES FOR YOU AS A VOLUNTEER	28

ABSENCES.....	28
CEASING TO BE A VOLUNTEER.....	28
Resignation	28
Termination	28
Return of Organisation Property	28
References and Statements of Service	29
COMPLAINTS RESOLUTION	29
CONFLICT OF INTEREST	30
POLICE CHECKS	30
DECISION MAKING.....	30
DRESS CODE	30
EXPENSES.....	31
GIFTS, GRATUITIES AND PRESENTATIONS AND OTHER BENEFITS.....	31
ATTENDANCE / ABSENCES	32
Hours volunteered.....	32
HOUSEKEEPING	32
INSURANCE	32
MEETINGS.....	32
MOBILE PHONES	33
MOTOR VEHICLES	33
Use of Private Motor Vehicle - General Principles.....	33
Accident Reporting.....	33
Breakdown, Maintenance and Mechanical Problems.....	34
Use of Private Motor Vehicles to Transport Clients	34
Fuel Reimbursement.....	34
Traffic Infringement Fines and Other Offences.....	34
Accident Reporting.....	35
Breakdown, Maintenance and Mechanical Problems.....	35
Fuel and Parking Costs.....	35
Traffic Infringement Fines and Other Offences.....	35
OFFICE CLOSURE.....	35
PETTY CASH.....	36
PRIVACY.....	36
RECOGNITION AND FEEDBACK.....	36
REST BREAKS	36

RISK MANAGEMENT	36
USE OF RESOURCES	36
SECURITY IDENTIFICATION	37
SUPPORT AND SUPERVISION SESSIONS	37
TRAINING	37
3BRIDGES SHIRT	38
WORK HEALTH AND SAFETY	38
WORK PLACE RESPONSIBILITIES	38
Bullying in the Work Place	38
Cultural diversity.....	39
Fairness and Equity	39
Harassment and Sexual Harassment	39
Sexual Harassment.....	40
Reporting Inappropriate Behaviour or Making a Complaint.....	40
Unlawful Conduct	41
Victimisation	41
Vilification	41
QUICK REFERENCE GUIDE TO IMPORTANT POLICIES FOR VOLUNTEERS.....	42
QUICK REFERENCE GUIDE TO IMPORTANT FORMS OR TEMPLATES FOR VOLUNTEERS	43
3BRIDGES COMMUNITY SITES	43

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Message from our CEO

We are very pleased to welcome you to 3Bridges Community and hope that your time with us is positive and fulfilling. Volunteers play a vital role in helping us support the most vulnerable people in our community and this Volunteer Handbook has been designed to help you understand your volunteering role.

The volunteer spirit drives our Organisation and your contribution is highly valued. You are joining a team of almost 300 volunteers who thoroughly enjoy helping their local community. Volunteers tend to stay with us for many years. This Handbook contains all you need to know to get started with 3Bridges Community. Please take the time to read it and do not be afraid to ask questions!

This Handbook has drawn extensively on information from Volunteering Australia and it should be read in conjunction with the various Organisational policies, procedures and codes. Your orientation and induction will help reinforce our expectations of all team members and guide you in your volunteering role.

With your help we will continue to build community capacity and resilience.

Our Volunteering Program has been carefully structured around the National Standards for Volunteer Involvement and the philosophy and operation of our volunteer program is directly aligned to the 8 Standards. By aligning our program to the National Standards we are able to:

- incorporate volunteer involvement values and maximise the benefits of volunteer involvement
- develop effective volunteer involvement strategies and practices
- involve volunteers in meaningful and useful activities that contribute to the outcomes of the Organisation's work
- ensure your rights as a volunteer are protected and that you are supported.

We understand that volunteering provides an opportunity for you to be involved in activities reflecting your interests and skills. Meaningful volunteering promotes a sense of belonging and general wellbeing. For this reason we acknowledge that volunteering is a two-way relationship, providing 3Bridges with support in achieving our goals by involving volunteers in our activities, and for volunteers to make meaningful use of their time and skills, contributing to social and community outcomes.



Rosemary Bishop
Chief Executive Officer

National Standards for Volunteer Involvement

3Bridges Community's Volunteer Program has been aligned to the National Standards for Volunteer Involvement. By aligning our program to the new Standards we are ensuring our volunteer policies and procedures reflect best practice in volunteer management.

2015

The standards provide good practice guidance and benchmarks to help 3Bridges Community attract, manage and retain volunteers and help manage risk and safety for volunteers.

THE NATIONAL
STANDARDS FOR
VOLUNTEER
INVOLVEMENT

Most importantly, the standards help improve your volunteer experience.

National Standards for Volunteer Involvement - Overview
<p>STANDARD 1: LEADERSHIP AND MANAGEMENT</p> <p>3Bridges Community and our senior employees will lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.</p>
<p>STANDARD 2: COMMITMENT TO VOLUNTEER INVOLVEMENT</p> <p>Our commitment to volunteer involvement is set out through vision, planning and resourcing, and supports 3Bridges Community's strategic direction.</p>
<p>STANDARD 3: VOLUNTEER ROLES</p> <p>Our volunteers are engaged in meaningful roles which contribute to 3Bridges Community's purpose, goals and objectives.</p>
<p>STANDARD 4: RECRUITMENT AND SELECTION</p> <p>Volunteer recruitment and selection strategies are planned, consistent and meet the needs of 3Bridges Community and our volunteers.</p>
<p>STANDARD 5: SUPPORT AND DEVELOPMENT</p> <p>Our volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.</p>
<p>STANDARD 6: WORKPLACE SAFETY AND WELLBEING</p> <p>We ensure the health, safety and wellbeing of volunteers is protected in the workplace.</p>
<p>STANDARD 7: VOLUNTEER RECOGNITION</p> <p>Volunteer contribution, value and impact is understood, appreciated and acknowledged.</p>
<p>STANDARD 8: QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT</p> <p>Effective volunteer involvement results from a system of good practice, review and continuous improvement.</p>

3Bridges Community – a community partner

3Bridges' historical roots are firmly entrenched in the local communities across Sydney's south. With the merging of three key community based Organisations in 2014, we celebrate our foundation as first and foremost a bridge of three communities coming together to build stronger community linkages across Southern Sydney. The merge between Pole Depot, Keystone and Menai Community Services allows us to build a stronger and more supported community. Through the recent merge we have the capacity to deliver more comprehensive services while maintaining a very local feel.

The expanded team brings together their community networks and knowledge and are focused on making it as easy as possible for the community to access 3Bridges' full breadth of services which is designed to support all people in the community – from the very young to old. We care for the community, we work closely side-by-side with the community to support, nurture and make a positive difference and we are there to help the community grow.

The full story behind each Organisation that has come together to form 3Bridges can be found at <http://3bridges.org.au/about-us/story/>

We are a values-based community Organisation with more than 40 years' combined experience in providing services to local people while building community capacity and resilience.

We are a Public Benevolent Institution (PBI) and a registered charity with the Australian Charities and Not-for-profits Commission (ACNC) ABN 96039601269.

We offer the most comprehensive range of community services in the South East Sydney Region. We provide a focal point for the provision of services targeting the most disadvantaged people to relieve suffering, distress, misfortune, destitution or helplessness.

We undertake many programs that are aimed at creating and maintaining well-being, healthy communities, early intervention and the building of resilience. Our volunteers actively contribute to our mission through the following programs:

- In home visiting and assistance to families with newborns;
- In home visiting for people frail aged including special needs groups;
- Support for carers of people with dementia, disability, illness and frailty; carrying out day care programs for the aged and disabled;
- Before and After (BASC) School care for our community families;
- Support for shopping, meals delivery, outings for our older and cultural community members;
- General community programs including computer tutor, language tutor walking groups and information desk;
- Providing services for disadvantaged people including mental health programs and a cognitive program for young adults aged 17 years and over who have learning difficulties;
- Early intervention programs aimed at providing vital support and assistance;
- Undertaking home modification services to meet the needs of disabled, ill or frail people to allow them to live safely in their home and to participate in the life of the community.
- We operate 5 medium to large multi-use Community Centres in the St George and Sutherland areas (Penshurst, Hurstville, Carss Park, Oatley, Mortdale Cottage and Menai) and we deliver additional services from outreach locations across the St George, Canterbury, Inner West and Sutherland areas. Our Volunteer Team is located at Mortdale Cottage.



Leadership Team

3Bridges Community Limited is overseen by a Board of Directors.

Our Board of Directors are also volunteers who have a range of expertise.

The Board has established a management team structure with Directors leading four functional areas including: Finance and IT, Operations and Integration, Reframing Ageing and Community Capacity.

