

Dorrigo Community Nursery



Volunteer Handbook

May 2023



TABLE OF CONTENTS

WELCOME TO THE DORRIGO COMMUNITY NURSERY.....	4
VOLUNTEER ROLE	5
SAFE WORK METHOD STATEMENT	5
PERSONAL PROTECTIVE EQUIPMENT (PPE).....	5
SAFE WORK METHODS	5
CONTACTS	6
VOLUNTEER SAFETY INDUCTION.....	6
RIGHTS AND RESPONSIBILITIES OF DCN	6
RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS	6
RECRUITMENT AND HEALTH.....	7
HOW VOLUNTEERS CAN BE RECRUITED.....	7
HEALTH AND PHYSICAL FITNESS WHEN WORKING AS A VOLUNTEER.....	7
PROHIBITED EMPLOYMENT DECLARATION.....	7
DO YOU NEED A CHECK?	8
VOLUNTEER REGISTRATION AND CESSATION OF DUTIES.....	8
REGISTRATION FORM	8
CESSATION OF VOLUNTEER DUTIES	8
WORK HEALTH AND SAFETY	8
DORRIGO COMMUNITY NURSERY'S WH&S RESPONSIBILITY	9
VOLUNTEER'S RESPONSIBILITY	9
TRAINING AND EMPLOYMENT OPPORTUNITIES	10
EQUAL EMPLOYMENT OPPORTUNITIES	10
CODE OF CONDUCT	10
VOLUNTEERS RESPONSIBILITIES	10
ALCOHOL & OTHER DRUGS.....	11
CONFIDENTIAL & PERSONAL INFORMATION	11
CONFLICTS OF INTEREST	11
DORRIGO COMMUNITY NURSERY RESOURCES	11

GIFTS OR BENEFITS	11
PUBLIC COMMENT	12
REPORTING CORRUPTION MALADMINISTRATION AND WASTAGE	12
DORRIGO COMMUNITY NURSERY'S COMMITMENT	12
PRIVACY ACT AND EXTERNAL VOLUNTEER ORGANISATIONS.....	12
PRIVACY AND PERSONAL INFORMATION PROTECTION ACT	12
VOLUNTEER RECOGNITION	13
GRIEVANCE PROCEDURE.....	13
USE OF DORRIGO COMMUNITY NURSERY EQUIPMENT.....	13
VOLUNTEER HEALTH AND SAFETY	13
MANUAL HANDLING	13
TEAM LIFT	14
UV PROTECTION - SUN PROTECTION	14
ACCIDENTS, INJURIES AND NEAR MISSES.....	14
HAZARD REPORTING	14

Welcome to the Dorrigo Community Nursery

Thank you for volunteering for Dorrigo Community Nursery.

Please find within this handbook information regarding your volunteer role, site procedures, contacts and our safety induction.

If you have any questions, please do not hesitate to talk to our Volunteers Co-ordinator.

We look forward to working together with you to achieve our objectives.

Kind regards,

Dorrigo Community Nursery

Volunteer Role

Dorrigo Community Nursery (DCN) is fortunate to have many community members who have chosen to volunteer their time to assist in the provision and enhancement of some of DCN's services. Volunteers should not have expectations from their time as a volunteer for any future employment with DCN.

Following is the adopted definition of a `volunteer' for Dorrigo Community Nursery. *"Any person undertaking agreed unpaid work or activities on behalf of DCN, and/or agreed activities on or in DCN owned sites or those sites under DCN's care and control; or where a volunteer is determined by legislation"*

Safe Work Method Statement

Personal Protective Equipment (PPE)

- Sun Smart Clothing
- Flat bottomed enclosed shoes with good grip
- Sunscreen
- Hat
- Preferably a full water bottle
- Sunglasses are recommended

Safe Work Methods

- Wear PPE at all times including sun protection, hat, sunscreen, long sleeves, and closed shoes when working outdoors.
- Please keep your eyes and ears open to all hazards.
- If working alongside a roadway, stay as far away from moving traffic as possible.
- Put your own safety first.
- Report hazards directly to the site manager or contact the people listed below; do not try to solve the hazards yourself unless it is ABSOLUTELY safe to do so, instead report the hazard and keep other people safe from the hazard by keeping them away.
- In an emergency, keep yourself safe and ring 000 and then contact the Volunteer Coordinator or another DCN staff member as outlined below.
- When lifting or carrying items, please ensure that you use correct manual handling lifts (*bend at the knees*).
- If an item is heavy, please use a two person lift.
- If you become unwell or are not feeling well, please report to the onsite Site Manager.
- If you feel threatened or at risk, please discuss with your Site Manager.

