



Volunteer Handbook

"Volunteers are not paid -- not because they are worthless, but because they are priceless."

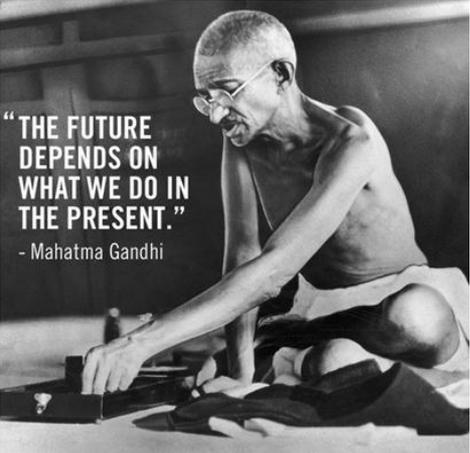
i'm not telling you it is going to be easy, i'm telling you it's going to be worth it.



WORK FOR A CAUSE, NOT FOR APPLAUSE. Live LIFE TO EXPRESS, NOT TO IMPRESS. STAY POSITIVE-ME



YOUR LIFE IS YOUR MESSAGE TO THE WORLD. MAKE SURE IT'S INSPIRING. workisnotajob.





Welcome

Rushworth Community House Inc. welcomes your interest in becoming a volunteer.

Our ability to function on a day-to-day basis relies on the generosity of those who are willing to donate their time to assist in the many and varied Volunteers Roles within RCH.

This handbook has been compiled as a guide to RCH and outlines our expectations, and your rights and responsibilities, should you decide to join as a volunteer.

It will enable you to make an informed decision about whether volunteering is right for you.

We value our volunteers enormously and want to ensure that acceptance of such a position is both rewarding and fulfilling for you, and in the best interests of the organisation.

Please take the time to read the information provided, which has been carefully compiled, and should you choose to pursue a Volunteer Role, keep this handbook in a safe place as it will be an important reference.

Thank you for considering Rushworth Community House.

About Us

Rushworth Community House opened in 1988 with the aim of providing a venue that people from all walks of life could visit without fear of prejudice or discrimination.

At the time of its incorporation in February, 1990, the House was known as Waranga Community Centre.

Our current home at 67 High Street - an historic building with an intriguing past - was purchased with the assistance of Government agencies and local community fundraising.

Rushworth Community House works in close co-operation with the Shire of Campaspe and local organisations such as Waranga Health.

We are affiliated with the Association of Neighbourhood Houses and Learning Centres, and a registered Learn Local provider.

Our Services

Rushworth Community House delivers the following services:-

Rural Transaction Centre

- Passport photographs
- Photo editing
- Document photocopying, printing and fax service
- Book binding
- Resumes

Centrelink Agency

- A dedicated, private computer with internet access for direct communication with Centrelink.
- A dedicated, private telephone line.
- An extensive library of brochures.

Internet Café

- Comprising six PC computers.
- Members of the public may utilise the computers and internet access during opening hours for a small fee.

Men's Shed

- Open every Monday, 9am to 3pm.
- Repairs and maintenance of common household items.
- Community Projects

Community Garden

- Wood-fired Pizza Lunch Day on the first Wednesday of each month.
- Propagate, grow and harvest seasonal fruit and vegetables which are made available to the public.
- Maintain and improve the community garden and its surrounds, including a covered outdoor seating area and mud brick storage shed.

Community Education

- Genealogy Club
- Patchwork Group
- Exercise and relaxation classes
- Computer tuition
- Arts and craft tuition and projects

Rushworth Community Transport Service

- Transport for Rushworth district residents to attend medical and allied health appointments within a 100km radius.
- Bookings co-ordinated by Front Reception Volunteers.
- Transport provided by Volunteer Drivers.
- Potential RCTS drivers and clients must meet an assessment criteria.

Multipurpose Room

- Available for hire
- Facilities include a projector and electronic whiteboard.
- Access to a kitchen



Rights and Responsibilities

Rights

As a volunteer, you have the right to:-

- A Role Profile outlining your key tasks and responsibilities, and the associated attributes, qualifications and skills required.
- An induction/orientation, and adequate training.
- Engagement as a volunteer in accordance with Equal Opportunity and Anti-Discrimination Law.
- A healthy and safe environment.
- Adequate insurance coverage.
- Access to an effective grievance resolution process.
- Support within your role, including effective leadership and supervision, and appropriate and timely performance feedback.
- Protection of confidential and personal information in accordance with the principles of the Privacy Act 1988 as amended by the Privacy Amendment Act 2012.
- Information regarding relevant policy and procedure changes.
- Contribute ideas and skills, and share knowledge through appropriate communication channels.
- Recognition of your ongoing commitment and contribution to RCH.
- Allocation of a Responsible Supervisor.