Day to day management of the Organisation is delegated to this management team who have been recruited with specific skills and qualifications. These include undergraduate and/ or post graduate qualifications in management, public administration, accounting, social work and project management. The management team follow key performance indicators and have day-to-day responsibility for service delivery, financial management and continuous improvement.

The importance of Volunteering

Volunteer involvement is a critical part of Australian society. It contributes to society and active participation in building strong, inclusive and resilient communities. It underlies innovation and social change, responds to community needs and challenges and it brings together and supports the local strengths and assets of communities.

There are important benefits of volunteering to both 3Bridges Community and to volunteers. Some benefits include:

- Sharing or learning new skills
- Making the community in which they live a better place
- Contributing to a cause that has affected a friend or family member
- Meeting new people and social interaction
- Gaining satisfaction through touching lives and making a difference.

We acknowledge that volunteer involvement can contribute to and extend the capacity of 3Bridges Community to meet our aims and goals. Volunteers can provide the time, skills, expertise and points of view that enable us to pursue programs and activities that benefit the community.

For individuals, volunteering provides an opportunity to be involved in activities reflecting their interests and using their skills. Meaningful activity in turn promotes a sense of belonging and general wellbeing. Volunteering can also be a way to develop skills, potential pathways to employment or a way to contribute existing skills for the common good.

What is volunteering?

Formal volunteering is an activity that takes place in or through not-for-profit organisations and:

- is for the benefit of the community
- is undertaken of the volunteer's free will and without coercion
- for no financial payment, and
- in designated volunteer positions only.

The accepted definition of volunteering is:

Volunteering is time willingly given for the common good and without financial gain¹.

'The value of volunteering is immense and irreplaceable.'

'Volunteering empowers individuals, enhances organisations and strengthens communities.'

'The estimated economic value of volunteering is tens of billions annually'.

¹ Volunteering Australia, 23 July 2015

Selecting the role that best suits you

Most volunteers offer their services on a regular basis in a single program however some volunteers elect to support more than one program or cause.

In choosing a role you may consider:

- What you want to get out of the experience (your motivation for volunteering);
- The skills you have to offer;
- How much time you can invest in volunteering;
- The geographical location of the volunteering role or the timing.

For further enquiries please contact the Volunteer Coordinator on 1300 327 434.



Volunteer Stories

Vivien Connors

Vivien has been volunteering with 3Bridges for the last 2 years. She supports our Get-Together group on Mondays and centre-based day care on Wednesdays and Thursdays.

At a loose end after caring for her mother for six years, Vivien says she found she enjoyed interacting with the elderly and was introduced to our Carers Group.

“Volunteering with 3Bridges gives me a sense of purpose and I feel in a small way I am helping enrich the lives of the clients,” says Vivien. “It’s very rewarding here and nice working with like-minded people who enjoy helping others. It feels like we all become an extended family.”

Vivien and her husband, who live about 500 metres away from the Penshurst Community Centre, ran a small import/wholesale business for about 20 years which she sold to become the sole carer of her elderly mother.

“My mother entered a nursing home about two years ago due to needing specialist care,” says Vivien, “and that’s when I turned to 3Bridges to volunteer.”

Vivien finds enjoyment supporting our young adults with a disability group and loves interacting with carers and clients.



Daniel Nield

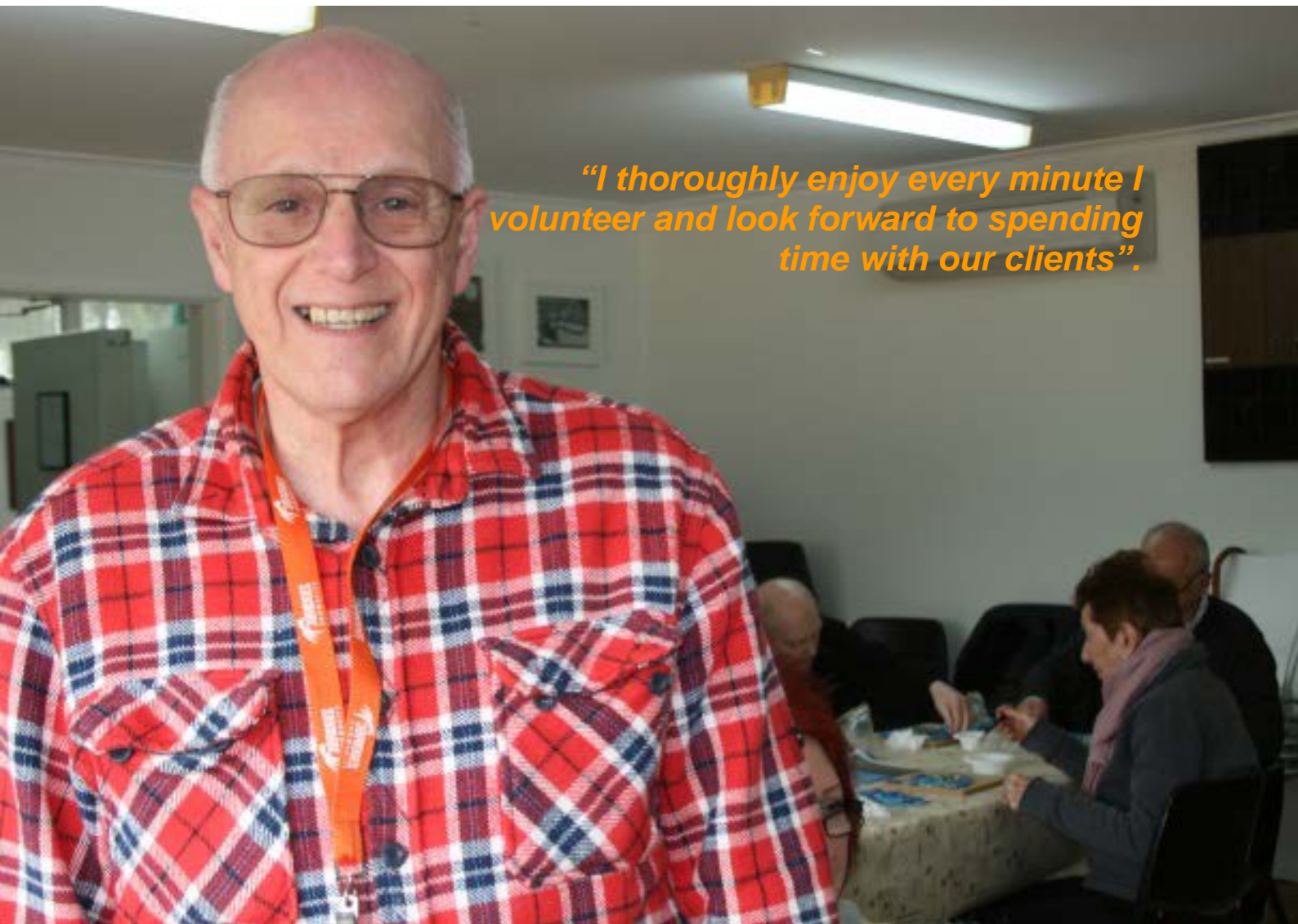
Daniel has been a committed volunteer since 2009 and has freely given 5,000+ hours to our clients. He is always positive and encouraging in his communication and shows great patience and enjoyment in his interactions with clients.

Daniel is a regular contributor to our Get-Together group two days per week. This is a centre-based program for adults with severe disabilities which helps to reduce social isolation, enhance self-confidence and broaden options for leisure time. The program is very popular and includes social contact, outings, skills development and recreational activities for clients.

Daniel also supports our seniors/dementia group by preparing meals, travelling with clients and interacting with them.

In January 2015, Daniel supported our Children's Services team, enabling them to provide the higher level support needed to include two five-year-olds with multiple disabilities in our vacation care program. Because of this, two little girls not only had fun and made friends but improved their communication skills and their parents/carers enjoyed some much needed respite. Daniel quickly developed a rapport with the children who looked forward to his attention and sense of fun.

In late May 2015 this service was independently audited under the Disability Standards by two independent auditors. Daniel's work was noted by the auditors as outstanding. His level of sincerity, compassion and understanding for clients with severe disabilities was singled out as highly commendable.



"I thoroughly enjoy every minute I volunteer and look forward to spending time with our clients".

Volunteer Recruitment, Induction and Training

The process of becoming a volunteer is outlined below. In most cases a scheduled volunteer interview will take place, where you will be required to fill in forms and sign off on three of our policies. You will need to complete a Police check arranged by the Volunteer Coordinator at no cost to you. If you are volunteering with or for anyone under the age of 18 you will also be required to have a Working With Children Check. In the interview we discuss insurance, boundaries, reimbursements, using your car and ongoing training through our RTO. Once the paperwork and clearance checks have been process you will receive an email & phone call about starting your new volunteer role.