Contacts

NAME	CONTACT
Lynda Keft – Volunteers Co-ordinator	0457 180 310
Annie Stanton – Nursery Co-ordinator	0457 332 057
WHS Co-ordinator	

Volunteer Safety Induction

Rights and Responsibilities of DCN

- Provide a safe working environment.
- Acknowledge the extent and importance of volunteer contributions.
- Increase awareness both internally and externally of the contribution of volunteers.
- Actively promote volunteers and group activities.
- Establish adequate volunteer recruitment processes.
- Conduct relevant induction for volunteers.
- Provide information on DCN policies and procedures impacting activities as required.
- Provide clear operational guidelines for each activity.
- Ensure staff provide open and honest information and respond to concerns and queries.
- Consult on matters that will impact on volunteer's participation.
- Provide opportunities to engage in worthwhile activities.
- Regularly review the role of volunteers and volunteer activities.
- Maintain Equal Employment Opportunity (EEO) principles in engaging volunteers.
- Provide relevant insurance cover.
- Provide adequate resources for volunteers to conduct activities.
- Acknowledge and identify the skill levels of individual volunteers.
- Identify and provide opportunities for skill development for individuals.
- Name badges may be required when working at some sites, these will be provided.

Rights and Responsibilities of Volunteers

- Complete the work that was volunteered for, working within your own physical limits and area of skill.
- Be willing to learn, be dependable and work as part of a team.
- Accept the aims of DCN and work within accepted policies and procedures.
- Be respectful to DCN by offering suggestions in an appropriate manner.
- Ask for help when needed / ask questions when more information is required.
- Welcome supervision in the spirit in which it is meant, being to provide guidance to ensure safety and efficiency when undertaking a task.

- Respect confidentiality of visitors, clients and DCN.
- Sign in and out in the attendance register on each volunteering occasion.
- If required, undertake a Prohibited Employment Declaration as per the Child Protection Prohibited Employment Act, 1998.

Recruitment and Health

How Volunteers can be recruited

Volunteers will be required to complete a Registration form to work with DCN as a Volunteer.

Prior to joining our volunteer community, each person will be assessed from details supplied on their registration form to ensure the person's skills and ability will match the task they are nominating for. Volunteering with DCN may also fulfil your Mutual Obligation requirements with Services Australia.

Health and physical fitness when working as a volunteer

Volunteer work in the community covers a wide range of activities e.g. mowing, snipping, tree planting, weeding, fencing, digging, seed saving, propagation, garden construction or even administration, just to name a few. All these activities require different levels of skill or physical fitness to complete the task safely. It is the responsibility of the volunteer to assess their own health, fitness and physical limits to safely carry out volunteer work.

If you have a medical condition or restrictions, such as an old or current injury, allergies, diabetes or heart issues or your health and/or fitness deteriorates during your time as a volunteer which prevents you from safely carrying out activities, you may put yourself or others at risk therefore, it is important that you let the DCN Volunteers Co-ordinator or fellow volunteers know. If an incident should occur we can manage the situation better if we know of your condition. DCN's Volunteers Co-ordinator can reassess activities and find ways you can contribute safely. If you are not sure, please consult your doctor about the type of activities or work you are volunteering to do and this will help assess your capabilities. Should you start to feel unwell whilst working, take a break and have a rest; inform your group contact or other members of the group and advise them if you need to organise a lift home or to see a doctor. In an emergency call 000 and ask for an ambulance.

Prohibited Employment Declaration

All people looking after children have a responsibility to provide a safe environment for them. The laws around Working with Children Checks changed in September 2022, and completing a Working With Children Check is a prerequisite for paid and unpaid child-related work. Under the Child Protection (Working with Children) Act 2012, child-related work is defined as work in a specific, child-related role or face-to-face contact with children in a child-related sector.

