

**THE SHOPFRONT
170 WHATLEY CRESCENT
MAYLANDS, WA 6051**

VOLUNTEER GUIDELINES

As at February 2014

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THE SHOPFRONT

“Respect for the human person considers the other ‘another self.’ It presupposes respect for the fundamental rights that flow from the dignity intrinsic of the person.”

The Catechism of the Catholic Church # 1944

INTRODUCTION

This handbook is provided for the guidance of all volunteers.

It must be noted that no handbook can cover all situations or answer all your questions; however, it provides you with a **minimum** guidelines.

These guidelines are to ensure that your health and safety, and that of your fellow volunteers and visitors are not put at risk.

Mission

To create a place where we respect the equal dignity of every person we meet. To offer assistance in a spirit of solidarity with those in need.

Aims

- To provide and offer help, assistance and act as a referral to visitors who may be experiencing difficulties dealing with problems in their life, i.e., accommodation, depression, hunger, loneliness;
- To offer mutual help programs for the relief of sickness, distress and suffering within the general community;
- To provide warm, caring, fellowship and hospitality to the visitors;
- To provide an opportunity for the visitors to socialise and make friends.

Values

- **Respect**
We respect the values and choices of each person.
- **Friendship**
We offer friendship and fellowship to those who visit the Shopfront.
- **Trust**
We offer an environment where everyone can trust one another.
- **Safety**
We ensure everyone feels safe at the Shopfront at all times.
- **Inclusiveness**
We offer a warm environment, where everyone feels included.
- **Empowerment**
We empower our visitors and volunteers to enjoy quality of life and use their skills and talents.
- **Equity**
We treat everyone equally and acknowledge each person’s rights.
- **Multiculturalism**
We support a multicultural society and cater for each person’s needs.

Role of the Volunteer

Volunteers are required to use their gifts and talents in a spirit of solidarity to assist those who are in need by offering:

- Kindness and compassion to all visitors in a non-judgemental manner.
- Assistance to visitors by connecting with other agencies.
- Fellowship and hospitality to the visitors in a relaxed and homely environment.

INDUCTION AND TRAINING

On application to the Shopfront to volunteer, the volunteer will be:

- Interviewed and informed about the aims and purposes of the Shopfront.
- Given an overview of the tasks that they may be required to perform.
- Assessed for the necessary personal attributes, skills and knowledge to perform the allocated tasks.

Once accepted, a volunteer can expect to receive:

- Induction and orientation to the Shopfront.
- Training and support to ensure that the aims of the Shopfront are achieved.
- Ongoing supervision.

The Shopfront will provide appropriate recognition and acknowledgement of the contributions made.

Core Principles

Volunteering involves a mutual benefit. Volunteers have needs/skills which are taken into account when assigning tasks. Volunteers' contributions benefit the Shopfront and its visitors through the performance of these tasks.

Volunteering involves mutual obligation. Volunteers should commit to a level of service, performing that service with reliability and to have punctual attendance.

If a volunteer is unable to attend the Shopfront on their designated day they are asked to contact, in the first instance, the Director or Shopfront Assistant to enable them to find a replacement.

Volunteers will receive support, motivation and guidance to work in a team environment and should gain satisfaction and opportunities to work together to serve and to reach out to the community.

The Shopfront is committed to support and empower volunteers and encourage them to work in a collaborative manner to identify opportunities for improvement and solving problems in a way that allows volunteers to work together in solidarity through:

- Improving service delivery in all areas
- Developing skills and abilities of volunteers
- Promoting communication and team work.

SHOPFRONT POLICIES & PROCEDURES

The Shopfront endorses the involvement of volunteers in all aspects of work within the organisation. This includes assistance, support services and empowerment of its visitors.

COORDINATION

Lines of Authority & Communication

The lines of authority and communication for all volunteers are, firstly the Director, and if he/she is unavailable, the Shopfront Assistant. When the Director or Shopfront Assistant is not available, then the nominated leader for that day has the designated authority. The Director reports to the Committee of Management on a regular basis.