A Volunteer Agreement attached to the email needs to be signed by you which confirms your volunteering role is unpaid. You would have also received a Position Description on your volunteer role in the recruitment process. If not please contact the Volunteer Coordinator.

An email is sent to you with a link to access the 3Bridges Community Volunteer Handbook via the Volunteer webpage. This handbook is available online in PDF format and can be downloaded from <https://3bridges.org.au/get-involved/volunteer-with-us/>

As part of the informal orientation, you are highly encouraged to explore 3Bridges' website <http://3bridges.org.au/about-us/story/> and read in detail about 3Bridges' mission, philosophy and history.

Volunteer recruitment, induction and training typically consists of the following stages:

Stage	Details
Recruitment stage	<ol style="list-style-type: none"> 1. Initial interview is conducted with Volunteer Co-Ordinator and/or Supervisor. 2. Volunteer Co-Ordinator or Supervisor is to take copies of signed Policies. These are placed in Volunteer folder and copies made available on request. 3. Volunteer recruitment paperwork is completed and Checks processed. 4. Volunteer Coordinator sends applicant an email confirming their volunteer role is approved. The Supervisor contact will make contact with applicant to arrange a suitable start date.
Induction stage	<ol style="list-style-type: none"> 1. Volunteer is sent a link to the Volunteer webpage to access the PDF Volunteer Handbook. The Supervisor goes through an induction checklist. 2. Volunteer is given an appropriate identification tag/badge and shown the attendance sheet by their Supervisor. 3. Volunteer is briefed by their Supervisor on policies, procedures, Code of Behaviour and Conduct, Privacy and Confidentiality and Work Health Safety and Welfare. 4. The Supervisor explains client Boundaries and Grievance procedures.
Training stage	<ol style="list-style-type: none"> 1. Volunteer is given a site tour (if necessary) by Supervisor or other Support Worker and provided with instruction on their volunteer role.

Our obligations to you as a Volunteer

General principles

We treat our obligations to you as a volunteer very seriously. The objectives of our volunteering program are clearly defined and we are committed to upholding agreed principles for volunteering and supporting your rights as a volunteer.

The objectives of our volunteer program are to:

- Establish and maintain best practice standards for recruitment to volunteer positions with 3Bridges Community in line with **National Standards for Volunteer Involvement (2015)**.
- Comply with Volunteering Australia's **Model Code of Practice for Organisations Involving Volunteers (2015)**.
- Foster a positive culture of teamwork between paid staff and volunteers based on mutual respect and open communication.
- Not place volunteers in positions where funding is available or in positions that have previously been held by paid staff or have been identified as paid jobs.
- Ensure that volunteers are not expected to take up additional work to compensate for planned staff absences.

Principles Of Volunteering²

3Bridges recognises and upholds the following principles of volunteering as set out by the **National Standards for Volunteer Involvement (2015)**. We are committed to the following principles:

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- 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.

² Source acknowledgment: VOLUNTEERING AUSTRALIA

Volunteers Rights and Responsibilities

3Bridges Community will support your right as a volunteer to:

- work in a healthy and safe environment
- be interviewed and engaged in accordance with Equal Opportunity and Anti-Discrimination legislation
- be adequately covered by insurance
- be given accurate and truthful information about 3Bridges
- be reimbursed for out-of-pocket expenses
- be given a copy of the Volunteer Policy and Procedures as well as any other policy that affects your work
- not fill a position previously held by a paid worker
- not do the work of paid staff during industrial disputes
- have a job description and agreed working hours
- have access to a grievance procedure
- be provided with orientation to the Organisation
- have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- be provided with sufficient training to do your job.



Your obligations as a volunteer

What do we expect of you as a volunteer?

We ask you to treat our clients with dignity and kindness and respect their rights and individuality. Specifically, your responsibilities will include:

- being reliable and helpful
- carrying out your specified duties
- being committed to 3Bridges Community and our values
- undertaking training as requested
- asking for support when you need it
- giving sufficient notice when you are not able to volunteer on your rostered day
- giving sufficient notice before you leave the Organisation
- valuing and supporting other team members
- being trustworthy and respecting client confidentiality
- carrying out the work you have agreed to do responsibly, safely and ethically.

It is also important you carry out your role in accordance with the requirements of 3Bridges Community policies and procedures and follow instructions from your Supervisor. Any safety or hazard issues should be raised for action with your Supervisor. As part of the selection process, you must also consent to a Police History Check and in some roles provide a Working with Children Clearance.

These are provided at no cost to a volunteer.

Code of Behaviour and Conduct

As a volunteer you will be asked to sign a copy of and agree to act in accordance with our Code of Behaviour and Conduct (**HRF09**). It is important that you understand how the Code applies to your role as a volunteer.

The Code of Behaviour and Conduct is reinforced as a major organisational policy (**HR14**).

This Code of Behaviour and Conduct clarifies the expected standards of behaviour and conduct in the performance of all duties. For the purposes of the Code, 'team members' includes paid team members, contractors, students and volunteers.

The Code of Behaviour and Conduct includes standards covering:

- Values
- Ethical Decision Making
- Conflicts of Interest
- Discrimination and Harassment
- Privacy and Confidentiality
- Workplace Safety
- Public Comment
- Respect for People and Property
- Fraudulent Misappropriation
- Signatures and Personal References
- Gifts and Benefits
- Relationships between Team Members and Clients
- Physical / Psychological Harm of Clients
- Reporting Suspected Risks of Harm
- Drugs, Alcohol and Tobacco

Code of Behaviour and Conduct
To learn more
Read Policy HR14 or Form
HRF09.

We expect all team members will:

- show respect and courtesy in all their dealings with others
- always act in good faith and in a professional and ethical manner
- perform their work fairly and honestly with objectivity and integrity
- apply their skills, knowledge and experience with diligence and due care
- strive to build a safe, harmonious, equitable and non-discriminatory workplace
- observe and uphold 3Bridges' policies and procedures and follow all lawful directions
- uphold 3Bridges' values and protect and promote our reputation and standing in the community
- refrain from providing false or misleading information relating to 3Bridges, our staff or our members.

Privacy and Confidential Information

3Bridges Community is an Organisation for the purposes of the **Privacy Act 1988 (Cth)** and therefore has legal obligations to ensure the protection and proper use and handling of personal information.

We place a high value on the rights of individuals to have their personal information protected. Accordingly, personal information is to be used only for the primary purpose for which it has been collected.

Every volunteer is required to sign a Privacy and Confidentiality Agreement (**HR/F20**) prior to commencing duties and it is very important you understand your obligations and responsibilities.

As a general rule you are expected to:

- retain all confidential information in the strictest confidence and not disclose any confidential information to any person other than for purposes directly related to your position as a team member at 3Bridges.
- not use any confidential information which you have acquired in relation to the activities of 3Bridges for your own interests or the interests or purposes of others not associated with 3Bridges.
- not make copies of any confidential information for any reason other than those essential to and directly related to your volunteering position and responsibilities with 3Bridges.
- upon request, and in any event upon the cessation of your volunteering role with 3Bridges, return materials containing confidential information which are in your possession.
- not use client names in reports but use other ways of disguising their identity.

The obligations will not prevent you from:

- disclosing information to proper authorities in relation to concerns about improper conduct, breaches of laws or breaches of duty of care
- providing access for external reviewers to non-identified information for the purposes of formal audit processes
- making a formal complaint to appropriate authorities about an aspect of 3Bridges' operation
- disclosing any information that you may be required to disclose by any court or regulatory body or under applicable law.

Privacy and Confidentiality
To learn more
Read **Policy OM1** or **Form HRF20**.

Work Health and Safety

3Bridges Community is committed to ensuring a healthy and safe work place for staff, volunteers, clients, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility.

A number of policies and procedures have been developed to guide our day-to-day operations including:

- RM01 Work Health, Safety and Welfare
- RM02 Risk Identification
- RM03 Workers Compensation & Rehabilitation
- RM04 Emergency and Evacuation
- RM05 First Aid Management
- RM06 First Aid Certification
- RM07 Accident Reporting
- RM08 Plant and Equipment
- RM09 Infection Control
- RM10 Alcohol, Drugs and Smoking
- RM11 Food Handling
- RM12 Transport Safety
- RM13 Manual Handling

It is important that you are aware 3Bridges Community has these policies and procedures. Some will be relevant to your volunteer role.

Should a safety hazard or incident be identified, to enable immediate action to be taken, it is imperative that the problem be reported immediately to your Supervisor or the Volunteer Co-Ordinator.



Care should be taken to ensure that where a professional service is required or provided (e.g. manual tasks that may involve lifting, carry, moving, holding or restraining a person or item) 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.

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 their Supervisor aware of the possible action required.

First Aid

Each 3Bridges Community site has a designated First Aid Officer who has completed accredited First Aid Training. The names and contact details of each First Aid Officer are located on notice boards in prominent locations as well as on the Intranet site.

