



Volunteer Handbook

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Welcome

from the Chief Executive Officer



Congratulations on becoming a Wesley Mission Queensland volunteer and thank you for giving the gift of your time and skills.

The purpose of this handbook is to provide information that will help you understand our organisation and to inform and guide you during your time with us. It's a great resource for new volunteers, and a useful referral guide throughout your volunteer experience.

As a Wesley Mission Queensland volunteer you will be provided with opportunities to participate in a wide variety of activities, events and programs. Through this participation and commitment you become a vital, valuable and valued part of our team, and we embrace the opportunity to assist you to learn, develop and give to your community.

We anticipate that you will have a productive and rewarding experience with us and we wish you all the enjoyment and satisfaction that comes from being a Wesley Mission Queensland volunteer.

Kind regards,

Jude Emmer

Jude Emmer
Chief Executive Officer
Wesley Mission Queensland

Foreword

This handbook is a guide to volunteering with Wesley Mission Queensland. Its intention is to provide volunteers with an overview of some of our key policies, guidelines and benefits. Wesley Mission Queensland has comprehensive policies and procedures to ensure we meet our statutory and legal obligations to our volunteers, employees and the people we support.

We know that you will find volunteering with Wesley Mission Queensland a rewarding experience and we thank you for your valuable contribution.



About Wesley Mission Queensland

Since 1907, Wesley Mission Queensland has been helping Queenslanders build stronger and more inclusive communities by empowering them to live well and age well.

Our programs and services support people from all walks of life with choice, independence, dignity and respect. Our goal is to help the people we walk alongside by providing high quality aged care, disability support, retirement living, community and palliative care, and crisis support services.

Wesley Mission Queensland has a long and proud history of supporting people in need. Founded in the 1900s as a mission activity of the Albert Street Uniting Church, we now operate as an institution of the Uniting Church. We work collaboratively with other Uniting Church

congregations, community organisations and government bodies to provide accessible and flexible services to older people, those living with a disability or mental illness, and vulnerable children and families. WMQ celebrates diversity and through our Reconciliation Action Plan stands with First Nations Peoples for an equal and united future.

With almost 2800 employees and network of 2100 volunteers working across approximately 80 services, we are guided by the Wesley Charter, a framework that guides our interactions with the people we serve. Our people strive to make a difference in people's lives by building relationships, showing respect and demonstrating compassion. We believe that everyone has a story, and we are privileged to learn and be a part of their story.

What we do

- Residential aged care
- Home and community care
- Retirement living
- Disability services and assisted living
- Mental health services
- Health and wellbeing services
- Respite, palliative and end-of-life care for children and adults
- Food, housing and emergency support
- Supported youth housing

To learn more about Wesley Mission Queensland, please visit our website: wmq.org.au.

Our charter

Wesley Mission Queensland and the services we provide are incredibly diverse. We interact day-to-day with many people who have different goals, views, beliefs, backgrounds and abilities.

The development of the Wesley Charter has helped to guide us in our mission to create a just and inclusive society for all.

What is the Wesley Charter?

The Wesley Charter is an organisation-wide framework defined by three areas: what we value, the way we work, and what we strive for.

As an organisation, we value:

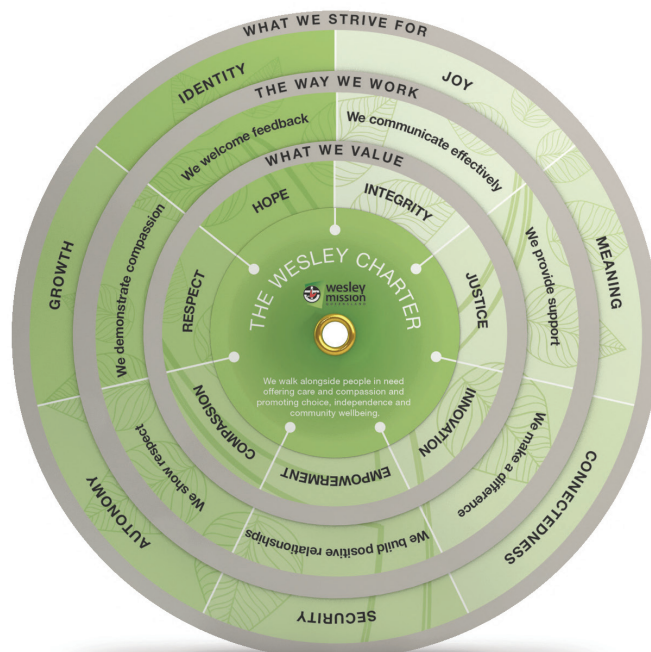
- Innovation
- Hope
- Integrity
- Compassion
- Justice
- Empowerment
- Respect

Our values are integrated into the way we work:

- We welcome feedback
- We provide support
- We make a difference
- We build positive relationships
- We communicate effectively
- We show respect
- We demonstrate compassion

Our work practices help us to achieve what we strive for:

- Identity
- Growth
- Autonomy
- Joy
- Meaning
- Connectedness
- Security



The Wesley Charter is designed to assist our volunteers and staff to achieve the best of themselves while working for Wesley Mission Queensland and in turn, make a difference to the lives of the Queenslanders we support every year.



Volunteering with us

A Wesley Mission Queensland volunteer is anyone who, without financial reward, officially performs a task or role at the direction of, and on behalf of Wesley Mission Queensland, that supports the goals of the organisation.

