

Welcome

VOLUNTEER GUIDELINES



“

*Our mission is
to provide high
quality care and
services, making a
real difference to
people in need.*

”

CEO'S WELCOME MESSAGE



Thank you for joining the Carinity team which together cares for over 16,000 people across Queensland each year. I welcome you and congratulate you for wanting to care for others, as there is no higher calling than to care for our fellow human beings.

Volunteers are the lifeblood of not-for-profit organisations like Carinity. They support our employees and enable them to do good work through their uncompromising commitment to helping others in need.

Our vision is to create communities where people are loved, accepted and supported to reach their full potential. We strive to achieve this by living out our mission of providing high quality care and services, making a real difference in peoples' lives. While these statements set very high standards, helping people who are often vulnerable requires our commitment as individuals and as an organisation to be the best that we can be.

That's why we have organisational values – compassion, respect, excellence, accountability, teamwork and engaging positively – to guide our behaviour as representatives of Carinity. These values apply to everyone, giving you confidence about what is expected of you, and how you should be treated by Carinity managers and employees.

This Volunteer Guideline Handbook has been developed to embed our values into the way we interact with each other and deliver care. I encourage you to embrace our values and comply with the guidelines.

We are all responsible for maintaining a positive culture and safe environment at Carinity sites, so please ensure you read the Volunteer Guidelines for the benefit of you, your colleagues and the people we serve.

Once again, thank you for joining our team and I look forward to your contribution to our mission of making a real difference in peoples' lives.

KEVIN GRIFFITHS
CARINITY CEO

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All additional documentation referred to in this booklet is located on the intranet.

DEFINITIONS

Manager: Refers to the managing party; i.e. the manager, supervisor, principal etc.

Service User: Refers to residents, clients or students.



ABOUT CARINITY

Since 1949, Carinity has been driven by our Christian values to provide high quality care and services that make a real difference to people in need. While our foundation service is aged care, today we are here for people of all ages in need of support. We work to provide communities of care, compassion and respect in where people feel secure and valued – a community where they feel they belong and are loved.

We provide around 40 services to 16,000 clients in Queensland every year. As one of our 1,700 compassionate staff and volunteers you will help to provide:

- supported care to the frail and aged
- assistance in retirement lifestyle communities
- Home Care services
- emergency accommodation for homeless youth
- counselling to families and young people
- respite and practical support to people with a disability and their families
- chaplaincy support in hospitals, prisons and aged care communities
- education for disengaged young people

Walking alongside those in need, we strive to ensure that no one is denied the chance to live a happier life because of adverse circumstances. We also help to change lives for the better by linking people with activities and opportunities for social interaction to enhance stronger connection and inclusiveness in their local communities.

The friendly staff and volunteers at Carinity are passionate about assisting others, ensuring our care, compassion and respect create a comforting and welcoming sanctuary.



1.1 OUR GUIDING PURPOSE

Our guiding purpose is our statement of why we were founded and what continues to guide our vision and mission. 'Following the example of Jesus Christ, we exist to reflect God's love to people in need.'

1.2 OUR VISION

Our vision is our statement of what we want to become, to achieve and to be known for; it is our image of the ideal future. 'Creating communities where people are loved, accepted and supported to reach their full potential.'

1.3 OUR MISSION

Our mission states what, why, how and for whom we do what we do, articulating the driving force behind the organisation. 'Driven by our Christian values, we provide high quality care and services, making a real difference to people in need.'

1.4 LIVING OUR VALUES

Compassion

We reflect God's love by caring for others with kindness, patience and empathy

- We are passionate about caring for people;
- We listen to, understand and meet our clients' needs;
- We willingly go above and beyond to meet the needs of others.

Respect

We value relationships, treating others the way we want to be treated

- We engage in honest and courteous two-way communication;
- We value the uniqueness of the individual and their contribution;
- We embrace cultural diversity.