A First Aider is a 'person who has undertaken a recognised course of study into the provision of first aid, and who chooses to apply First Aid assistance to others.

The 5 principles of first aid are:

1. Preserve Life
2. Protect the unconscious casualty
3. Prevent further injury
4. Promote recovery, and
5. Practise a safe environment at all times.



First aid kits are deployed to every site and in 3Bridges Community vehicles. You are encouraged to note the location of these kits which are marked with a green cross.

Emergencies involving clients

If a client is found in an emergency, e.g. heart attack, your first action is to call '000' so that medical aid can be provided. If you notice a client is unwell or in distress, it may be necessary to stay with them until help arrives. This is particularly necessary if someone has collapsed or is unconscious. You should remain with the client until help arrives e.g. ambulance. Some clients do not have insight into their condition so if you are concerned and do not know what to do please ask your Supervisor.

Accident/Incident Reporting

Should an accident or injury occur, it must be immediately reported to your Supervisor who will ensure that appropriate action is taken. 3Bridges Accident/Incident Report form is to be completed and given to your Supervisor along with any accompanying documentation. Please be aware of the following Accident / Incident reporting forms:

- Incident Report form **(RM/F18)**
- Hazard Report **(RM/F16)**

Emergency Procedures

Emergency procedures are clearly outlined in 3Bridges Emergency Incident Management Procedures hard copies of these procedures are also located at reception in each office premises.

Emergency Evacuation Procedures

All volunteers must be aware of emergency evacuation procedures. These can be found sign posted in key locations throughout our many buildings. Each site also has a published Emergency Plan. It is imperative that all volunteers are familiar with this document and any concerns should be raised immediately with your Supervisor.

In addition to an Evacuation Plan, volunteers should also be aware of the following:

- When an emergency occurs requiring evacuation of the office premises, staff and visitors should also proceed to the nearest and safest Fire Exit
- DO NOT use lifts (where applicable)
- Assist visitors or persons with disabilities
- If you can do so safely, take personal belongings (keys, purse, wallet etc)
- Once outside the building, you should assemble in the Emergency Evacuation Assembly Area nominated on the Evacuation Plan.
- A designated person should ensure that all persons in the office at the time of the evacuation are accounted for and if possible, the staff attendance book and visitors book should be taken to assist in accounting for personnel

- Staff and visitors should only return to the office when told to do so by emergency service personnel or other person with authority
- No one is exempt from taking part in organised emergency activities.

Work Health and Safety
To learn more
Read Policies RM 1- 13.

Client rights and responsibilities

As a volunteer you will play an important role in supporting around 40,000 clients each year.

3Bridges Community abides by a number of client charters developed by the Government and has also developed detailed guidelines confirming the rights of clients.

It is important that you are aware of these charters and the commitments we have made.

Client Rights

Community Care Policy BO2 formalises our obligations to clients and includes the following:

Client Rights	
Respect	Our clients have a right to be treated with respect, courtesy and honesty. This includes respect for their cultural or religious beliefs and traditions important to them, as well as their life choices, social needs and beliefs.
Privacy and confidentiality	Our clients have a right to privacy. We have policies and procedures to safeguard their privacy and maintain the confidentiality of their personal information. They may ask for a copy of our Privacy Policy at any time.
Safety and freedom from abuse	Our clients have the right to be safe, to access services in a safe environment which is free from abuse of any kind.
No discrimination	Our clients have a right to access 3Bridges' services free of discrimination, harassment or exploitation.
Individual needs	Within the resources available to 3Bridges, our clients have the right to receive services in ways that meet their individual needs. They may also request the opportunity to review and adjust the services offered to them should their requirements change.
Connection to family and community	Our clients have a right to keep and develop close relationships with the people who are important to them, such as family, friends and advocates, where it is safe to do so.
Support	Our clients have a right to have a support person of their choice with them when they talk to 3Bridges about our services and their requirements. Their support person could be a family member, friend or advocate.
Access to information	Our clients have a right to ask questions and receive information about 3Bridges' services in a way that they understand.

Client Rights	
Participation in decisions	<p>3Bridges must listen and consider client views fairly and clearly explain any decisions that are made. If they wish, our clients can ask 3Bridges to put in writing the reasons for any decisions made.</p> <p>Our clients have a right to have a say in the services they receive and to make decisions that help them to be in control of their life and requirements.</p>
Complaints	<p>Our clients have a right to complain about any aspect of 3Bridges' services that they are not happy about. 3Bridges cannot withhold services or treat clients unfairly if they choose to make a complaint.</p> <p>Our clients have a right to know how 3Bridges would handle their complaint, including progress and the results. If they are not satisfied with the process or outcome, they may complain to an external advocate or the NSW Ombudsman.</p>

Client responsibilities

In return, clients are asked to:

- Respect our team and their efforts to work in partnership with them
- Be understanding if we are unable to fulfil their wishes due to resource limitations or for any other reason
- Let us know in an appropriate manner of any concerns they may have.

Working with Clients
To learn more
Read Policies OM 1- 19 and
CCare Policies 1-6.
Charter of Client Rights and
Responsibilities

We also ask clients to respect the rights of other people who use 3Bridges' services and venues so that together we can build happier, healthier and sustainable communities.

Boundaries

Sometimes the clients with whom you work will ask you to do tasks outside your usual times of volunteer work. If you choose to do this, both the client and volunteer need to understand that this activity is in the spirit of friendship and outside your responsibilities as a volunteer. Consequently all the protection in place as a volunteer does not apply. It is important to discuss this with your Supervisor/Program Coordinator and act on their guidance.

Tips for dealing with people who have dementia

A number of our programs support people living with dementia. The following tips will help.

- always identify yourself, say hello and that you are here with lunch
- be friendly and cheerful
- speak gently and clearly, but don't shout
- don't talk down to people
- explain what you are doing
- stand in front of people when you speak to them as people may be alarmed if you stand behind them
- listen to what people are saying and pick up on past conversations
- do not ask personal questions

- do not talk about people with dementia as if they were not there
- do not invade the person's personal space
- do not argue with people with dementia.

Quality Management

3Bridges Community is a quality certified Organisation against ISO 9001:2015.

The primary focus of our quality management system is to meet our client requirements and to strive to exceed customer expectations.

Our quality focus is expressed in our organisational structure, policies, procedures, processes and systems.

Part of your induction with 3Bridges will incorporate familiarisation with our quality management system including our quality manual, policies and procedures.

A fundamental principal that we have adopted is fully embracing client and customer feedback at all levels of service delivery. This includes encouraging clients to tell us what they think of our services. This ensures that we continually strive to improve our service quality.



Complaint Management

Our Complaint Management Policy is articulated in Grievances and Complaints Management (**OM19**).

Clients are encouraged to raise their complaint in the first instance with the team member concerned. The team member receiving the complaint must ensure that the complaint is dealt with promptly and a Suggestion/Complaints Feedback Form (**OM/F06**) be completed.

Written complaints will receive an acknowledgement of receipt letter within 24 hours of receipt and an anticipated outcome response date (no more than 7 days, except in extenuating circumstances such as relevant team member's absences).

Written complaints are discussed with the next level of management who will prepare the response letter for approval by the Chief Executive Officer before signing.

Verbal and written complaints are to be recorded on the 3Bridges Complaints Register (**OM/T1**).

If the client is not satisfied with the outcome, or not happy to discuss the issue with the team member concerned, they should contact the relevant Co-Ordinator/Manager or use an advocate to negotiate on their behalf.

If the issue is still not resolved, the client should raise the issue with the Chief Executive Officer; if still unresolved the matter will be taken to the Board.

If after approaching the above people, the issue is still not resolved, the client can complain to the funding body or a relevant external organisation.

Complaints
To learn more
Read Policy **OM19**.