Our volunteers play a vital role in helping us improve the lives of the most vulnerable in our community.

You can find out more about volunteering within Wesley Mission Queensland by visiting www.wmq.org.au/get-involved/volunteer.



Your **team**



As a Wesley Mission Queensland member you will be a part of around 2800 employees and 2500 volunteers who work locally every day, making a difference to the quality of life of people in south east Queensland.

Your decision to volunteer for Wesley Mission Queensland will help to achieve our vision of a compassionate, just and inclusive society. We believe strongly in our values of integrity, respect, empowerment, hope, justice, compassion and innovation and you can expect them to be a part of your volunteering time.

When you volunteer for Wesley Mission Queensland you can expect:

- a role that is safe and rewarding
- decisions are made transparently, fairly and applied consistently
- relationships based on teamwork, respect and honesty
- zero tolerance for discrimination, harassment, and bullying or intimidating behaviour
- a local manager and workplace supervisor who is approachable, who understands your role and who will listen to your ideas and concerns, and wherever possible act on them.

As a volunteer for Wesley Mission Queensland we expect that you will:

- believe in the vision, mission and values of Wesley Mission Queensland and work within the Wesley Charter framework
- work safely within the policies and standards applicable to your role
- be sure you have the time and inclination for volunteering and know your limitations
- do not offer your services unless you feel satisfaction from what you are doing
- be willing to learn (competent volunteers feel more safe and confident in their role)
- welcome supervision and direction
- speak up and ask about things you don't understand
- be dependable, do what you have agreed to do
- be a team player and respect the functions of employees and other volunteers.

Your local manager

While in your role, you are responsible to the local manager of your workplace.

The local manager is responsible for the day-to-day operation of the service. This includes:

- overseeing the recruitment, education, supervision, performance management, safety, and recognition of all volunteers within their service

- ensuring the delivery of quality support to customers, residents or stakeholders with efficient and effective use of financial, material and human resources
- actively promoting attitudes to achieve a continuous quality improvement environment in full compliance with government funding guidelines and service standards.

Your workplace supervisor

Often local managers will delegate volunteers a workplace supervisor. Your workplace supervisor is the person you report to on a day-to-day basis.

Workplace supervisors are responsible for:

- signing off volunteer contracts
- orientating you into your new service
- providing you with a clear understanding of your duties and hours
- organising all necessary training and competencies required in your role
- providing you with guidance and supervision while volunteering.

Your workplace supervisor is also responsible for completing, assessing or signing off any relevant paperwork e.g. Centrelink or job network agreements, placement contracts, engagement hours, internship agreements, etc.

If you are unable to attend your volunteer shift please advise your workplace supervisor as soon as possible.

Volunteer Relations

Volunteer Relations is a corporate support service responsible for supporting and documenting the volunteering journey within Wesley Mission Queensland.

Volunteer Relations assist local managers to:

- develop a positive culture of volunteerism
- establish, maintain and grow quality volunteer programs which are beneficial to their service and in line with the required standards, policies and legislation
- properly establish and document the volunteering contract including security checks, registrations, position descriptions and all other required administration
- liaise with local managers and supervisors to ensure their volunteers are properly resourced and otherwise supported to achieve their volunteering goals
- collect vital details and statistics to actively seek and expand opportunities to increase the pool of volunteers through recruitment and development, implementation and review of networking, campaigning, improving communication, relationship building and other internal and external promotional

- provide a recruitment referral and screening service between prospective volunteers and programs requiring volunteers
- develop policies, standards and systems in accordance with all legislative controls and best practice volunteering principles
- provide advice to ensure procedural fairness and due process is followed with the handling of formal grievances, unsatisfactory performance and misconduct
- play a leading role in campaigning on issues which affect volunteers or volunteering in the sector
- provide opportunity for recognition of volunteers and their activities
- empower Wesley Mission Queensland staff to develop their skills through the Employer Sponsored Volunteering program.

Volunteer Relations can be contacted on volunteering@wmq.org.au.

Other staff

During your time with us you will be working alongside Wesley Mission Queensland employees, students and our wonderful team of volunteers.

Volunteering **conditions**



Volunteer contracts

Wesley Mission Queensland adheres to the definition and principles of volunteering as defined by Volunteering Australia.

Volunteers work within the organisational policies and procedures of Wesley Mission Queensland, and are expected to abide by all standards applicable to Wesley Mission Queensland volunteering as outlined within this handbook and their position description. All new volunteers undergo a probationary period of three months.

Unless negotiated with the local manager and officially documented through Volunteer Relations, Wesley Mission Queensland volunteers are not permitted to provide:

- services that replace an employee's position
- services beyond those negotiated with their workplace supervisor and local manager
- personal, financial or any other types of counselling to customers, residents, their families or others
- services that are considered high risk to the safety of our customers and residents, including: direct feeding, personal care, administering medication, manual handling, removing customers or residents from their primary location without written permission from the local manager, and transporting customers or residents in private vehicles.

Volunteers under the age of 18 must obtain permission from a parent or guardian to be active in a role. Those who are 16 years old or younger must be accompanied by a parent or guardian at all times.

Employees of Wesley Mission Queensland may not volunteer their services in their local work area, nor may they volunteer in positions which they are normally paid salary or wages in any Wesley Mission Queensland facility or service.

