

## **Thank you for volunteering at Hornsby Connect**

### **Volunteer rights**

As a volunteer, you have a number of rights you should be aware of, viz:

- To work in a healthy and safe environment
- To be provided with an WHS induction prior to commencement as a volunteer
- To be provided with sufficient information, instruction and training for you to perform your tasks safely
- To be provided with adequate supervision
- To be adequately covered by insurance
- To be treated as a co-worker and not “free help”
- To receive recognition for your efforts and value to the organisation
- To participate in the planning and decision-making processes where appropriate
- To receive support, guidance, direction and feedback on your performance
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- To have access to a grievance procedure

### **Volunteer Role Duty Statement**

As a Volunteer you will be expected to:

- Work safely
- Not affect the safety of others
- Maintain confidentiality and privacy of all Clients and Volunteers
- Abide at all times with the established policy and procedures
- Report any safety concerns
- Conduct yourself in a professional manner at all times

There are a number of important points related to safety you should familiarise yourself with, these are:

#### **Safe Work**

You are asked to only do work you can perform safely. Please follow any safe Work Procedures (SWP) or training you are provided. If you feel you cannot do a job safely or have any safety issues please discuss with your Team Leader or Duty Operations Manager immediately.

### **First Aid**

A First Aid kit is available, please check with the First Aid officer on the day for its location and document any use.

### **Housekeeping**

Please leave work areas clean and tidy. We need to leave the centre ready for the next hirers and will get fined if we do not leave the centre as or better than we found it. Please ensure walkways are kept clear of obstacles and chemicals are stored correctly at all times.

In addition, you will be expected to sign up to the following duty statements where applicable to your role:

#### **1. Orientation and development:**

Participate in training, development and volunteer meetings as requested.

#### **2. Caring:**

- Be responsible for the welfare and respect of clients when you are working
- Report any feedback from the Client to the Front of House Team Leader
- Make yourself aware of local services that could support clients and share with clients as appropriate and ask permission from client before sharing or advocating on their behalf.

#### **3. Driving (if applicable):**

- Retain RMS license to drive a car and hold CTP Green slip and Comprehensive insurance
- At all times drive the vehicle in a manner that is safe and within the requirements of the RMS
- Ensure seatbelts are securely fitted before undertaking transportation
- Ensure that at all times the number of passengers at any one time does not outnumber the legal carrying capacity of passengers
- Ensure loose items (bags, shopping etc.) are secured in safe and appropriate restraints

#### **4. Administration:**

- On arrival at Hornsby Connect, complete volunteer sign in/out procedures, check volunteer diary and read any volunteer information

#### **5. Occupational Health and Safety:**

- Take reasonable care of the health and safety of themselves and others
- Cooperate with Duty Operations Manager and Team Leaders in their efforts to comply with OHS requirements
- Report all hazards, incidents and injuries to your Team Leader or the Duty Operations Manager

## **Communicating with Clients**

The Clients at Hornsby Connect are going through a time of uncertainty and are often emotionally and physically vulnerable. When interacting with Clients it is important to bear in mind the anxiety they are experiencing. Every Client is an individual and reacts differently when coping with stress.

Also, it is important understand that your values may be quite different to the Client. It is essential that you not judge people and accept them as the individuals that they are. This is essential so that the Client maintains dignity and self-respect.

It is important that you are aware of your own limitations and can direct the Client to an appropriate service for assistance. You need to reassure the Client but give information not direction. They need to be responsible for making their own decisions.

Please note also, some clients will not want to talk at all.

Be aware of cultural and religious differences between yourself and the Clients.

## **Active Listening**

Some tips for active listening:

- Don't judge/make assumptions about the Client
- Be prepared to learn something new about a situation, experience or person
- Never assume knowledge of the situation you are listening to
- Pay attention to what you see as well as what you hear
- Control your emotions – this is about the Client's experiences, not yours
- Avoid empathy blockers such as criticising, advising, diagnosing, moralising
- Don't interrupt – infrequent questions, attentive silences
- Reflect the conversation:
  - Paraphrase to check you've got the facts straight
  - Summarise the major concerns
- Appropriate eye contact and body language

## **Barriers to effective communication**

- Thinking ahead of the other person
- Listening for what you want to hear
- Judging/criticising
- Dismissing "It can't be that bad"
- Interrupting
- Letting your mind wander, outside noise/distraction
- Thinking of what you are going to say
- Distrust of the Client
- Lack of respect for the other persons thoughts and feelings
- Telling or advising the Client what they should do
- Don't mention your own/other people's experiences – this should be all about the Client.