Director

The Religious who will be the Director at the Shopfront is responsible for the daily management and activities of the Shopfront premises. He/she works in conjunction with the Shopfront Assistant to ensure the Shopfront operates effectively as set down in the Volunteer and Code of Practice Guidelines. The Director advises the Committee of Management on matters relating to the Shopfront, the staff, volunteers and visitors.

The Director may delegate his/her duties as or when necessary.

Shopfront Assistant

The Shopfront Assistant's role is to assist and support the Director. He/she is responsible for the day to day organisation of the physical and practical requirements of the Shopfront. He/she works in conjunction with the Director to ensure the Shopfront operates effectively as set down in the Volunteer and Code of Practice Guidelines.

See duty statement for full role descriptions.

OCCUPATIONAL HEALTH AND SAFETY 1984

It is a legal requirement under Section 21 of the Occupational Safety and Health Act that the Shopfront maintain a safe and clean environment for all the visitors, staff and volunteers. The Shopfront must ensure that staff and volunteers are not harmed as a result of the work they carry out.

Volunteers will:

- Comply with all safety directions and instructions.
- Not misuse or damage any equipment provided for health and safety purposes.
- Report immediately any situations which are believed to be a hazard.

- Take action to correct the hazard where possible, report without delay, any injuries or accidents which arise out of volunteering work.

LIFTING AND MANUAL HANDLING

The Shopfront requires all volunteers to be aware of safe manual handling techniques for all activities.

Volunteers should take care to avoid back injuries. Heavy, awkward, frequent lifting may cause muscle or back strain.

Leg and thigh muscles should be used for lifting because they are much stronger.

Accidents can be prevented through safe manual handling and lifting practices. (Refer to the policy and procedures manual for more details).

INCIDENTS/ACCIDENTS

In the event of a volunteer being involved in an incident/accident, it must be recorded on a Critical/Incident Report form and handed to the Director or in the absence of the Director, the Shopfront Assistant as soon as possible.

Critical/Incident Report Forms are located at the Shopfront office, accessible to volunteers.

Minor injuries

Cuts, scratches and other minor injuries may develop into something serious if neglected and must be treated as soon as possible.

All injuries, sustained at the Shopfront, no matter how small, must be reported to the Director or Shopfront Assistant immediately and recorded in the Critical/Incident Report Form.

BASIC PRECAUTIONS- INFECTION CONTROL

These guidelines are based on the premise that the blood and body fluids of ALL volunteers and visitors are potentially infectious.

Gloves

Gloves must always be used when cleaning or picking up rubbish and dealing with someone who may have an injury.

Gloves must always be safely disposed of after use.

Hygiene

The practice of good personal hygiene is essential i.e. washing hands after using the bathroom and before handling or eating food. Ensure **hot** soapy water is used to wash used crockery to avoid the spread of infectious disease or hepatitis A.

Use disposable cups and do not share drinks.

Needles

Steps to take when coming across a needle:

- *Never* pick up a needle with your hands. Needles must be handled correctly.
- *Use* either a dustpan and brush, or tongs.
- *Dispose* of the needle in a rigid puncture resistant container e.g. a drink can with the top sealed with tape.
- Always label the container with “**Hazardous**”.

Injury Protocol

Any volunteer or visitor suffering an injury involving blood or body fluid, including a needlestick injury should:

- *Immediately* ensure that the affected area is washed thoroughly under cold running water.
- Wash with hot water and soap.
- If there are **NO** breaks to the skin, do no more.
- If a cut or splash to the eye or blood in the mouth occurs, then it is best to go to the Emergency Section of a Hospital as soon as possible.
- If the injury involves a needle, place the syringe in a rigid walled container such as a lunch box. Take it with you to the Hospital. **Do not** attempt to put a cap on the needle – it may lead to further injury.
- Report and complete the Critical/Incident Report Form.