If a volunteer is unable to work within these policies, procedures and standards, and depending on the seriousness of an individual's actions, they may be provided a warning or their services may be terminated. Volunteers will be provided with the opportunity to discuss any decision before it is taken.

Position descriptions or requirements

Your volunteer contract will include either a general position description or an outline of the position's requirements. These documents cannot list all of your tasks, requirements, or the standard of behaviour accepted by Wesley Mission Queensland. It will generally just summarise the key responsibilities or requirements of your role.

Please let your workplace supervisor know if you require a copy.

Security checks

For your safety and the safety of everyone we work with, Wesley Mission Queensland volunteers must have a suitable security check on file before they become active within their role. The type of security check is dictated by government legislation.

For those without a suitable security check, the NDIS Worker Screening Check is the preferred security check application to complete while volunteering.

This application:

- can be done online
- is free for volunteers
- is generally accepted across all or services
- lasts five years.

Your workplace supervisor or local manager will provide you with information on how to complete the NDIS Worker Screening Check application and advise if any other checks in the role are required. Please note that you should not complete the NDIS Worker Screening Check until you are a registered Wesley Mission Queensland volunteer, as we will need your details to link you to the organisation.

Volunteers working with people under the age of 18 are required to have a current Working with Children Check (Blue Card) before they commence in their role.

Vaccinations

All volunteers must present proof of their primary COVID-19 vaccination before starting with Wesley Mission Queensland. Additional vaccinations may be required based on your volunteering location. These vaccination requirements will be provided to you before commencement. If applicable, your local manager may apply for a vaccination exemption on your behalf through our Clinical Governance team.

Key policies



These key policies will guide you in your role. If you need further clarification or wish to explore additional policies not outlined, please consult your local manager or workplace supervisor.

Code of Conduct

All volunteers are required to abide by the Wesley Mission Queensland Code of Conduct. The Code of Conduct highlights how we work in accordance with our values. The full Code of Conduct is located on the intranet.

Key points include:

Wesley Mission Queensland will:

- be receptive to volunteer and employee suggestions and input into the strategic planning process and service delivery programs
- undertake decision making in a fair and equitable manner.

Integrity

- not engage in any conduct which might adversely affect Wesley Mission Queensland's reputation in the community
- not accept or encourage any benefit or gift including a cash gift, or free service. Small tokens of appreciation (limited to flowers, chocolates or similar) are accepted
- be accountable for actions and decisions taken

Respect

- treat fellow employees, volunteers and members of the public with respect and dignity giving consideration to the rights and views of others
- not engage in or encourage discrimination, harassment, bullying or intimidation and report any such behaviour
- maintain appropriate professional relationships with fellow employees, volunteers, customers and residents. This includes refraining from the use of bad language, gossiping or other negative forms of communication
- maintain transparent decision-making processes
- demonstrate strong communication, teamwork and customer service skills

Diligence and excellence

- demonstrate competence and exercise due care and attention when performing duties
- comply with Wesley Mission Queensland's policies and procedures, values and standards

Economy and efficiency

- ensure work time, equipment and facilities are used appropriately and for work purposes only
- ensure that Wesley Mission Queensland resources and equipment (human, material and financial) are used efficiently and properly accounted for

Confidentiality and provision of information

- ensure confidentiality of information to prevent inappropriate access and disclosure
- do not intentionally use any form of information obtained through Wesley Mission Queensland employment which could be used for personal gain
- do not access, store, forward or otherwise disclose information in breach of legislation or Wesley Mission Queensland policy

System of law and reasonable direction

- comply with all reasonable, lawful directions given by the employer
- notify management immediately if charged with a criminal offence. Any such matters are to be managed in accordance with the Human Rights and Equal Opportunity Commission guidelines and other relevant legislation

Collecting your private information

Apart from where we are required by law, your private information will not be shared with anyone outside of Wesley Mission Queensland without your permission. You can find more information in the Privacy Information Policy which can be found on the Wesley Mission Queensland website.

We will need to share your information with a third party when processing your security checks, however this is something you agree to when you sign security check forms.

Conflict of interest

Volunteers must disclose any potential conflicts of interest related to their roles. This includes any personal interests - be they financial, familial, or otherwise - that could improperly influence their duties or decisions for our organisation. If you have an actual, potential, or perceived conflict, even if you're unsure, please notify your workplace supervisor or local manager. This allows us to manage the situation effectively and ensure that all decisions remain objective and fair.

Confidentiality including social media

Volunteers are required to maintain confidentiality regarding information involving the organisation, including the people we support, paid staff, volunteers, donors, and others.

Information must not be disclosed to anyone outside the organisation or to others within the organisation, unless express permission is given to do so by the Local Service Manager. Breaches of confidentiality will result in disciplinary action or termination of the volunteer's engagement with the organisation, other than where the volunteer can show specific circumstances that justify the breach.

All persons, including staff, contractors, volunteers and students who come into contact with, or have access to, confidential information have a responsibility to maintain the privacy, confidentiality and security of that information.

Confidential information may include information relating to:

Clients, residents, customers, donors, family and friends; including but not limited to medical records, conversation, financial information, donations, photographs, videos, other media recordings.

Employees, contractors, volunteers, students, including but not limited to salaries, employment records, disciplinary actions, health status, photographs, videos, other media recordings.

Business information including but not limited to financial records, reports, memos, contracts, computer programs, technology.

Third parties including but not limited to vendor contracts, computer programs, technology.