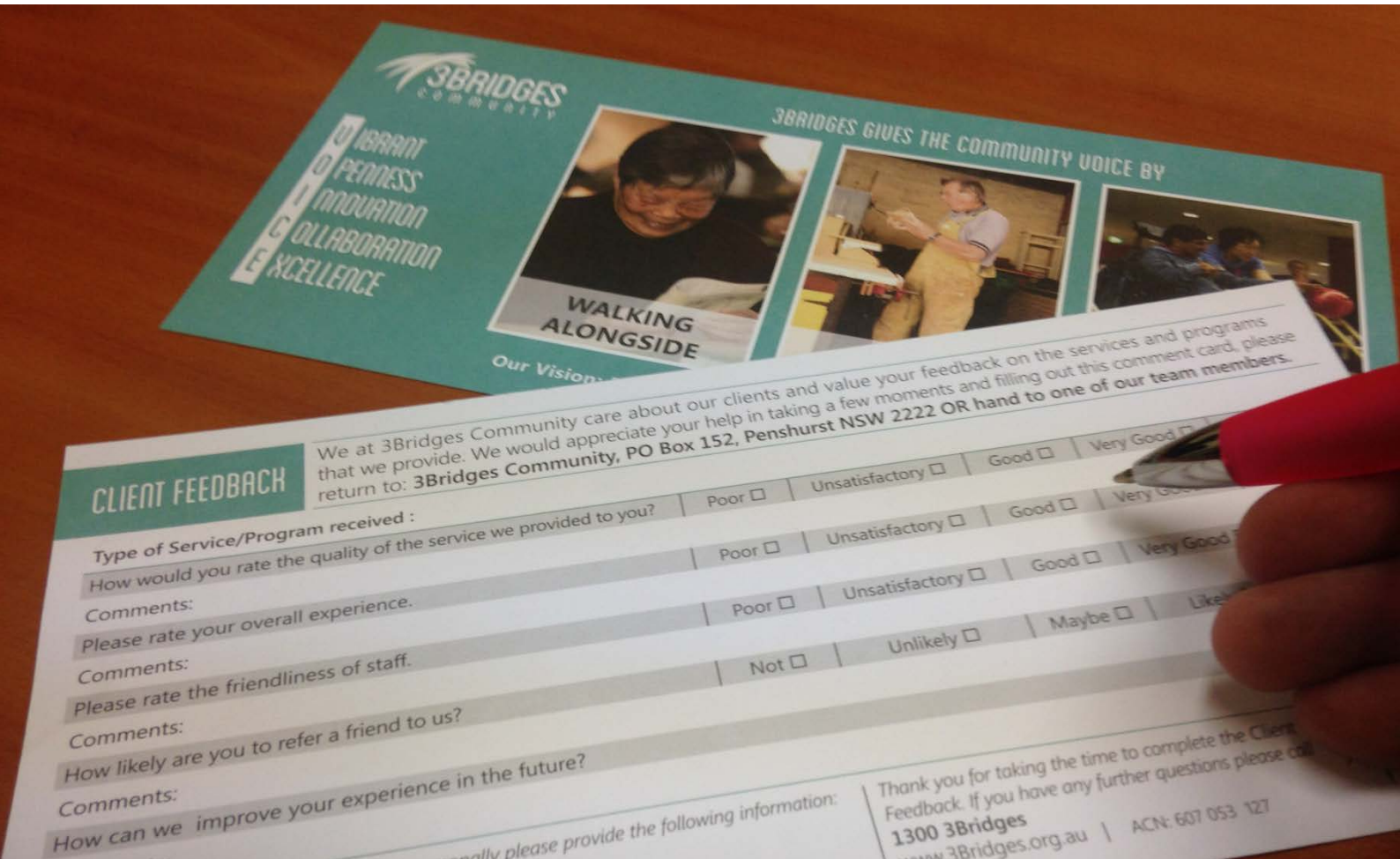
As far as possible, the fact that a client has lodged a complaint and the details of that complaint should be kept confidential amongst team members directly concerned with its resolution.

The client's permission should be obtained prior to any information being given to other parties which it may be required to involve in order to satisfactorily resolve the complaint.

Feedback

We have introduced a simple feedback system whereby clients, team members and volunteers are able to quickly provide us with feedback on the quality of our service.

These cards (**QA F5**) measure our quality of service, the overall experience, friendliness of staff, whether an individual would refer us to a friend and how we can improve for the future.



The cards are available from our reception areas and you are encouraged to fill one of these out if you want to provide us with feedback.

We will also conduct an annual volunteer survey to gain feedback on how our program is operating and your experiences.

Every three months we will also send you a pulse survey to provide us with feedback.

Grievances

A grievance is a complaint about any type of work related problem that is causing distress. The grievance may arise from a decision, act or omission by any person or persons within 3Bridges Community including volunteers, which is considered by the complainant to be wrong, mistaken, unjust or discriminatory.

Grievance Policy (**HR23**) provides guidance to all team members relating to the management of grievances.

We foster a productive and harmonious working environment where work related concerns or grievances are managed promptly, impartially and justly.

In the instance where a complaint or dispute does arise, we have a responsibility to provide our team members with appropriate ways to resolve such complaints and disputes and to minimise any adverse impact on everybody within the Organisation. As far as possible, we also need to ensure a positive outcome.

Grievances should be treated seriously, expeditiously, sensitively and as close as possible to their source, having due regard to procedural fairness, confidentiality and potential for victimisation.

Concerns should be raised as early as possible after an incident has occurred and complainants should not instigate grievances that are frivolous or malicious.

All parties are required to participate in the grievance resolution process in good faith.

Grievances and information arising from the handling of any grievance must be treated confidentially.

The principles of natural justice will be observed throughout. This means that before a decision is taken about them, team members have the right to:

- be informed about the nature and content of the grievance
- be heard by an unbiased decision maker and
- have a witness present.

Grievances
To learn more
Read Policy HR23 - Grievances
&
OM19 – Grievances and
Complaints Management.

Administrative Guidelines for you as a Volunteer

This section of your Handbook provides more detailed administrative guidelines for you as a volunteer. The guidelines provide an early introduction to our organisational policies and procedures and cover the most common questions our volunteers ask.

CHANGE OF ADDRESS/PHONE NO

If you move or your phone no and/or email has changed please notify your supervisor and/or the Volunteer Coordinator.

ABSENCES

You are requested to give your Supervisor/Program Coordinator as much notice as possible regarding absences.

You should phone or email your Supervisor/Program Coordinator when you are aware you will need to be absent. You are also requested to keep in regular contact with your Supervisor so rosters can be managed.

CEASING TO BE A VOLUNTEER

Resignation

We recognise that due to changing circumstances you may wish to resign from your voluntary position.

While there is no legal requirement to give notice, we would appreciate a minimum of 2 weeks' notice, wherever possible.

You will be requested to complete a confidential Volunteer Exit Questionnaire form if you wish to provide us with an update of the work you have been performing and to cover any relevant issues.

If you have worked for a period of more than twelve (12) months you will receive a Certificate of Appreciation unless the service was terminated for misconduct.

Termination

It may be necessary on occasion to terminate a volunteer's service. This may be because:

- the volunteer's assigned position is no longer required (or conversely, changing demand requires a paid position) and there is no other suitable volunteer position
- the volunteer is not adhering to the requirements of the 3Bridges Code of Behaviour & Conduct or to other policies and procedures
- the volunteer is failing to satisfactorily perform their assigned volunteer role
- the volunteer may have committed serious misconduct justifying immediate dismissal.

Termination is within the discretion of the Chief Executive Officer. Every effort will be made to explain the reason(s) for the termination action and the principles of natural justice and procedural fairness should be applied. Volunteers must not be subject to any form of discrimination.

Wherever practical, we will give a volunteer two weeks' written notice of termination, except in circumstances of serious misconduct warranting immediate dismissal.

Return of Organisation Property

You must return property before leaving. This may include, but is not limited to:

- Keys
- Documents, books or reference materials
- ID badge
- Computer equipment

You should provide your Supervisor with passwords and other information pertaining to accessing computer files.

References and Statements of Service

The Volunteer Co-Ordinator and/or a designated person may provide references for volunteers reflecting their actual contribution to the Organisation. Alternatively, Statements of Service may be provided.

References and Statements of Service are placed on a volunteer's personnel file.

The Chief Executive Officer may send a letter or certificate of recognition and appreciation.

COMPLAINTS RESOLUTION

Policy (HR23) Grievances - provides detailed guidance around complaints by team members.

Should the situation arise where you feel you have been treated unfairly or are the recipient of bullying techniques or feel harassed or are the subject of matters that makes you incapable of performing your work, the complaint resolution procedure provides a fair and equitable mechanism to assist you to deal with such situations.

Complaints may be resolved in a variety of ways.

You should first refer your complaint to the Volunteer Co-Ordinator or designated person who will endeavour to promptly resolve the issue or issues. Where you do not feel comfortable with this approach you may refer the complaint directly to the Chief Executive Officer. Alternatively, you may approach the Work Health & Safety Officer for advice.

When a complaint is received the Volunteer Co-Ordinator or designated person will investigate the matter promptly and may arrange for an independent person to conduct an investigation or to act as a mediator. This person may be another team member at the appropriate level, a member of the management team or a person independent from 3Bridges Community.

Where the complaint is about another team member's behaviour or alleged misconduct, the Volunteer Co-Ordinator or designated person will ensure that the person against whom a complaint or allegation has been made:

- is informed of the complaint and fully understands the nature of the allegation
- is treated in a non-discriminatory manner
- has the opportunity to respond, is informed as to what action including disciplinary action could be taken in the matter, and
- is advised that they may have another person accompany them during discussions associated with the investigation.