FIRE AND EMERGENCY DRILLS

All volunteers will undergo fire safety and evacuation training. All volunteers must be aware of evacuation procedures in the event of a fire.

All volunteers need to familiarize themselves with the fire exits within the building in the event of a fire or discovery of smoke. Volunteers are to notify the Director or Shopfront Assistant immediately.

No volunteer should risk personal safety by trying to put out the fire, if it is not a small one.

Volunteers must therefore know:

- How to raise the alarm.
- What the alarm/s mean.
- The nearest emergency exit.
- The assembly area.
- The location of fire extinguishing equipment.

Volunteers should be familiar with these requirements and ask the Director or Shopfront Assistant if they have any questions.

Fire Safety

Most fires have small beginnings and the best time to tackle a fire is when it is small. Volunteers must know:

- How to raise the alarm if a fire is discovered.
- Where extinguishers, hose reels, etc. are located.
- How to use the extinguisher.
- What extinguisher to use on different types of fire.
- The location of the nearest emergency exit/s.

Volunteers should be familiar with the emergency procedures and fire equipment.

- Only fight a fire if it is safe to do so – volunteers are not expected to put themselves at risk.
- If a fire breaks out remember – stay **Calm** and **Act**.
- Evacuate all visitors on the premises.

Fire Prevention

The risk of fire is present and serious in most work activities and everyone has a vital role to play in its prevention by:

- Observing the 'No Smoking' signs.
- Not accumulating rubbish. Keeping work and storage areas clean and tidy.
- Emptying bins regularly before they are full.
- Handling and storing flammable liquids safely – keeping naked lights and sparks away.
- Keeping fire extinguishers unobstructed and mounted on the wall.
- Informing the Shopfront Assistant if the fire extinguisher has been used and he/she will arrange a replacement – **do not** put it back on the wall.
- Reporting all fires, no matter how small, to the Director or Shopfront Assistant immediately.

FIRST AID

A first aid box is provided at the Shopfront for the provision of primary First aid only. Volunteers should know where the first aid box is located.

All injuries must be reported to the Director and Shopfront Assistant and treated promptly.

If volunteers are not trained in first aid, they should take the following steps if anyone is injured:

- Raise the alarm.
- Ring 000 for medical assistance.
- Do not move any limb which is broken.
- Make the person comfortable, keep them warm and reassure them.

- If there is possibility of further danger, ensure the area is safe and move the person to a safe position-this is the only occasion in which you are authorized to move an injured person.
- Find someone with a first aid certificate, if resuscitation and CPR is needed.
- If there is any bleeding, put on gloves, then use a clean pad and apply pressure to the injury. If there is no clean pad hold the wound against the bone to stop or reduce the blood flow.

Report Incidents

Volunteers have a responsibility to work safely. They must report any injury or accident to the Director or Shopfront Assistant. They have a duty of care to themselves and to the visitors.

SMOKE-FREE PREMISES

Smoking is prohibited inside the premises (with the exception of approved designated area). The Shopfront is a smoke free environment.

DRUGS AND ALCOHOL

Non- prescribed drugs and alcohol shall not be brought onto or consumed in the Shopfront.

Volunteers are strictly prohibited from coming to the Shopfront under the influence of drugs or alcohol.

Some prescribed medication may affect one's ability to perform as a volunteer. If a volunteer has been prescribed medication of this type, the Director or Shopfront Assistant should be informed.

EQUAL OPPORTUNITY

Principles

The Shopfront is committed in providing equal opportunity to volunteers. It will not tolerate any discrimination on the basis of sex, race, age, religious beliefs, social or cultural backgrounds.

HARASSMENT AND SEXUAL HARASSMENT

The Shopfront will not tolerate harassment or sexual harassment of any kind.