Operations improvement and Quality Assurance, Peer Review including but not limited to reports, presentations,

survey results.

Be aware that you are personally responsible for social media content and if you break the law, you are personally liable. Unless you are authorised to do so, do not:

Make any official comment involving the organisation; including the people we support, paid staff, volunteers, donors, and others.

Post photos of the people we support, paid staff, volunteers, donors, and others.

Breach the personal privacy and that of others by including personal information of either yourself or others or any information that could lead to the identification of individuals.

Post misleading information regarding your or other's role within the organisation.

If you have authorisation to comment you must disclose your position within Wesley Mission Queensland.

Employee volunteering

Wesley Mission Queensland welcomes the opportunity for our employees to volunteer across the organisation. Employees cannot volunteer in positions which they are generally paid salary or wages; nor can they volunteer within their local work area. Exemptions may be made for employees participating in the Employee Volunteer Program or in once-off or sporadic volunteering opportunities that are officially approved and documented through Volunteer Relations.

Dress code

All volunteers and employees must wear clothing that is in good repair, respectful, role appropriate, safe and allows for dignity in any movement required. Volunteers and employees who wear clothing with the Wesley Mission Queensland logo on it while not on site must conduct themselves in a professional manner and in accordance with our values.

All volunteers are asked to display their identification badge in a prominent position.

If you do not have an identification badge, please advise your workplace supervisor who will arrange for one.

Acceptable dress:

- all clothing is to be clean and of neat appearance
- culottes and tailored shorts can be worn
- tailored slacks or trousers are acceptable
- tracksuits are acceptable for night volunteers and employees only
- shoes are to be appropriate to the position, e.g. gardening, catering, child care and nursing

- shoes should support the foot and preferably have low or flat heels with non-slip heels and soles. Closed in shoes must be worn by residential, community care and hospitality volunteers
- stockings are not a requirement
- jewellery must be kept to a minimum
- hair should be clean and neat at all times. Hair is to be maintained appropriate to the position, e.g. kitchen volunteers wear hair covering. Care volunteers and hospitality volunteers are to ensure that hair is tied back or worn up if longer than collar length
- nails are to be clean and well maintained, of suitable length to perform role and able to meet infection control requirements, e.g. artificial nails may not be suitable for some tasks.

Unless discussed and approved with your local manager or workplace supervisor, unacceptable dress includes:

- see-through clothing items
- excessively tight clothing items
- singlet tops
- short shorts or bike pants
- low cut blouses
- midriff tops
- denim jeans in residential aged care
- poorly maintained running shoes
- thongs on feet.

Grievances

A grievance can be any issue that causes you concern at work or where you feel you have been treated unfairly or unjustly. Any volunteers or employees of Wesley Mission Queensland who feel they have been treated unfairly by an administrative or other decision, or the behaviour of another person, may submit a formal grievance. Volunteers or employees who feel they have a grievance should discuss the matter privately and professionally with the relevant person, with the intention of resolving the issue. If the grievance cannot be resolved at this level, it should be raised with the local manager or with Volunteer Relations (volunteers) or Employee Relations (employees).

All matters raised in a grievance must be treated with the highest standard of confidentiality. If you decide to submit a formal grievance, it will be taken seriously and either mediated (with agreement of the parties) or investigated in an impartial and prompt manner.

Under the Whistleblower Protection Act (2001) anonymity will be protected to the extent required by law. This means that if you do not want your name released, Wesley Mission Queensland will not release it. The Act also protects you from any adverse action for submitting the

grievance. For further information please refer to the policy located on the intranet.

Inclusion and diversity

Wesley Mission Queensland is committed to creating services, residences and workplaces that are welcoming, fair and inclusive. Inclusion and diversity is fundamental to the way we work and is consistent with our Code of Conduct and values. Our belief is that a person should not be discriminated against because of differences, such as age, ability, ethnicity, gender, gender identity and expression, religion or sexual orientation. If you would like further information please ask your supervisor for a copy of our Inclusion and Diversity Policy.

Immigration and work visas

Most people travelling to Australia on a visa are eligible to volunteer during their stay. However, it is important to be aware of any restrictions individual visas may place on volunteer activities. It is recommended that persons on a visa check the Visa Entitlement Verification Online (VEVO) system for regularly updated information on their visa conditions. It is the responsibility of the visa holder to ensure their visa sub-class makes them eligible to engage in voluntary work.

Information Systems

Wesley Mission Queensland Information Systems Policy is based on the International Standard 'Information Technology – Code of Practice for Information Security Management' and all volunteers are required to comply with this policy.

Volunteers are expected to use appropriate judgment and caution in communication concerning individuals to ensure that personally identifiable information remains confidential. Emails and any materials produced by Wesley Mission Queensland volunteers remain the property of Wesley Mission Queensland.

The Service Desk is the first point of contact for all information system issues, including installation of software and purchasing of information system equipment. Internet access and emails are monitored by the Information Systems Team and they will only disclose information as required by the Executive Team in accordance with the Privacy Act 2000.

Unacceptable usage of the Wesley Mission Queensland network or equipment and breaches may result in formal performance management as per Wesley Mission Queensland policies and legislative requirements.