Excellence

We strive to provide outstanding person-centred care and services

- We achieve continuous improvement by doing our best and trying new ideas;
- We aim for best practice and engage in ongoing learning to enhance our performance;
- We seek to be efficient and effective in achieving the best outcomes for our clients.

Accountability

We take responsibility for our decisions, behaviours and actions

- We honour our commitments and complete tasks;
- We hold each other accountable to meet organisational standards;
- We operate ethically with honesty and trustworthiness;
- We face reality, making decisions that ensure the organisation is the best it can be.

Teamwork

We work together to achieve the best outcomes for our clients

- We acknowledge the different skills, attributes and abilities of each person;
- We cooperate and willingly share information to ensure best outcomes are achieved;
- We support our colleagues and share the load.

Engaging Positively

We each contribute to the creation of a caring, welcoming and inclusive workplace culture

- We work in ways that uphold organisational values;
- We are positive, solutions focused and embrace change;
- We are confident raising issues of concern and seeking help when needed.

1.5 CONTINUOUS QUALITY IMPROVEMENT

All volunteers participate in service quality improvement activities. Suggestions for improvement of services are always welcome. All Commonwealth or State funded programs are required to comply with a legislated set of quality standards that are subject to external audits.

Refer to *Quality Management Policy*.

1.6 ACCREDITATION

Accreditation is a mandatory process required for all Residential Aged Care, Education and most Community Services that identifies compliance and legislated set of quality standards.

COMMENTS FEEDBACK AND COMPLAINTS

Carinity will use all feedback, including complaints, to evaluate and improve service provision and will record, respond and investigate all complaints regarding Carinity and its operations fairly, efficiently and confidentially.

Refer to *Feedback and Complaints Policy and Procedure*.

VOLUNTEERING CONDITIONS

Following acceptance, each volunteer will be allocated a supervisor, who will arrange suitable hours and days to volunteer, attendance and training programs and will undertake performance reviews.

3.1 VOLUNTEER REQUIREMENTS

Volunteers are required to:

- Work within the Mission, Vision and Guiding Purpose and Values of Carinity and to abide by the policies and procedures of the organisation;
- Provide a service which is courteous, friendly, supportive and professional to service users, visitors and employees of Carinity;
- Provide a reliable current phone number on which to be contacted;
- Maintain privacy and confidentiality at all times when dealing with service users and other staff.

Refer to *Privacy Policy and Privacy Procedure*.

3.2 SUPERVISOR REQUIREMENTS

- Ensure the volunteer is fully conversant with their role and responsibilities;
- Ensure the volunteer follows the work plan and works within the constraints of their position;
- Provide training as required.

3.3 CRIMINAL HISTORY SCREENING CHECKS

Volunteers who are working in Residential and Community Aged Care require a current (not more than three years old) Police Check. A Police Check identifying disclosures that are deemed unacceptable to the role the volunteer is to perform will automatically preclude the volunteer



from volunteering in Residential and Community Aged Care.

Volunteers who are working in a child-related area of employment regulated by the *Commission for Children and Young People and Child Guardian Act 2000 (Qld)* must have a current Blue Card.

Volunteers who are working in a disability environment providing care to adults must have a current criminal history screening prescribed notice (Yellow Card). Any person with a current Blue Card for any purpose will be exempt from obtaining a Yellow Card however will require an approved Yellow Card Exemption Notice prior to commencing work.

Volunteers who are working in a Correctional Centre providing pastoral care to prisoners must undergo a security clearance, as specified by Queensland Corrective Services.

In accordance with our Code of Conduct volunteers who are charged

with an offence or have a criminal history are required to disclose this information immediately after a charge is laid.

Refer to *Recruitment and Selection Policy* and *Recruitment and Selection Procedure* and *Criminal History Checks Policy* and *Criminal History Checks Procedure*.