Following the investigation, the Volunteer Co-Ordinator will decide what action to take after appropriate consultation.

An appropriate time frame should be set at the commencement of any investigation to ensure that the matter is dealt with without unnecessary delays.

If the complainant is not satisfied with these outcomes, that matter can be referred to the Chief Executive Officer for review. The Chief Executive Officer may seek independent advice or assistance from an appropriately trained or skilled person in deciding whether the decision will stand or not.



CONFLICT OF INTEREST

You must disclose to your Supervisor or designated person, any potential, apparent, perceived or actual conflict of interest.

Conflicts of interest may occur when you:

- have personal, business, family, friendship or financial involvement in a matter related to 3Bridges' activities
- hold personal beliefs or attitudes that could influence or be seen to influence your impartiality
- participate in outside activities which could adversely affect your ability to do your work.

You may be required to refrain from participation in activities in which you have a conflict of interest. In cases where the conflict is incompatible with continued engagement by us, you may be required to remove the conflict or to resign.

For further information please refer to **Policy (HR14) Team Member Behaviour and Code of Conduct**.

POLICE CHECKS

As our clients are some of the most vulnerable people in our community, 3Bridges conducts a Police Check on all employees and volunteers before they begin working for our Organisation. The outcome of this check is kept confidential and will not be disclosed to anyone other than the Director, Operations and Integration and the Co-Ordinator concerned. Where the police check reveals a history which indicates that a volunteer may be unsuitable, the volunteer will be advised and may not be able to commence volunteering. Some roles also require a validated Working with Children Check.

DECISION MAKING

Where appropriate, we will endeavour to include you in decision making where decisions affect your volunteer role.

DRESS CODE

We acknowledge the changing nature of community standards, differing cultural preferences and sensitivities and that individuals may have different clothing preferences and tastes. However, dress and appearance standards must at all times reflect respect for others, professionalism and commitment to safety and service that derive from our core values.

Judgement and discretion must be exercised in determining what attire is appropriate to perform your duties. Appropriate attire will depend on particular duties and responsibilities, degree and nature of client contact and minimum safety requirements.

We require all volunteers to:

- Maintain a high standard of hygiene and cleanliness, including the use of deodorants or anti-perspirants appropriate to individual needs
- Observe all clothing-related safety and health requirements relevant to activities undertaken in the course of their duties
- Not wear clothing or other items with language, slogans, logos or pictures depicting or advocating discriminatory behaviour, violence, substance use, sexuality or vulgarity, either written or implied
- Be mindful that some people have allergies to strongly scented perfumes, after-shave products and lotions. Consequently, when at work, it is advisable to use products which are unobtrusive and hence less likely to cause others discomfort.

Management reserves the right to raise the issue of dress with individual volunteers when considered necessary.

EXPENSES

As a volunteer you have a right to be reimbursed in a timely manner for agreed out-of-pocket expenses incurred on behalf of 3Bridges Community.

In specific circumstances, you may also be entitled to receive a contribution towards your travel and meal expenses while you are volunteering with us.

While it is our intention to provide a consistent approach to the reimbursement of expenses, various program areas are the subject of limited funding parameters and the ability to fund reimbursements will be subject to available finances.

As a general guide, we may consider reimbursements on a case by case basis, taking into account the nature of the expenditure and the ability for the program area to fund the expense.

It is therefore recommended that you first confirm with your Supervisor as to the reimbursement available for specific activities.

GIFTS, GRATUITIES AND PRESENTATIONS AND OTHER BENEFITS

We may offer gifts or volunteer presentations in recognition of services provided. However, acceptance of gifts from clients is not permitted unless an unsolicited gift is of a token and insignificant nature or moderate act of hospitality. Accepting them is a matter of judgement and volunteers must be satisfied that neither you nor the Organisation is in any way compromised. You should seek advice from your Supervisor or designated person prior to acceptance of token gifts.

Accepting bribes or undeclared benefits may be considered serious misconduct and will be dealt with under our relevant policy.



ATTENDANCE / ABSENCES

You are required to sign in and out of your volunteer role on the day you volunteer. This is imperative in the event of an accident, or if the workplace has to be evacuated suddenly. It is also helpful in reminding our funders how much of the work is done by volunteers.

If you are unable to attend your volunteer role, please notify your Supervisor/Program Coordinator as soon as possible.

Hours volunteered

We will keep records of hours that you have worked for the following reasons:

- Statistical data
- Insurance records
- Reimbursement records
- Potential value for increased funding

You are asked to keep accurate records of hours you are required to work. The specific methodology for recording your hours will be confirmed by your Supervisor.

HOUSEKEEPING

You are requested to ensure that your work area is maintained in a safe, clean and organised manner to ensure your own safety and that of other team members or visitors.

INSURANCE

While actively volunteering with us, including travel to and from the place of volunteer work, you are covered by Volunteer Personal Accident Insurance. You are covered for “non-recoverable medical costs” such as physiotherapy and x-rays. It is not possible to cover for “the gap”, so you could still be out-of-pocket.

The following are not covered by our volunteer insurance policy:

- Unregistered volunteers
- Any benefits payable by Medicare
- Any benefits payable by a Private Health Fund
- Any Medicare Gap benefits

MEETINGS

You are encouraged to attend regular staff meetings as well as our quarterly general staff meetings.

Staff meetings offer the opportunity for information exchange, participation in effective decision-making and for the expression of opinions/concerns as well as for learning about what is happening across the Organisation.

All volunteers are invited to attend the quarterly staff meeting.

MOBILE PHONES

Where appropriate, you may be issued with a mobile phone if your work requires the use of one. Personal calls from our issued mobile phone are limited to calling immediate family members on urgent issues where they cannot use their own mobile phone.

MOTOR VEHICLES

Use of Private Motor Vehicle - General Principles

We recognise there will be times when you may be required to use your private motor vehicle for business-related activities.

For detailed information on the use of private motor vehicles in your volunteering role please read **Policy (OM30) – Use of Private Motor Vehicles**.

Where a private vehicle is used, you must ensure that:

- you carry a current state or territory driver's licence for that type of vehicle
- you have obtained prior approval for the use of that motor vehicle
- the vehicle is registered and roadworthy
- the vehicle has either comprehensive or third party property insurance and the insurance cover is valid and appropriate for the excursion
- loading does not exceed vehicle specifications or the seat belt provisions of the vehicle
- you drive the vehicle safely and in accordance with the road rules and regulations
- you do not drive the vehicle if intoxicated through alcohol consumption or drug taking.

Accident Reporting

In the event of any accident or incident that occurs whilst using a private vehicle on 3Bridges business, you must:

- Report any accident to the police where damage or injury is incurred
- Not make any admissions of liability
- Co-operate in the lodging of any insurance claim
- Provide a full and accurate account of events
- Report an accident or incident to your Supervisor as soon as possible and within 24 hours
- Complete an Accident/Incident Report form.



Motor Vehicle Insurance

If you use your private motor vehicle for the provision of services (e.g. meals delivery), you are covered by Motor Vehicle Non-owned Insurance whilst volunteering for us, providing you are comprehensively insured elsewhere. This ensures that if you are at fault for causing an accident, a contribution towards your excess may be provided. You do however need to notify your insurance company that you use your car for volunteering and you need to give us a copy of your current licence and insurance policy.

The carriage of clients in private volunteer vehicles is discouraged unless you have prior approval of your Supervisor.

Breakdown, Maintenance and Mechanical Problems

Owners/drivers of a privately owned vehicle being used on occasion for 3Bridges Community business are responsible for any breakdowns, maintenance and mechanical matters.

Use of Private Motor Vehicles to Transport Clients

On occasion, you may be required to use your own vehicle to provide transportation for clients however; we do not encourage this practice. Where transportation has been approved by your Supervisor, the particular circumstances and the safety and well-being of everyone must be taken into account at all times, and the Supervisor's permission must be secured. Program-specific policies and procedures must also be followed at all times.

Fuel Reimbursement

Where you use your private vehicle during your volunteering role an agreed reimbursement is determined according to Financial Policies and Procedures.

Traffic Infringement Fines and Other Offences

Speeding and parking fines and fines for other traffic offences incurred while using a private vehicle on our business are the responsibility of the driver.