Motor vehicle use

Fleet vehicles

Wesley Mission Queensland maintains a fleet of motor vehicles. Access to and use of vehicles is subject to the terms and conditions outlined in our Motor Vehicle Policy. Wesley Mission Queensland is committed to ensuring that volunteers operate fleet vehicles safely and responsibly. Before a volunteer can use a fleet vehicle, the local manager must grant approval and ensure that the volunteer has completed the following requirements:

1. Read and understood the Motor Vehicle Policy
2. Completed a Driver Declaration Form
3. Provided proof of their driver's licence
4. Finished an online driver safety course (which is renewed every two years)
5. Submitted documentation to Volunteer Relations.

Volunteers should also be aware that there may be excess costs incurred if the vehicle is damaged due to incidents for which they are at fault.

Private vehicles

Wesley Mission Queensland does not accept any liability arising from the use of private vehicles. Volunteers are encouraged to use a fleet vehicle instead.

If volunteers choose to use their personal vehicles for Wesley Mission Queensland business purposes, it is required that these vehicles be maintained in a roadworthy condition, registered, and comprehensively insured for business use. Volunteers are responsible for providing their local manager with copies of their current vehicle registration and insurance.

Volunteers who have received approval from their local manager to use their private vehicle in a volunteer-related capacity (not for commuting to and from their role) may claim a motor vehicle allowance for each kilometre travelled.

It is important to note that volunteers approved to drive their own private vehicles while performing their duties are not permitted to transport customers or residents in these vehicles.

Professional and emotional boundary guidelines

Wesley Mission Queensland aims to enable our volunteers to build positive, safe and empowering relationships with the people they support and volunteer with. In order to achieve this we encourage our volunteers to maintain professional and emotional boundaries. These boundaries are important to prevent over-involvement and burnout for you and to encourage independence rather than dependence for those we support.

Some helpful ways to ensure you are staying within your professional and emotional boundaries include:

- always take reasonable direction from your workplace supervisor and local manager
- always be prompt and reliable when volunteering, and notify your workplace supervisor if you are unable to attend your shift
- always perform your role with the highest standard of safety without causing risk to yourself or others
- be aware that your beliefs and values may differ from the people that you support or volunteer with. By not imposing your beliefs on the other person you are demonstrating your respect for them
- do not disclose your own personal information or give advice
- do not visit the people you support or turn up to volunteer with outside of your agreed rostered volunteer hours
- if you feel you are becoming attached to the people you support, please contact your workplace supervisor or Volunteer Relations to discuss this further
- do not enter a customer or resident's private rooms e.g. bedrooms, bathrooms without permission from your workplace supervisor
- do not take on the role of carer or parent
- do not initiate inappropriate physical contact with customers, residents or the general public. Your workplace supervisor will clarify with you what is considered to be appropriate and inappropriate interaction with the demographic you are working with
- do not take any photos of customers or residents unless authorised by your workplace supervisor (who will have received prior written permission to do so)
- do not purchase any items for customers, residents, volunteers or employees that you volunteer with, or the program in general, unless you have received prior approval from your local manager. No expenses will be reimbursed without a receipt
- do not accept or encourage any benefit or gift unless it is a small token of appreciation. Any offer and acceptance of a gift should be reported to your local manager immediately
- even if you are qualified to do so, do not provide services outside your agreed role. If you feel changes need to be made to your role, please discuss it further with your workplace supervisor
- always wear your name badge while volunteering.

Workplace harassment and bullying

Wesley Mission Queensland has a zero tolerance policy for workplace harassment and bullying. It is defined as any repeated, unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Workplace harassment or bullying is NOT:

- lawful direction
- reasonable management action
- constructive feedback.

If you feel you are being harassed or bullied or you witness this happening, you are encouraged to report this to your workplace supervisor or local manager as soon as possible. The full policy can be found on the intranet.

Work health and safety

Work Health and Safety exists to ensure the health and wellbeing of all volunteers, employees, residents and customers. Safety at work is both an individual and a shared responsibility.

Everyone volunteering or employed by Wesley Mission Queensland must ensure that their role is performed to the highest standard of safety, without posing a risk to themselves or others. Education and information will be provided to you via your workplace supervisor or local manager to ensure your knowledge of safe work practices and procedures.

General **information**



Absenteeism

If you are unable to attend for your agreed time you should contact your workplace supervisor in a timely manner.

Acceptance of gifts

Both the Code of Conduct and the Wesley Mission Queensland Fraud and Corruption policy require that volunteers or employees should not accept or encourage any benefit or gift unless it is a small token of appreciation. Any offer of a gift should be reported to your local manager immediately and gifts with a value greater than \$100 must be registered with the Wesley Mission Queensland finance department.

Change of details

If you happen to change your name, address or emergency contact person during your time volunteering with us, please contact Volunteer Relations to update. It's important we have your most up-to-date information on file so we can contact you, or in case there is an emergency.

Children Volunteering

Bringing your child or children to accompany you while volunteering can be a rewarding experience for everyone, but it is essential to approach this thoughtfully and safely.

Before bringing your child or children along, please note the following requirements:

- The local service manager must provide written approval before the child can commence attending with you or volunteering.
- If your child is over seven years old and will be officially volunteering (rather than just accompanying you), they must be formally registered as a volunteer.
- Volunteers aged 16 or under must be accompanied by an adult who will be responsible for them at all times.
- A parent or guardian must provide written permission for the individual under 18 to volunteer.