3.4 INDUCTION AND ORIENTATION

It is a requirement that all new volunteers complete an online induction prior to commencement at site and before service user contact. You will receive a Welcome to Online Induction Letter that will advise you on the steps to register on the Carinity Learning Hub and complete Carinity's compliance induction modules.

On commencement at site all new volunteers will undertake a site orientation and complete relevant orientation activity such as fire and emergency evacuation and safe manual handling procedures. You



will also receive relevant volunteer information, policy and procedures. Please read this information carefully and return completed paperwork to administration.

3.5 ONGOING EDUCATION

To maintain our compliance requirements all volunteers are required to complete annual compliance education. Much of this will be completed online using the Carinity Learning Hub. You will be notified when your annual education is due by your onsite Manager. It is imperative that all volunteers complete this annual mandatory education asap. In addition, Volunteers will undertake an onsite fire and manual handling refresher. All other ongoing education will be arranged by the site manager.

3.6 PERFORMANCE DEVELOPMENT

Reviews are conducted annually and are used to provide feedback on volunteering activities undertaken,

and to identify training needs and set future goals.

3.7 ROLE DESCRIPTORS

Each volunteer will be provided with a Role Descriptor, detailing their roles and responsibilities, to sign and return to site administration. This will be placed in the volunteer personnel file.

3.8 RESIGNATION

Resignations are to be submitted in writing to the manager, stating the date volunteering will cease.

3.9 REST PAUSES AND MEAL BREAKS

Rest pauses and meal breaks may be arranged with the supervisor convenient to the activity being performed. Please notify the supervisor when you leave and return to the activity.

Volunteers bring their own meals or may buy meals provided by some sites at minimal cost. Meal tickets are available from the administration office of Aged Care sites.

Volunteers working in Correctional Centres across meal times may be provided meals by Queensland Corrective Services (QCS).

Volunteers are not to consume food from the site kitchens or pantries that has not been purchased using a meal ticket.

No food from site kitchens (including scraps) is to be taken off the premises.

3.10 SIGNING IN AND OUT

Volunteers must sign on and off at reception or delegated area each time they attend a site. Volunteers are not permitted to sign off for another volunteer or employee.

Volunteers must fill out a Volunteer Time Sheet for all volunteering work that is completed, for Workplace Health and Safety and insurance purposes.

STANDARDS

4.1 PRESENTATION AND DRESS

Carinity strives to maintain a workplace environment that is safe, functional and free from unnecessary distractions and annoyances. As part of that effort, Carinity requires volunteers to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work that is being performed.

All volunteers must carry and/or wear a Carinity identification card when attending any of Carinity's facilities.

Volunteers may be required to meet special dress, grooming and hygiene standards, such as wearing protective clothing, depending on the nature of the job. Protective clothing may be required for certain positions and will be provided by Carinity.

Violation of the dress standard can range from inappropriate clothing items to offensive perfumes and body odour. If a volunteer comes to work in attire deemed to be inappropriate, they will be required to go home and change into conforming attire and/or properly groom before returning to work. The return home will be viewed as their own time.

If a volunteer's poor hygiene or odour is an issue, the manager and/or the HR Department will discuss the problem in private.

4.2 VOLUNTEER IDENTIFICATION CARDS

ID cards are required to be carried or worn when present at any Carinity site. If a replacement card is required a volunteer should see their site administration team. There may be costs involved in replacing a lost or damaged card.

4.3 GIFTS AND BENEFITS

Gifts and benefits must be reported to the manager.

Refer to *Code of Conduct* and *Gifts and Benefits Procedure*.

4.4 BORROWING FROM SERVICE USERS

Under no circumstances are volunteers to borrow money or any other item from service users.

4.5 WITNESSING DOCUMENTS

Under no circumstances are volunteers to witness documents for service users. Refer requests of this type to the manager.

Volunteers working in Queensland Correctional Services can only witness documents with the express written consent of both the General Manager of the Correctional Centre and the Chaplaincy Coordinator - Prisons.