Use of Motor Vehicles Owned by 3Bridges - General Principles

We provide vehicles for use by volunteers from time to time. Where such a vehicle is used, the volunteer driver must ensure that:

- They carry a current state or territory driver's licence for that type of vehicle
- They have obtained prior approval for the use of that motor vehicle
- They have disclosed any issue that may impact on insurance cover
- Loading does not exceed vehicle specifications or the seat belt provisions of the vehicle
- They drive the vehicle safely and in accordance with the road rules and regulations
- They do not drive the vehicle if intoxicated through alcohol consumption or drug taking
- They do not smoke in the vehicle
- They do not carry pets or any unauthorised persons in the vehicle
- Unless in an emergency, they do not allow any unauthorised person to drive the vehicle



Accident Reporting

In the event of any accident or incident that occurs while on our business, the driver must:

- Report any accident to the police where damage or injury is incurred
- Not make any admissions of liability
- Obtain particulars of any other events
- Report an accident or incident to their Supervisor or designated person as soon as possible and within 24 hours
- Complete an Accident/Incident Report form.

Breakdown, Maintenance and Mechanical Problems

Drivers of 3Bridges vehicles being used on occasion for Organisation business will be provided with details of who to contact in relation to any breakdowns, maintenance and mechanical matters. The Supervisor must be advised immediately of any vehicle defects so that repairs can be arranged.

Fuel and Parking Costs

A fuel card is provided to cover the cost of fuel.

Traffic Infringement Fines and Other Offences

Speeding and parking fines and fines for other traffic offences incurred while driving a company vehicle on Organisation business are the responsibility of the driver.

OFFICE CLOSURE

We observe all gazetted NSW public holidays and the office will be closed on these occasions.

The office will also be closed from Christmas Day until the first working day in January (inclusive).

PETTY CASH

Your Supervisor may provide petty cash for the purchase of incidental expenses that may be incurred from time to time.

Receipts must be kept and given to your Supervisor.

Our policies and procedures prohibit team members and volunteers from depositing organisational funds into non-3Bridges bank accounts.

PRIVACY

3Bridges strives to act with the highest integrity and offer the best possible service to volunteers, organisations and other people who access our services. To provide the highest standard of service to all its stakeholders, from time to time we need to collect personal information which must be treated with the appropriate degree of privacy.

Personal information is any information where an individual's identity can be reasonably determined.

Our Privacy Policy and Procedures are reviewed in accordance with changes in the law. Currently, volunteer personal information will be held in a secure area for 7 years then confidentially destroyed.

RECOGNITION AND FEEDBACK

We recognise that the value of volunteering is immense and irreplaceable and we aim to ensure that your contribution is recognised, valued and accounted for. You will also be offered regular feedback on your work.

REST BREAKS

Everyone needs a rest. You will not be required to work for more than five (5) hours without a meal break, except in cases of emergency, when the time may be extended to six (6) hours. You are required to take a meal break of no less than 30 minutes and no more than one (1) hour unless agreed to by your Supervisor.

We recognise the importance of taking appropriate breaks and encourage you to take a meal break or other reasonable breaks during the day, taking into account personal, team and operational requirements.

RISK MANAGEMENT

We recognise that we may be exposed to certain risks due to the nature of our activities and the environment in which we operate.

The key to our success is the effective management of risk to ensure our organisational objectives are achieved. Risks occur in numerous ways and have the potential to impact financial performance, reputation, health and safety, community and the overall performance of the Organisation.

Risk management involves the forecasting and evaluation of risks or hazards together with the identification of procedures to avoid or minimise their impact.

You should discuss any concerns you may have in relation to risk management with your Supervisor.

USE OF RESOURCES

3Bridges' resources including funds, staffing, computers, mobile phones, photocopiers, equipment, and stationery and, if applicable, motor vehicles must be used effectively and economically on work related matters.

Approval must be sought in writing from your Supervisor to use our resources for non-official purposes except for the reasonable personal use of telephones and internet facilities as allowed in 3Bridges

'Information Technology and Communications Policies 1 - 6'. If authorised, responsibility for safeguarding, repairing and if lost, replacing 3Bridges property lays with the user.

SECURITY IDENTIFICATION

All volunteers will be issued with a laminated volunteer identification. These passes should be worn whenever you are volunteering for 3Bridges Community.

SUPPORT AND SUPERVISION SESSIONS

Supervision and support are important to ensure that you are supported in your work, that your work is carried out effectively and to provide an opportunity for feedback from you. Additionally, supervision sessions provide an opportunity to follow through on the further development of your skills and knowledge.

You will be provided with regular supervision support. You should contact your Supervisor if issues arise between supervision sessions which need to be dealt with urgently.

Your Supervisor is responsible for providing supervision and support to you and this can be provided either individually or in group sessions.

Supervision sessions will cover the following points:

- review of work undertaken since last session
- major activities planned before next session
- review of work undertaken since last session
- Organisation issues
- feedback on performance including identification of strengths and weaknesses
- identification of strategies for your development

TRAINING

Your training needs should be discussed with your Supervisor and a training plan established. Further training will be discussed at supervision sessions. Your Supervisor is responsible for ensuring that your basic training needs are met.

This may be through:

- the provision of a volunteer induction/orientation;
- referral to an external training course; and/or
- the provision of 'in-house' training sessions or on-the-job training.

Provision of education and training will ensure that you receive:

- training on Work Health and Safety issues and in the use of equipment
- training regarding the legal responsibilities associated with your work
- training related to the needs of the client group, and
- ongoing training on the content and use of the Policy and Procedures Manual.

3BRIDGES SHIRT

All volunteers are entitled to 1 3Bridges Shirt. The shirt needs to follow our Corporate Uniform Policy – (OM32) which details it is washed and not tattered or torn. That you wear it appropriately in your volunteer role.

WORK HEALTH AND SAFETY

Legislation ensures that a person engaged to perform volunteer duties has the same legislative protection as employees who perform paid work for an organisation.

Legislation also requires that an organisation must consult with all team members (as far as is reasonably practical) who are, or are likely to be directly affected by a matter relating to work, health and safety.

WORK PLACE RESPONSIBILITIES

Bullying in the Work Place

3Bridges is committed to providing a positive working environment free from intimidation, ridicule and harassment.

Bullying includes, but is not limited to:

- Verbal or written abuse or language that frightens or degrades a person. This may include swearing, threats and yelling
- Initiation pranks
- Spreading misinformation or malicious rumours
- Excluding or isolating workers or denying them information or resources to do their job
- Giving a person the majority of an unpleasant or meaningless task or that which is unreasonably above or below a worker's ability
- Scrutinising a person's work excessively or unreasonably
- Humiliation through sarcasm, or belittling someone's opinions
- Unjustified criticism, complaints or insults
- Deliberately setting work routines, procedures or rosters to inconvenience certain workers
- Setting timelines that are difficult to achieve
- Displaying written or pictorial material which may degrade or offend certain workers.

Formerly agreed behaviour may be found to be bullying when it continues after a request from the recipient for the behaviour to stop, or at the point it becomes intimidating, offensive or humiliating.

Bullying that directly inflicts physical pain, harm or humiliation amounts to assault and should be dealt with as a police matter.

Legislation may not regard the following as bullying:

- Differences of opinion
- The exercise of a Supervisor's legitimate authority at work through the direction and control of work responsibilities including setting standards and deadlines
- Allocation of work to a worker (including transferring a worker)
- Deciding not to select a worker for promotion
- Informing a worker about unsatisfactory performance
- Informing a worker about inappropriate behaviour
- Implementing organisational changes
- The monitoring of workflow and giving feedback on performance, where the Supervisor's actions are intended to assist workers to improve their tasks, their work performance, or the standard of their behaviour.

There are three approaches which may address bullying and can be used on their own or in combination, depending on the situation. These are:

- The direct approach – this involves a clear and polite request for the behaviour to stop at an informal level,
- Mediation/discussion involving an independent third party who can assist resolution through a discussion of the issues. This would involve a formal complaint being made by the alleged victim.
- Investigation where a serious allegation has been made. Principles of natural justice and confidentiality must be followed through any investigation.

If you have performance problems however, these should be identified and dealt with in a constructive way that is neither humiliating nor threatening.

If you feel you are experiencing bullying you can seek advice and assistance from the Volunteer Co-Ordinator or designated person or whoever you feel comfortable approaching. Further unacceptable behaviour as a result of reporting workplace bullying is regarded as a serious breach of conduct and will automatically result in a formal investigation, which if proven, may result in disciplinary action being taken against the perpetrator, which may include dismissal.

Cultural diversity

We aim to provide a range of services which acknowledge and reflect the diversity in our local community. This can be achieved through the dedicated and continual implementation of inclusive practices which:

- Accepts each individual as important.
- Respects diversity across gender, race, ethnicity, ability, sexuality, age, view point, etc.
- Provides positive and educational opportunities to increase awareness of attitudes, the effects of having them challenged and the right to have time to self-reflect and evaluate these attitudes.
- Encourages and enhances volunteer's and client's sense of self-worth and esteem.
- Increases awareness of the importance of providing positive non-biased and open-minded behaviours.
- Respects the information and input from volunteers and individuals.
- Is not tokenistic, and
- Challenges bias and stereotypes.