Code of Conduct – Aged Care and National Disability Insurance Scheme

All older individuals and National Disability Insurance Scheme (NDIS) participants have the right to access safe and ethical supports and services. The Code of Conduct for Aged Care and NDIS Code of Conduct guide providers, key personnel, workers, and volunteers in respecting and upholding these rights by clearly defining the expected standards of conduct, behaviour, and culture.

To ensure older individuals and NDIS participants feel safe and supported, volunteers are expected to:

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, support, and services safely and competently, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services.
7. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse
8. Take all reasonable steps to prevent and respond to sexual misconduct.

For more information, please discuss further with your workplace supervisor or local manager, or visit:

- Code of Conduct for Aged Care: www.agedcarequality.gov.au/for-providers/code-conduct
- NDIS Code of Conduct: www.ndiscommission.gov.au/rules-and-standards/ndis-code-conduct

Volunteers can access free online training packages on the NDIS Code of Conduct and the Aged Care Code of Conduct. For more information, please refer to the Education, Learning, and Development section of this handbook.

COVID-19 safe work practices

Wesley Mission Queensland provides care to ageing and vulnerable people and their health and wellbeing is our priority. All volunteers must provide proof of a primary COVID-19 vaccination prior to commencement with Wesley Mission Queensland and when required to continue their service unless they have been granted an exemption through Wesley Mission Queensland's Clinical Governance team. If you would like to apply for an exemption, please discuss further with your workplace supervisor or local manager.

As part of your role, Wesley Mission Queensland volunteers are required to adhere to COVID-19 safe work practices as directed by their workplace supervisor or local manager. This may at times include:

- undergoing COVID-19 testing and using additional personal protection equipment (PPE) as per risk level
- undergoing a rapid antigen test (RAT) before the commencement of your volunteer shift
- wearing a mask as per the current risk level
- ensuring appropriate hand hygiene

- physically distancing as able
- ensuring surfaces are kept clean
- being vigilant for signs and symptoms of COVID-19 or respiratory illness.

Remember you should not attend your shift if you have any COVID-19 symptoms, have been diagnosed with COVID-19, or have been in close contact with those diagnosed with COVID-19.

Emergency Evacuation Procedure

Wesley Mission Queensland is committed to providing a safe and secure environment for volunteers.

To help keep you safe, on commencement you may be required to complete local emergency evacuation training, which is then redone annually. Your local manager or workplace supervisor will advise you if this is required.

In all Wesley Mission Queensland workplaces and at all our events, we ask that you follow these general guidelines during an emergency procedure:

- Always sign in when you enter a building and then sign out when you leave. At an event, sign on and off on the attendance sheet. This gives the local manager, your supervisor, wardens, and other relevant staff information on who is in attendance during an emergency procedure.
- If you see any type of dangerous or unusual activity, remove yourself from risk and tell the nearest Wesley Mission Queensland employee immediately.

If you hear an alarm (unless told otherwise):

- go straight to the advised assembly area
- do not help move customers or residents
- report to the wardens or designated staff
- stay in the assembly area until you are told it is safe to leave by the local manager, wardens or designated staff.

Email

All Wesley Mission Queensland volunteers are generally contacted via the email you provided when you registered with us. We ask that you change your email settings to accept mail from the wmq.org.au domain to ensure delivery of any communication. You can unsubscribe to e-newsletters at any time by responding with “unsubscribe” in the subject line.

It is important you keep your email address current while engaged with us as a volunteer, and if it changes, email volunteering@wmq.org.au to update.

End of service

If you decide to end your time volunteering with Wesley

Mission Queensland we ask that you give as much notice as possible to your local manager or workplace supervisor, who will then inform Volunteer Relations of your changing status.

Hours

You will negotiate and agree to your volunteer hours prior to commencement. Hours are dependent on the program’s needs and your availability. As you become familiar with your role you may negotiate with your workplace supervisor or local manager to increase or decrease your shifts and/or hours.

You are required to notify your workplace supervisor if you are unable to attend your shift.

Volunteers do not visit customers, residents or their families outside of their designated hours.

Incident reporting

Work health and safety incidents

A work health and safety incident is one which involves an accident, injury, work-caused illness, near miss, aggressive or challenging behaviour, security issue, hazard, environmental issue or any other dangerous event that is not directly involved with normal practices. If you are, or a fellow volunteer or employee is involved in an incident, please report it to your workplace supervisor or local manager, who will report it in our RiskWise management system and advise if any further action is required.

Care and clinical incidents

Care and clinical incidents are any event or circumstance that:

- Led to unintended or unexpected harm, loss, or damage
- Had the potential to cause harm (a near miss)
- Represents a departure from standard processes or expected outcomes
- Could impact customer safety, service delivery, or our reputation
- Involves mandatory reporting to external authorities.

If you are involved in or witness a Care and Clinical Incident, please report it to your workplace supervisor or local manager who will record it in our clinical incident management system and advise if any further action is required.

Infection control

Infection control aims to provide a safe and clean environment for customers, residents, volunteers and employees. You may be provided with training in standard and additional precautions and requirements for infection transmission and infectious hazards.

Volunteers are asked not to attend their shift if they are ill or at risk of passing on an infection. If you are unsure, please contact your workplace supervisor to discuss further. Always advise your workplace supervisor if you will not be attending your shift.