As a volunteer, you accept that Rushworth Community House has the right to:-

- Evaluate your performance.
- Assess your suitability for the Role at the conclusion of a trial period.
- Expect tasks are completed to a clearly defined minimum standard.
- Request your participation in appropriate learning and training activities.
- Engage only those who fulfil the specific criteria of a Volunteer Role.

Responsibilities

As a Rushworth Community House volunteer, you represent the organisation in the community and therefore must behave in a manner consistent with our Code of Conduct and values.

As a volunteer, we expect you to:-

- Treat people with respect, sensitivity and consideration
- Comply with the RCH policies, procedures and guidelines
- Fulfil your obligations with due care and diligence, as outlined in your Role Profile.
- Respect the privacy and confidentiality of clients, volunteers, staff, members of the public and the organisation.
- Maintain professional relationships within acceptable boundaries.
- Function as a team member.
- Provide constructive feedback when appropriate.
- Complete an orientation, undertake training and seek assistance as required.
- Be punctual and reliable. Volunteers unable to complete their allocated role must contact the RCH Co-ordinator as soon as practical.
- Comply with reasonable instructions to protect the health and safety of yourself and others.

- Adhere to legal guidelines with respect to bullying and prejudice, neither of which will be tolerated.
- Provide adequate notice if unable to continue in a Volunteer Role. A minimum of two weeks is requested.

Code of Conduct

Personal Conduct

Attendance

Volunteers are expected to be punctual and attend regularly. Those unable to attend must notify the Co-ordinator promptly. RCH may contact Volunteers who do not fulfil their obligation.

Presentation

Volunteers should present themselves in a way which reflects a positive, professional image of RCH. At all times, your appearance should be neat and appropriate for the area in which you are volunteering. A high standard of personal hygiene is expected at all times.

Confidentiality

Volunteers must not discuss or release to any person commercial or personal information relating to Rushworth Community House, its clients, volunteers or staff without appropriate authorisation.

Smoking, Drugs & Alcohol

Smoking is not permitted within the Rushworth Community House building and volunteers must not be under the influence of illegal substances or alcohol.

Volunteers must advise the Co-ordinator of any legally prescribed drugs and/or medical conditions which may affect their ability to perform their duties.

Telephone, Email & Internet

Telephone, email and internet facilities may only be used for the business purposes of Rushworth Community House while volunteering.

Intentional, inappropriate or illegal use of the Rushworth Community House communications systems, including the downloading and/or distribution of materials without permission, may result in the termination of a Volunteer Role.

Intellectual Property

Any documents, plans, ideas, photographs or data belonging to Rushworth Community House, or created for RCH within your Volunteer Role is confidential and subject to Intellectual Property Rights. Similarly, the use of IP is prohibited without written consent from RCH.

Media

Volunteers are not permitted to speak to the media on behalf of Rushworth Community House. All media inquiries should be directed to the Co-ordinator.

Grievance

Rushworth Community House is committed to maintaining a workplace that encourages collaboration, co-operation and communication. Bullying, harassment and discrimination are not tolerated. If you believe that you have experienced or observed inappropriate workplace behaviour, we strongly encourage you to take action so that it can be resolved. RCH understands this can be a difficult process and support is available. Please speak to your Co-ordinator in the first instance (if appropriate), or another staff member (if appropriate).

Resolving Issues

Rushworth Community House is committed to resolving behaviour and performance issues in the most positive manner possible, such as through support, additional training or supervision, reassignment and/or verbal warnings. However, when a volunteer engages in unacceptable behaviour, disciplinary action, including termination, may be necessary. It is the responsibility of your Co-ordinator to intervene when behaviour is seen to be inappropriate. The Code of Conduct within this handbook outlines what is considered unacceptable behaviour.

Where it appears there is cause for the services of a volunteer to be suspended or terminated, the volunteer will be informed of the issue and given every opportunity to explain their actions. However in serious circumstances of misconduct, the services of a volunteer may be terminated with immediate effect.

A FINAL WORD

We hope that your volunteering experience is meaningful and positive. Thank you for joining Rushworth Community House as a volunteer and we look forward to working together.