4.6 ALCOHOL AND SUBSTANCE ABUSE

No volunteer is to report for work while under the influence of alcohol or any medication which may impair their ability to perform their role or any non-prescription illicit substance. Any volunteer who attends work under the influence of alcohol or under the influence of drugs may face termination of their volunteering activities. The consuming/use of alcohol or illicit substances in any form during volunteering hours is not permitted.

Refer to *Drug and Alcohol Procedure*.

4.7 GOSSIP

Carinity will not tolerate malicious gossip in the workplace and participation in spreading malicious gossip may result in disciplinary action being taken.

4.8 PROFESSIONAL BOUNDARIES

Carinity volunteers are expected to maintain clear professional boundaries in relation to their behaviour and relationships with service users and service users family or friends that they have met as a result of their dealings with the service user.

Refer to *Professional Boundaries Procedure*.

4.9 PRIVACY AND CONFIDENTIALITY

The volunteer shall not, except as authorised or required by their duties, use for their own benefit or gain, or divulge to any persons, firm, company or other organisation whatsoever any confidential information belonging to Carinity or relating to Carinity's affairs or dealings which may come to the volunteer's knowledge during their volunteering.

Refer to *Privacy Policy and Privacy Procedure*.

4.10 WORKPLACE HARASSMENT AND UNLAWFUL DISCRIMINATION

Carinity is committed to providing a workplace free from harassment (including sexual harassment), bullying, and unlawful discrimination.

Volunteers have a responsibility to ensure that their actions do not negatively affect another person's career, health or well-being and that their actions are consistent with



Carinity's Code of Conduct. A person found to have harassed, bullied, unlawfully discriminated or harassed another person (including sexual harassment) or to have condoned such behaviour, will be subject to disciplinary action.

All Carinity managers have a responsibility to provide a safe work environment and as such are fully aware of the adverse consequences of not dealing with instances of harassment, bullying, unlawful discrimination and sexual harassment.

4.10.1 Workplace Bullying

Workplace bullying is defined as repeated and unreasonable behaviour directed towards a volunteer or group of volunteers that creates a risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. Unreasonable behaviour refers to behaviour that a reasonable

person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

4.10.2 Unlawful Discrimination

Unlawful discrimination generally refers to any practice that treats a person less favourably or has the effect of disadvantaging a person based on an attribute specified in the state specific legislation. In Queensland these attributes are; sex, relationship status, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, lawful sexual activity, gender identity, sexuality, family responsibilities, or association with a person who has any of the above attributes, sexual harassment, and racial and religious vilification. Vilification means a public act that incites others to hate or to severely ridicule individuals because of their religion, race, sexuality or gender identity.



4.10.3 Workplace Harassment (including Sexual Harassment)

This occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, nationality or ethnic origin, sex, disability, sexual preference, or some other characteristic specified under anti-discrimination.

4.11 DISCIPLINARY ACTION

Refers to action by Carinity to discipline a volunteer for unsatisfactory performance or behaviour, misconduct or serious misconduct and is limited to:

1. Reprimand or counselling
2. Warning(s)
3. Termination of volunteering

4.12 GRIEVANCES

In the first instance the complainant may seek to address the issue directly with the respondent, if they feel comfortable to do so. Whilst this is encouraged, the complainant may seek clarification

and assistance from their manager. If the complainant does not want to do this or the matter is unresolved then they should raise concerns with their manager or the HR Department. If the manager is the alleged respondent, then the volunteer may go directly to their manager's manager. An investigation into a complaint will occur which may include discussion with the parties concerned.

Refer to Feedback and Complaints Policy and Procedure.

4.13 VOLUNTEER RECORDS

Carinity shall maintain volunteer records on each person engaged, containing relevant personal information, record of engagement, a copy of current professional registration (where applicable), first aid certificate (where applicable) and performance development records.

At all times these records shall be stored free from damage and theft in a place where access is limited to authorised employees only.