Injuries

If you are injured while volunteering, please follow these steps:

1. Seek medical assistance or first aid if required.
2. Report your injury to your workplace supervisor or local manager as soon as possible. They will enter your injury into our RiskWise management system.
3. If necessary, your physician will evaluate your injury and provide documentation. Make sure to request a copy of the physician's statement and give it to your workplace supervisor or local manager.
4. Your workplace supervisor or local manager will consult with Work Health and Safety to receive guidance on your safe return to volunteering. A recommendation or clearance may be required from your treating physician.
5. Please collect all related documents addressing the injury, including your medical certificates and receipts, in case you decide to file a claim for Voluntary Workers Personal Accident Insurance.

Counselling and wellness resources are available. Please refer to the 'Looking After Yourself' section of this handbook for more information.

Insurance

Registered volunteers are insured through Voluntary Workers Personal Accident Insurance while engaged in organised voluntary work, which covers certain expenses resulting from injury.

Notable restrictions to the insurance include:

- Policy age requirement is 7 to 95 years of age.
- Policy benefits are limited for those under 18 and over 75.
- Government legislation prohibits general insurers from providing coverage for medical expenses that attract a Medicare rebate (this also includes amounts incurred, referred to as the Medicare' gap').

Volunteers are not covered by WorkCover.

If you need to file a Voluntary Workers Personal Accident Insurance claim:

1. Your local manager or workplace supervisor will provide you with a claim form to complete.
2. Complete the form and be sure to include copies of any necessary supporting documents, such as medical certificates and receipts.

3. Return your documentation to your local manager or workplace supervisor who will arrange for your documentation to be submitted to the insurance provider.
4. A claims consultant from the insurance company will be in contact with you to guide you through the claims process.

Mandatory reporting

In the event that you have concerns that a person is at risk of harm or has been harmed (including suspected or actual allegations of verbal, physical or sexual abuse) you are required to immediately notify your workplace supervisor or local manager.

There are instances where mandatory reporting to government departments is required, including harm to children, people living with disabilities and our elders, and strict timeframes must be adhered to.

On commencement in your role, your workplace supervisor or local manager will explain more to you about your mandatory reporting responsibilities. During your time with us if you have any questions about mandatory reporting or you are unsure about your responsibilities, please ask your workplace supervisor or local manager or alternatively contact Volunteer Relations.

Mobile phones and portable media players

If you need to carry a private mobile phone, portable media player or similar device while volunteering, please discuss with and seek permission from your workplace supervisor or local manager. It is recommended that all private mobile phones are turned off or turned to silent once you commence your shift.

Pets

A visit from a volunteer pet can have a very positive and therapeutic impact on the people we support, however this can only occur after consultation with your local manager who will conduct a simple risk assessment and provide written approval before the pet commences their visits with you.

Probationary period

On commencement, you will be placed on probation for a period of three months. This probation period allows you, your workplace supervisor and your local manager to ensure everyone is happy and satisfied with the arrangement. Adjustments to your placement are made wherever appropriate, including if necessary, the possibility of placement into a different volunteer role that better suits you.

If it is determined by either party during the probation period that your volunteer role is not appropriate, termination can be immediate and without notice or reason provided by either party.

Reimbursements and payments

You are able to claim approved expenses that have occurred on behalf of Wesley Mission Queensland while volunteering. To be able to claim these expenses, you must:

- ensure expenses have been agreed to by your workplace supervisor or local manager prior to incurring the expense
- provide a tax compliant receipt as proof of all purchases made for each expense incurred
- provide in writing to your workplace supervisor or local manager all details necessary for financial reimbursement.

Wesley Mission Queensland does not provide honorary payments or financial allowance payments to volunteers.

Record of service

At the conclusion of your volunteering time with us you can request from your workplace supervisor a written statement of your service, indicating dates, duration and the type of volunteering undertaken.

Security

Wesley Mission Queensland is committed to the safety of all volunteers and employees while on the grounds. If you see a suspicious individual on Wesley Mission Queensland property, please inform your local manager or contact the Security Officer. Door-to-car security is available on some sites. Please discuss with your local manager to determine if your site is included.

Door-to-door salespersons are not permitted on-site and if discovered they should be directed to the local manager. Volunteers and employees are not permitted to sell or advertise personal goods or services on the premises without authority from the local manager.

Smoking and vaping

Smoking and vaping are not permitted in Wesley Mission Queensland buildings or vehicles.

Smoking or vaping by volunteers and employees must be confined to authorised breaks from work, and in designated areas only. Please see your workplace supervisor or local manager for details on designated areas.

Theft

Any theft of property should be reported immediately to your local manager, an incident form must be completed and volunteers and employees have the opportunity to request police involvement. Lockers are provided in some areas, and use of these is encouraged. Please do not bring valuables and large amounts of cash to work. Theft is considered serious misconduct, and any substantiated incident may result in termination of your contract with us.



Education, learning and **development**



Wesley Mission Queensland volunteers are provided with approved quality education, and learning and development opportunities through their workplace supervisor and local manager.

Handbook and volunteer orientation

Please check the Volunteering page of the Wesley Mission Queensland website to see any updates to the Volunteer Orientation video and the Volunteer Handbook at www.wmq.org.au/get-involved/volunteer.

Service orientation and competencies

On commencement, your workplace supervisor will provide you with orientation. You may also need to complete some competency assessments to ensure your knowledge and safety and with some tasks. Your workplace supervisor will let you know what competencies are required in your role. Until these competencies are completed, you must remain under the direct supervision of your workplace supervisor.