Do you need a check?

To find out whether your work qualifies for a check, please refer to www.kids.nsw.gov.au The Working with Children Check is free for Volunteers! It is an offence for a prohibited person to apply for volunteer employment that primarily involves direct contact with children where that contact is not directly supervised. It is therefore the responsibility of a prohibited person NOT to apply for any such position.

Volunteer Registration and Cessation of Duties

Registration Form

Persons wishing to volunteer for DCN will be required to complete a “DCN Registration Form” which will be provided to you.

All volunteers must complete the form prior to commencement of their volunteer work. The details on these forms will be entered into DCN’s Volunteers Register database.

Cessation of Volunteer Duties

In instances of misconduct or breaches of volunteer responsibilities, the DCN’s Committee has the right to end Volunteer duties.

This may include:

- Theft or misuse of property or funds.
- Intoxication through alcohol or other substances whilst or during volunteering.
- Verbal or physical harassment of any other volunteers, clients, public or DCN staff.
- Disclosure of confidential information regarding DCN and/or clients.
- Malicious damage to DCN or community property.
- Not working in a safe manner or wearing personal protective equipment.
- Breaching any other volunteer responsibilities

Work Health and Safety

Volunteers are classified as “workers” under the amended Work Health & Safety Act 2011. Dorrigo Community Nursery has a “duty of care” to volunteers who are undertaking activities on behalf of DCN. Before volunteers are permitted to undertake an activity on behalf of DCN, a risk assessment of the activity will be undertaken to ensure the following:

- the activity is suitable for volunteers.
- the activity does not place volunteers at risk to their own health & safety.
- the volunteer has the physical capacity to undertake the activity.
- the volunteer has the knowledge and skills required to undertake the activity in a safe manner

Dorrigo Community Nursery's WH&S Responsibility

When satisfied that the activity is appropriate for volunteers, DCN is to ensure the following matters are addressed before the activity is commenced:

- A risk assessment has been completed, potential hazards have been identified and risk management controls put in place.
- Consultation has been undertaken with the volunteers regarding safe work methods.
- Volunteers have been provided with information, instruction and training with regard to risk management procedures.
- Any machinery or equipment to be used by volunteers is safe for operation.
- There is a system of work in place for the safe handling, use, storage and transport of machinery & equipment or any chemicals & substances to be used during the activity.
- Access to work sites will be assessed to ensure safe entry/exit and will be conveyed to the volunteer.
- First aid, emergency procedure information and the known assembly point will be communicated.
- Arrangements are in place for appropriate monitoring and supervision of the activity where required.
- Records are kept of attendance, tasks undertaken and information on injury and incidents, including near misses.
- Supplied tools and PPE will be inspected where required to ensure equipment is safe to use.

Volunteer's Responsibility

While undertaking activities on behalf of DCN, volunteers have responsibilities for health & safety. In particular volunteers, through their actions or omissions, are not to place themselves or other persons at risk while undertaking DCN related activities.

Depending upon the nature of the activity the responsibilities for volunteers may include the following:

- Be aware of and follow approved risk management procedures for the activity to ultimately "work safely".
- Follow the directions of the person in charge of the activity.
- Use and maintain machinery or equipment in accordance with the correct procedures.
- Bring to the attention of the appropriate person any matter which could affect the safe undertaking of the activity.
- Report to the appropriate person as soon as practical, any incidents or near misses relating to health & safety of the activity.
- You must wear all PPE identified to complete the activity safely.
- You must take reasonable care for the health & safety of your co-volunteers and members of the public who may be affected by your actions.

Training and Employment Opportunities

DCN has the responsibility to ensure volunteers are provided with appropriate training which, depending on the activity, may include the following:

- WH&S induction training, hazard identification, first aid.
- Responding to an emergency and emergency evacuation drills.
- Use of communication equipment (where required).
- On the job and/or formal training specific to the activity.
- On the job training in specific risk management procedures as required.