4.14 REFERENCES

In most instances, a reference will be limited to commencement and finish dates of volunteer engagement and the position and duties undertaken.

WORKPLACE HEALTH AND SAFETY

Carinity is committed to protecting the health and safety of its staff, service users, volunteers, contractors and visitors.

Carinity expects each volunteer to report unsafe conditions, maintain a safe work site, use safety equipment, and report any injury, incident or safety hazard immediately to their supervisor.

Refer to *Workplace Health and Safety Policy and Procedures*.

5.1 MANUAL HANDLING

Carinity has a 'No Lift' policy.

5.2 FIRE, SECURITY AND OTHER EMERGENCIES

Carinity has in place a response system in the event of an emergency. All volunteers are required to complete emergency response training on commencement and annually.

Refer to *Fire, Security and Other Emergencies Policy and Procedure*.

5.3 INFECTION CONTROL POLICY AND PROCEDURE

An infection control program is in place inclusive of implementation

of infection control principles, surveillance and response. Where appropriate volunteers will complete infection control training at orientation. Personal protective equipment is available if required.

Refer to *Infection Control Policy and Procedure*

Volunteers suffering from eye, skin, respiratory, gastro-intestinal or other active infections are not to report to work until they have fully recovered from the infection or illness.

5.4 SECURITY

Volunteers are asked to report any suspicious activity around the premises to their supervisor.

Personal belongings: Lockers are provided for volunteer use. Check with your supervisor for the arrangement of keys for the lockers.

5.5 INCIDENT MANAGEMENT

Volunteers must immediately report any injury or incident that occurs at work to their supervisor.

Refer to *Incident Reporting and Incident Management Procedure*.

5.6 WORKPLACE HARASSMENT AND DISCRIMINATION

Carinity is committed to providing an environment that is safe and healthy. Carinity actively promotes a culture of zero tolerance to any form of workplace harassment (e.g. bullying, sexual harassment).

Should you feel you or someone else

is a victim of workplace harassment, you can report this through Carinity's grievance process.

Refer to *Workplace Harassment and Grievance Handling Flow Chart*.

PROFESSIONAL DEVELOPMENT

6.1 IN-SERVICE EDUCATION

Volunteers are encouraged to attend in-service training relevant to their role offered. Carinity also encourages volunteers to advise your site manager of any Carinity education that requires further clarification.

6.2 RESOURCES AVAILABLE

A selection of educational resources is available on site for volunteer use including:

- Aged Care Channel programs and DVDs;
- Online modules via the Carinity Learning Hub.

6.3 MANDATORY TRAINING

Volunteers are required to complete all mandatory and compulsory educational modules on the Carinity Learning Hub. Your direct site manager will notify you at least three weeks prior to the expiry date of when it was last completed. You may also receive an automated e-mail notification from the Learning Hub.

Completing all annual mandatory and compulsory modules within the notified timeframe is of primary importance. Failure to complete all modules may result in a volunteer

not being allowed service user contact at a Carinity service. As some volunteers are working in environments outside of Carinity services; i.e. hospitals or prisons, it is imperative that a volunteer complete any additional education that is required of them in their designated workplace.

COMMUNICATIONS

7.1 ANSWERING THE PHONE

It is important that phone calls are answered in a friendly and professional manner that identifies the workplace and the volunteer. Using the greeting, "Welcome to Carinity [site name], you're speaking with [name]" gives a great first impression of Carinity. Volunteers should always speak clearly when communicating over the phone and reflect openness, approachability, helpfulness and a welcoming nature.

7.2 VOLUNTEER PHONE CALLS

Personal phone calls received on site are to be kept to a minimum. Unless in the case of an emergency, all personal phone calls will need to leave a message, which will be conveyed to the volunteer during their break or as soon as practical.

SYSTEMS ACCESS

8.1 THE HIVE (CARINITY INTRANET)

An intranet is in place to facilitate communication within and between services. Carinity documents including policies, procedures, forms



and guidelines are available [here](#).