Online courses through GO1

Volunteers can access a variety of online courses through Wesley Mission Queensland's GO1 training and education platform, which can assist you both personally and professionally. Your workplace supervisor or local manager will provide you with information on how to access these courses.

Alternatively, you can email volunteering@wmq.org.au, and the Volunteer Relations team will help you gain access.

NDIS eLearning

The NDIS Commission's eLearning modules are designed to help NDIS workers and volunteers better support people with disability and to understand their obligations under the NDIS Code of Conduct. Courses include the Worker Orientation Module – 'Quality, Safety and You' and Supporting Effective Communication.

To access the NDIS courses please go to <https://training.ndiscommission.gov.au>

The Department of Health, Disability and Ageing eLearning packages

The Department of Health, Disability and Ageing have a list of training that is available for Aged Care volunteers at www.health.gov.au/topics/aged-care/volunteers/support-and-training

University of Tasmania Equip aged care learning modules

The University of Tasmania offers 14 entry-level self-paced aged care learning packages for volunteers. Each module

takes only 10 minutes to complete, and a certificate is awarded upon completion of each module. To enroll in the free learning packages, visit: <https://equiplearning.utas.edu.au>

Other education

Your workplace supervisor or local manager will advise you of any other education they feel is suitable for you in your role. Please discuss with them if you have any role-related education you would like to be involved in.

Looking after **yourself**



Unforeseen situations may arise in any workplace which you may find stressful. It is important that you recognise and respond positively and proactively in these situations. It may be that you:

- find yourself in an unfamiliar environment, where you are unsure of what to do or how to interact
- feel overwhelmed by other people's situations,
- experience personality clashes with the people you work or interact with
- feel unable to perform your role due to lack of knowledge or skills
- have problems at home or outside your role which influences your feelings or your ability to volunteer.

If you find yourself feeling stressed or uncomfortable for any reason within your volunteer role, please discuss this further with your workplace supervisor or local manager.

Counselling and Wellness Resources

Telus Health is our Employee Assistance Program (EAP) provider of choice and is available to our registered volunteers. They offer you professional advice and guidance in your times of need.

To access free, confidential, 24/7 counselling service call 1300 360 364 or visiting www.telushealth.com.

To register for free wellness resources, visit <https://wmq.lifeworks.com/> and enter the following details:

ID: WMQ

Password: WMQ01

You will then be asked to enter some details and create your own password.

Try something **new**



There are always new opportunities arising throughout Wesley Mission Queensland. If you are looking for something extra or would like a change, there are some great options available.

Aged Care Volunteer Visitors Scheme

Wesley Mission Queensland is currently hosting a federally funded Aged Care Volunteer Visitors Scheme where you can be matched up with people being supported by Wesley Mission Queensland in their own homes or in our aged care facilities.

The Aged Care Volunteer Visitors Scheme is about building companionship and friendship for older people who may be socially isolated or lonely or who don't get out often. Having someone who is willing to sit for half an hour during a weekly or fortnightly visit to talk about gardening or football or any general interest, read the paper or a book, play a game, or watch your favourite TV show together goes a huge way towards helping a socially isolated person feel cared about.

Your support as a Volunteer Visitor will change lives, including your own. You will make friends and build valuable relationships. Make a difference today and add purpose to your life while brightening someone's day and making sure they feel connected with their local community.

If you are interested in becoming a Volunteer Visitor please contact: acvvs@wmq.org.au

Employment opportunities

Wesley Mission Queensland volunteers are encouraged to apply for any suitable employment opportunities that may arise. To view all our current employment vacancies please visit the Jobs page on the Wesley Mission Queensland website www.wmq.org.au/careers

Events volunteering

During the year Wesley Mission Queensland does a call out for events volunteers. This can be anything from gift-wrapping and welcoming people at a gala ball through to hanging artwork or cooking sausages on a barbecue at Bunnings Warehouse. You receive an email notification, and if you would like to be part of the event, you just email us back and let us know. If you would like to be part of our Events Volunteering team, just send us through an email to volunteering@wmq.org.au and we will add you to the contact list.

Volunteering opportunities

Wesley Mission Queensland regularly has new volunteering opportunities available. Please visit the "Volunteering" page of the Wesley Mission Queensland website to see all our current volunteering opportunities www.wmq.org.au

Keeping in touch

If you are interested in keeping up with what is happening around Wesley Mission Queensland including events and activities you can be part of, feel free to join us on:



[wesleymissionqueensland](https://www.facebook.com/wesleymissionqueensland)



[wesleymissionqueensland](https://www.instagram.com/wesleymissionqueensland)



[wesley-mission-queensland](https://www.linkedin.com/company/wesley-mission-queensland)



[@wesleymissionqueensland](https://www.youtube.com/@wesleymissionqueensland)

www.wmq.org.au

You will also be contacted throughout the year via email with information on what has been happening in the organisation and general volunteering updates.

Contacts

All initial queries regarding information in this handbook should be directed to your workplace supervisor or local manager.

Alternatively, you can contact Volunteer Relations directly on:

**07 1800 448 448 or
volunteering@wmq.org.au**



930 Gympie Road
Chermside QLD 4032
1800 448 448

Disclaimer: The contents of this publication are correct at the time of publication (November 2025). Information in this publication, and the facilities described, may be altered by Wesley Mission Queensland Limited without notice if there is a change in circumstances.
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