Fairness and Equity

As a volunteer, you must abide by the Code of Behaviour and Conduct and undertake your work and make decisions consistently, promptly and fairly. This involves dealing with matters in accordance with approved procedures in an impartial, respectful, honest and non-discriminatory manner.

Harassment and Sexual Harassment

Policy (HR1) – Harassment in the Workplace provides detailed guidance to volunteers.

Any form of harassment in the workplace or in the provision of services is totally unacceptable. Everyone has the right to be treated fairly and with respect by their employer, fellow workers and service users. Likewise all individuals in contact with 3Bridges must be treated fairly and with respect.

Harassment is repeated behaviour that is directed at an individual or group that a reasonable person would consider to be:

- Offensive, humiliating, intimidating or threatening
- Unwelcomed or unsolicited
- Impacting on a person's ability to function normally in the workplace
- Impacting on the health and safety of a person in the workplace.

Harassment does NOT include normal or reasonable management procedures or actions such as:

- Performance management or matters relating to the Code of Behaviour and Conduct

- Reasonable and legitimate disciplinary action for breach of Organisation policies
- Workplace restructuring including job reclassification or redundancies
- Injury and illness procedures
- Work allocation in compliance with systems and policies
- Any behaviour which is invited, mutual, consensual and/or reciprocated.

Sexual Harassment

Sexual harassment is against the law. 3Bridges' working environment must be free from all forms of sexual harassment or intimidation. It is the responsibility of management to create an atmosphere free of sexual harassment and each volunteer has a responsibility to respect the rights of others.

Sexual harassment means any unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated and where that reaction is reasonable in the circumstances.

Examples of Sexual Harassment could include but are not limited to:

- Intrusive enquiries into a volunteer's private life
- Reference to their sexuality or physical appearance
- Unwanted body touching or physically molesting a person
- Standing too close
- Excessively lengthy handshakes
- Unwanted brushing against another's body
- Indecent exposure
- Sexual assault
- Obscene, suggestive or offensive communications, including electronic mail and any form of social media
- Pornographic or offensive posters, handouts or screensavers
- Sexual jokes or anecdotes
- Leering or staring
- Unwanted sexual compliments or excessive flirting.

Sexual harassment is NOT:

- Behaviour which is based on mutual attraction, friendship and respect
- Behaviour which is invited, consensual, and/or reciprocated.

Any case of harassment or sexual harassment should be reported to the Chief Executive Officer immediately.

Reporting Inappropriate Behaviour or Making a Complaint

If there has been violent or abusive behaviour or you are experiencing personal trauma because of inappropriate conduct, a **Grievance Form (HR/F27)** should be completed.

The Complaint Resolution Procedures set out the mechanisms to promote fast and efficient resolution of workplace issues.

You have the right to have support or representation throughout the process, and have the option to discontinue a complaint at any stage of the process unless laws or legislation has been breached.

The respondent will be given the right to have a support person of their own during any investigation procedures, to arrange representation and advice on their own behalf throughout the process, and to respond fully to any formal allegations made.

Confidentiality must be maintained to:

- Prevent victimisation or defamation of the parties involved
- Facilitate prompt resolution of the grievance.

It is a breach of confidentiality to discuss the matter with colleagues not legitimately involved in the process and/or unnecessarily disclose information pertaining to any enquiry or grievance.

No presumptions of guilt will be made and no determination reached until a full investigation has been completed.

Unlawful Conduct

Some forms of inappropriate conduct (physical attack, for example, or obscene phone calls) may constitute criminal conduct.

While 3Bridges is committed to treat most complaints about inappropriate conduct internally as far as possible, some conduct is not suited to internal resolution. Volunteers should be advised of the option of police support or intervention

Victimisation

Victimisation is the specific targeting of one person by another person (or a group of persons) for repeated actions or comments of an unwelcome and unwanted nature.

Victimisation may be inflicted on a person who:

- Has made a complaint
- Indicates they will be making such a complaint
- Is supporting or associated with someone who is making a complaint
- Provides information or is a witness in the investigation of a complaint
- Attends a conciliation conference
- Refuses to engage in behaviour which opposes anti-discrimination laws.

Victimisation may include but is not limited to:

- Unfair or unfavourable treatment
- Threats or intimidation
- Changes to work environment
- Denial of access to work opportunities or training
- Ostracism.

Victimisation can occur even if the original complaint is rejected, is dropped or can't be substantiated.

Victimisation of a person who lodges a complaint or who is the subject of a complaint covered by this policy may be unlawful.

Victimisation is NOT behaviour which is invited, mutual, consensual and/or reciprocated.

Vilification

Vilification occurs when a person speaks or writes in an insulting, abusive or defamatory way about or to a person or group that could incite others to hate, have serious contempt for or severely ridicule a person or group of people.

Vilification is commonly associated with, but not limited to, the incitement of hatred towards a person or group of people, due to their race, religion, sexuality or gender identity.

Most of the behaviours described above are unlawful under Federal and State Human Rights and Equal Opportunity legislation.

An act or action which happens in private is NOT vilification.

Quick reference guide to important policies for volunteers

Volunteer Policies

VM 01	Leadership and Management
VM 02	Commitment to Volunteer Involvement
VM 03	Volunteer Roles
VM 04	Recruitment and Selection
VM 05	Support and Development
VM 06	Workplace Safety and Wellbeing
VM 07	Volunteer Recognition
VM 08	Quality Management and Continuous Improvement

Human Resource Policies

HR01	Harassment in the Workplace
HR02	EEO Introduction
HR03	Criminal History Checks
HR04	Working with Children Checks
HR14	Team Member Behaviour and Code of Conduct
HR15	Team Member Communication
HR16	Intervention and Discipline
HR17	Volunteers
HR23	Grievances

Financial Management Policies

FM 03	Financial Management Principles
FM 04	Financial Management Practices

Operational Management Policies

OM 01	Privacy
OM 02	Confidentiality
OM 03	Access to Service
OM 04	Client Decision Making and Choice
OM 05	Client Participation and Inclusion
OM 06	Client Protection
OM 07	Client Assessment and Review
OM 08	Client Safety and Security
OM 09	Client Records
OM 10	Access to Confidential Information
OM 11	Service Information
OM 12	Case Management
OM 13	Client Exit
OM 14	Referral and Inquiry
OM 15	Program Planning, Implementation and Evaluation
OM 16	Transparency and Accountability
OM 19	Grievances and Complaint Management

Quality Management

QA7	Customer satisfaction
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Work Health and Safety

RM01	Work Health, Safety and Welfare
RM02	Risk Identification

Quick reference guide to important forms or templates for volunteers

Volunteer Forms & Templates

HRT11	Volunteer Attendance Sheet
HRT30	A – Z of Volunteering Fact Sheets
HRF27	Grievance Report
HRF13	Authority to Publish
HRF32	Volunteer Application Form
EYSS	Various Early Years Support Service Forms
FMF4	Payment Requisition Form
FMF10	Travel Reimbursement Form
HRF9	Code of Conduct and Behaviour
HRF20	Privacy and Confidentiality Agreement
HRF30	Volunteer Recruitment Checklist
HRF31	Volunteer Reference Check
HRF43	Volunteer Agreement
OMF5	Vehicle Safety Inspection Checklist
RMF3	Vehicle WHS Protocol
RMF14	Transport Safety Checklist
RMF16	Hazard Report
RMF18	Incident, injury or Near Miss Report
HRT26	Position Description
HRF42	Volunteer Induction Checklist
HRT27	Volunteer Handbook

3Bridges Community Sites

*CARSS PARK COMMUNITY CENTRE
(Head office)
1/72 Carwar Avenue, Carss Park 2221
02 8558 4000*

*OATLEY COMMUNITY CENTRE
161 Hurstville Rd, Oatley NSW 2223
0285584020*

*ARNCLIFFE COMMUNITY CENTRE
1-2/35 Forest Road, Arncliffe 2216
02 9503 9900*

*EARLY YEARS SUPPORT SERVICE
17B Casuarina Road, Gymea Bay 2227
02 9531 7684*

*MENAI COMMUNITY CENTRE
34-40 Allison Road, Menai 2234
02 9543 5115*

*HOME MODIFICATIONS & MAINTENANCE
Builders licence 298633C
02 8558 4039*

*PENSHURST COMMUNITY CENTRE
23 St Georges Road, Penshurst 2222
02 9580 0688*

*YOUTH ZONE
18 Treacy Street, Hurstville 2220
02 9580 8008*

*WESTFIELD HURSTVILLE
Park Rd & Cross St, Hurstville NSW 2220*

1300 3BRIDGES 1300 327 434

Giving The Community
VOICE