Equal Employment Opportunities

DCN is committed to promoting a working environment that recognises and values the diverse social profile of its volunteers. DCN will develop, implement, monitor and evaluate policies and procedures for all volunteers, both existing and potential, that are fair and do not discriminate unlawfully, either directly or indirectly, against any volunteer. DCN is also committed to recognising and responding to the diverse needs of its volunteers.

In all policies and practices of DCN, there shall be no discrimination or harassment with regard to: age, colour, nationality, ethnic or social origin, marital & domestic status, gender, sexual orientation, pregnancy, religious, transgender, philosophical or political belief or activity; national extraction, family responsibilities, physical or intellectual impairment.

Volunteers are expected to comply with DCN policy and refrain from engaging in any discriminatory or harassing behaviour.

Discrimination and/or harassment will not be tolerated. Where instances of discrimination and/or harassment occur, they will be investigated in a 'confidential manner'. If proven, the person responsible may be dismissed from their voluntary engagement.

Code of Conduct

Volunteers Responsibilities

- All volunteers are responsible for their own good conduct when providing services to/for DCN.
- All parties providing services to/for DCN are expected to know and understand the standards in the Code of Conduct.
- When providing services to/for DCN you should at all times be courteous towards the public, DCN staff, DCN Committee and other volunteers and should not bring the DCN into disrepute. You must also comply with all relevant laws.
- The DCN is committed to providing an environment free of harassment or discrimination and you are expected to contribute to this environment.
- DCN has community, environmental and legal responsibilities and you are expected to honour and respect them when doing work with or on behalf of DCN.

- Safety is paramount and therefore, all persons doing work with, or for DCN should protect their own safety and the safety of others in the work environment and the public arena.
- Please ensure your dog is leashed at all times during opening hours and droppings cleaned up.

Alcohol & Other Drugs

No one should come or return to work for DCN under the influence of alcohol or other drugs that could impair their ability to carry out their work or cause danger to the safety of themselves or others.

Confidential & Personal Information

- You must take care to maintain the security of any confidential or personal information you become aware of in your work with DCN.
- You must abide by the privacy legislation governing the collection, holding, use, correction, disclosure or transfer of personal information obtained through your dealings with DCN and adhere to DCN's Privacy and Confidentiality Policy.
- Personal information is any information about a person where you know who the person is or you can guess who the person is.
- No one should access, use or remove from the DCN premises any DCN information or personal information, unless they need it for their work with DCN and have authorisation to use or disclose the information.
- Any breach of the security, or misuse of DCN's confidential or personal information must be reported to DCN's Volunteers Co-ordinator.

Conflicts of Interest

- If a conflict of interest in your work with DCN exists or arises, you must disclose it to DCN's Volunteers Co-ordinator.
- A conflict of interest arises if your own interests, or those of other people close to you, conflict with your obligations to DCN. A conflict would exist where you have a personal interest, or your relative, company, employer or other person known to you has an interest that could lead you to be influenced in the way you carry out your duties for DCN.

Dorrigo Community Nursery Resources

- DCN resources may only be used for DCN purposes unless appropriate approval is sought.
- DCN resources include DCN staff, material, equipment/tools, vehicles, documents, records, data and information.

Gifts or Benefits

Gifts or benefits must not be offered to any DCN official, with the intent to gain any advantage for yourself or the group you may be representing, or which the public could reasonably see as likely to cause that DCN official, to depart from their proper course of duty.

Token gifts may be given or accepted if the gift is not likely to be seen as compromising. Token gifts could include such things as chocolates, flowers and beverages.

You should not accept any gift in relation to your work for DCN, which could influence, or be seen to influence your impartiality in relation to the work or services you are providing to/for DCN.

Cash should not be, in any circumstances, offered to, or accepted by, DCN volunteer/staff.

Note: If a gift or benefit is offered to a DCN official or committee representative to influence the way they do their work, they must report it immediately to DCN's Volunteers Co-ordinator.

Public Comment

As a volunteer you must not make any public comment or statement that would lead anyone to believe that you are representing DCN, or expressing its views or policies. This includes comments or statements made at public and community meetings, via the media, or when it is reasonably foreseeable that the comments, or statements, will become known to the public at large.