Sexual harassment is a behaviour that is unacceptable, unwanted, unwelcome, unsolicited or unreciprocated at the Shopfront. Such behaviour may be offensive, embarrassing, intimidating or humiliating to an individual. Examples of sexual harassment include:

- Uninvited touching of any kind.
- Sexually explicit conversation.
- Jokes or comments of a sexual or sexually demeaning nature.
- Persistent unwanted social contact or invitations.
- Sexual gestures.
- Sex-based insults, taunts, teasing or name-calling.
- Request for sex; and
- Subjecting a person to any act of physical intimacy.

Individuals who believe they are being harassed:

- Should attempt to make it clear to the person(s) concerned that their behaviour is unwelcome.
- Speak to the Director; and
- Fill in the Incident report.

BULLYING

The Shopfront believes that every volunteer has the right to volunteer in an environment in which they are not made to feel humiliated, intimidated or offended. Examples of bullying include:

- Verbal abuse, yelling and violence.
- Humiliating someone.
- Sabotaging a person's work.
- Giving someone the majority of unpleasant tasks or difficult working arrangements.
- Isolating or ignoring a person.

Individuals who believe they are being bullied:

- Should attempt to make it clear to the person(s) concerned that their behaviour is unwelcome.
- Speak to the Director; and
- Fill in the Critical/ Incident report.

DISPUTE RESOLUTION PROCEDURES

- The Director attempts to resolve all disputes with volunteers by talking with the concerned volunteers directly. All disputes should be dealt with as soon as practicable.
- If dispute is not able to be resolved at local level the person is to be referred to the Archbishop's Representative.
- Mediation Procedures will be activated.

INAPPROPRIATE BEHAVIOUR AND VOLUNTEER DISMISSAL

All volunteers are expected to act in accordance to the Code of Practice and Guidelines of the Shopfront. The Shopfront provides a positive and safe environment and expects all volunteers to uphold these standards.

Volunteers may ask for support and counseling to help them in the performance of their tasks. Volunteers may be asked to undertake training when necessary.

If any volunteer behaves in a manner that is dangerous, harmful, contrary to the Shopfront's ethical policies or otherwise inappropriate, dismissal may take place immediately.

UPKEEP AND MAINTENANCE

Car Parking

Volunteers' parking is located at the rear of the building. The Archdiocese is not responsible for any damage caused to vehicles. Parking is at the volunteer's own risk. If there is a perception of risk, someone else should accompany the volunteer to the car park.

Premises

The premises are maintained and kept clean on a regular basis.

The toilets are cleaned daily.

The main areas of the Shopfront are cleaned daily.

The front verge is swept and cleaned to ensure that it remains tidy and clean at all times.

Both the front and back areas of the premises are maintained on a daily basis to remove any litter that may occur.

Disposal of household waste

All household waste is deposited in the rubbish bin. Rubbish is disposed of weekly via the Council refuse collection.

The Director or Shopfront Assistant may direct volunteers to assist with these tasks.

RESOURCE FILES

There are lever arch files with updated contact details of agencies and organizations within the Perth area that volunteers can access to enable them to make referrals for visitors.

EXTERNAL RELATIONSHIPS

The Shopfront volunteers must cooperate fully with the Police and other law enforcement authorities, welfare, care and similar support agencies and organizations, subject to maintaining appropriate confidentiality.

Once volunteers have established a relationship with the person who is seeking help or assistance from the Shopfront, volunteers will then determine the best course of action to help or assist the person. This may include referral to an appropriate welfare, care and support agency or organization for further help and assistance.

PRIVATE ADDRESS AND PHONE NUMBERS

Volunteers are not to give out their home telephone numbers or addresses to any visitors at the Shopfront.

CORRESPONDENCE AND ENQUIRIES

All correspondence and enquires be forwarded to:

Shopfront Enquiries:

Br Mr Brian Tierney
Director
Tel: 9371 9109 (after 11.00 am)
Fax: 9371 5139

Correspondence:

Mr Brian Tierney
Director
The Shopfront
PO Box 450
Maylands WA 6931

Email:

director.shopfront@perthcatholic.org.au

References:

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5. Shopfront Volunteers guidelines and code of practice 1st copy written in 2001.