8.2 USE OF COMPUTERS

Every person or entity that is granted access to Carinity information assets for work related purposes agrees to use ICT equipment only for or in connection with operational and administrative purposes related to Carinity functions or activities.

Refer to *ICT Information Assets Acceptable Use Procedure* and *ICT Data Security and Data Integrity Procedure*.

8.3 ELECTRONIC PASSWORDS

Carinity electronic passwords must be kept secret. Do not give your password to any other person.

8.4 UNAUTHORISED USE

Unauthorised use of Carinity electronic resources may include but is not limited to:

- Access to sexually explicit material;

- Cyber bullying;
- Transmission of offensive material to others;
- Using Carinity electronic resources to further personal interests not related to Carinity;
- Sending Carinity information to unauthorised personnel;
- Using Carinity electronic resources in a way that misinterprets or could lead someone to misinterpret your personal views and/or opinions to be those of Carinity;
- Accessing social media sites.

OTHER

9.1 SMOKING IN THE WORKPLACE

Carinity as far as practicable is a smoke-free workplace. A workplace is considered to be any place that work is carried out, including a motor vehicle. Workplace Health and Safety legislation provides that



the employer has a duty to provide a safe working environment that protects the health of all volunteers from illness or injury arising from the workplace.

Refer to *Smoking in the Workplace Procedure*.

9.2 PERSONAL PROPERTY

Carinity is not responsible for any damage or theft to personal property that volunteers bring with them onsite. Volunteers should not bring their personal property to the workplace, unless required to effectively perform their role. In the case a volunteer is required to use their personal property, they should seek approval from either their site manager or shift manager. Volunteers must adhere at all times to workplace guidelines of where personal property can be switched on and used.

9.3 RESPONDING TO MEDIA ENQUIRIES

All media enquiries must immediately be directed to the Business Development and Marketing Manager or the Chief Executive Officer. No information is to be offered by any Carinity volunteer to the media representative, even if it is off the record. Notify your supervisor immediately if you are approached by media representatives to make a comment.

Refer to *Media Management Policy and Procedure*.

9.4 COPYRIGHT OWNERSHIP

The intellectual property created by the volunteer in the course of the volunteer's engagement or in relation to a certain field is owned by Carinity. Intellectual property or the work of such may include, but is not limited to, written material stored in paper or electronically, video and sound recordings, designs and artwork.



9.5 SOCIAL MEDIA

Volunteers using social media (including but not limited to Facebook, Twitter, Instagram, YouTube, LinkedIn etc.), both internally and externally to Carinity, are required to exercise considerable care while doing so. Volunteers should be aware that making comments or conducting conversations on social media, which relate to information gained through their engagement with Carinity, which is not in the public domain, may result in disciplinary action.

Irrespective of whether the information is public knowledge Carinity policy/procedures and information regarding service users or Carinity stakeholders must not be expressed without prior approval of your manager.

Volunteers are not permitted to access social media platforms while working, on either personal or Carinity devices (including but

not limited to computers, laptops, notebooks, smart phones, tablets etc.), unless expressly for work purposes. In the event a volunteer is required to access social media for work purposes, they are required to seek prior approval from their manager.

Refer to *Media Management Policy and Procedure*.



ACKNOWLEDGMENT OF CARINITY VOLUNTEER GUIDELINES

By signing this acknowledgement, I indicate that I have read, understood and agree to work within the framework of the Carinity Volunteer Guidelines. I also understand that Carinity may review policies and procedures with or without notice and it is my responsibility to stay up to date. I commit to uphold the terms and conditions identified.

I also understand that a copy of this form will be placed in my volunteer personnel file.

Volunteer Name:

Volunteer Signature:

.....

Date: / / 20



Call us today on **07 3550 3737**
or email **info@carinity.org.au**
Visit **carinity.org.au**

WHS005-1225