Reporting Corruption Maladministration and Wastage

When providing services for DCN as a volunteer, you have a responsibility to report any suspected instances of corruption, maladministration or serious and substantial waste to DCN.

Alternatively you can report any suspected instances of corruption to the Independent Commission Against Corruption (ICAC) or maladministration to the Ombudsman.

Dorrigo Community Nursery's Commitment

DCN is committed to the Code of Conduct standards which reflect the high standards expected by our Organisation. Volunteers are expected to also maintain these standards and principles when providing services to/for DCN.

If you have any questions, or are unsure about any matter relating to this Code of Conduct, you can contact your coordinator.

Privacy Act and External Volunteer Organisations

Privacy and Personal Information Protection Act

DCN will obtain personal information from volunteers including names; address, telephone numbers and other contact details. Personal information obtained by DCN is governed by the Privacy and Personal Information Protection Act 1998 (PPIPA). This legislation provides direction for the collection, protection, storage, disposal, access and use of personal information by DCN.

DCN will take reasonable care to protect personal information from misuse, loss, unauthorised access, modification or disclosure. To ensure that personal information held by DCN is current, please notify DCN if any of your details change.

Volunteer Recognition

Volunteers are entitled to request a statement of tasks that they have undertaken in their role with Dorrigo Community Nursery.

Volunteers may be provided with an invitation to DCN functions specifically held to thank volunteers.

Grievance Procedure

If a volunteer has a grievance about any aspect of their tasks, other volunteers or DCN staff, the following process should be followed:

Step 1: If you feel comfortable to approach the person directly to discuss the issue, do so.

Step 2: The volunteer can approach the Co-ordinator of the area they are working within, for discussion and advice on how to best resolve the issue: This discussion should be treated as strictly confidential.

Step 3: If Step 2 does not help resolve the problem, then the issue can be raised with the Management Committee. You will be informed of a decision, as soon as possible, following investigation of the issue by the Committee.

Use of Dorrigo Community Nursery Equipment

Volunteers may be provided with DCN equipment to assist in performing various activities. If a license or qualification is required to operate machinery or equipment, a volunteer must provide evidence of such qualification or license. All care should be taken to ensure that equipment is used correctly and within the guidelines or instructions provided by Co-ordinators.

Damage to DCN equipment by volunteers whilst working under the care and control of DCN is covered by DCN's Insurance. DCN's policy does not cover any wilful or deliberate damage to DCN property.

If equipment is damaged, the Co-ordinator must be notified immediately, and an incident report completed and returned to DCN's Volunteers Co-ordinator.

Volunteer Health and Safety

Manual Handling

- Firstly – can Mechanical handling / lifting occur?
- Determine if the weight is too much to lift before attempting the lift and if so, plan a team lift.
- Keep your work area clear of trip hazards.
- Plan your lift.
- Bend your knees not your back.
- Maintain your balance.
- Keep the weight to be lifted in close to your body and use both hands.
- Avoid unnecessary twisting, reaching or bending.

Team Lift

When organising a team lift it is important to ensure the following:

- There is an adequate number of persons in the team,
- One person coordinates the lift,
- Team members have similar lifting capacity,
- The lift has been planned,
- The area is clean and clear of trip hazards.

UV Protection - Sun Protection

- It is recommended, when working outside during hot weather to wear a long sleeve shirt, sunscreen, sunglasses, wide brimmed hat and drink plenty of water.
- There is sheltered seating available during breaks.

Accidents, Injuries and Near Misses

All accidents, injuries & near misses must be reported and recorded immediately.

It is very important that “near miss” incidents are reported so that an investigation can take place to ensure that training, equipment, procedures and or safe work method statements are adequate.

In the case of an accident or near miss an “*Injury and Incident report form*” must be completed

Hazard Reporting

Report any site hazards to DCN immediately so corrective action can take place to prevent injury.

In the case of a hazard a “*Hazard report form*” must be completed

Please refer to the **Dorrigo Community Nursery (DCN) website for further information regarding DCN projects, management, membership, history and more:**

<https://www.dorrigocommunitynursery.org/>

Thank you

If you have any questions, issues or advice relating to safety or this handbook please do not hesitate to bring it to our attention.

Safety Is Everyone's Responsibility