### **Things to bear in mind when answering questions**

- You do not have to answer any questions
- Do not share your own personal stories
- Clients are often curious about where and how volunteers live
- If you are ever asked “Can I tell you something in confidence?” the appropriate response is “If you tell me something that I feel puts you or someone else at risk, or you have committed a crime, I must report it to the Duty Operations Manager and, possibly, the police”

### **Golden Rules**

- Don't counsel or give advice.
- Clients are the experts in their own lives. Their choices have to be respected.
- The provision of transportation to Clients by volunteers is NOT permitted.
- Don't give out your address or phone number
- Gift giving and receiving between Volunteers and Clients is inappropriate. If a Client insists on giving you a gift, discuss this with the Duty Operations Manager or Team Leader first. Giving a personal gift to a client is never acceptable.
- Do not visit any client outside of Hornsby Connect premises, either in person or to deliver produce to them.
- Do not offer any personal employment to a client or their immediate family.

### **Signing in and out**

All Volunteers have to sign in and out of the Hornsby Connect Register. This is a health and safety requirement.

### **Other policies**

There may be other policies you need to be familiar with dependent upon your role, for example, motor vehicle policies, Client Policies, daily operational policies, etc. We will issue these to you as necessary.

# Hornsby Connect Daily Operations

## Daily Routine

### Before commencing

- Sign in on the sheet with signature and time and make sure you are wearing your name tag.
  - *This is an important for your security – in case of emergency the sign on sheet is used to verify who was in the building at the time of the incident.*
- Place your personal belongings in the cupboard provided and collect your apron.
- If you park in Westfield and will be parked longer than 3 hours - see Brian to obtain your parking pass. You will need to take the parking ticket and the pass to the information desk to get the parking ticket validated.

**Register with your area.** If this is your first visit, please see Brian to be allocated to your trial area for training and induction.

- Wash hands and wear gloves for tasks indicated for wearing gloves such as the fresh fruit and veg areas and the cafe

*Antibacterial hand sanitiser is provided for when your hands are visibly clean and you are changing tasks. When you change a task, you need to sanitise your hands by washing and or sanitising and changing your glove/s if wearing gloves for the task.*

- Volunteers may be registered as clients – they are usually the first to go through the system. They follow the same procedure as noted above.
- Any products left over in the fruit and veg area may be taken home by the volunteers. It is not permissible to remove any stock from the table prior to 3.30 or the end of the service.

*Leftovers may only be taken when clients requirements have been met.*

- Once closed All sections need to be taken down and cleaned up ready for use by other organisations that use the centre. Help can be offered to, and is appreciated by, other sections when primary section is completed.

**Assistance in some of the clean-up duties would be appreciated by a few volunteers.**

### **Sign off procedure**

- Whatever time you leave you must sign out prior to leaving the building.

*This is in case of an emergency – if there is an emergency other people’s lives will not be put at risk looking for you if you have already gone home. If there is an incident – it is a quick reference as to who may be a witness.*

- Return your apron and collect your personal belongings.
- If you are not available to work a full shift – discuss your availability with your supervisor.

## Hornsby Connect Code of Conduct

- Hornsby Connect will not allow any kind of discriminatory behaviour, harassment or victimisation.
- All clients are asked to respect the volunteers at Hornsby Connect.
- All clients should treat council property with respect and care.

Hornsby Connect will not hesitate to take disciplinary action against clients who repeatedly or intentionally fail to follow our code of conduct.

Disciplinary actions will vary depending on the violation.

- Initial warning
- Fortnight suspension
- Probationary return for 1 month
- Month suspension
- Probationary return for 1 month
- Total ban from Hornsby Connect Services

The 'Day Manager' will have final say in any trading day issues and expulsions.

Police are to be called immediately if there is any threat to harm any client or volunteer at Hornsby Connect.

## Work Health and Safety

### Work Health and Safety

The health and safety of all volunteers at Hornsby Connect is considered to be of the utmost importance.

As a volunteer with Hornsby Connect, you have a responsibility to:

- Take reasonable care of your own health and safety
- Take reasonable care that your actions do not adversely affect the health and safety of other persons
- Take reasonable care to avoid causing the loss or damage to any property
- Notify the manager in charge if you notice a health or safety concern, hazard or risk to yourself or others.
- Cooperate with organisation policies and the directions of the management team relating to health and safety

#### In this document you will find:

- Sign and out processes
- An overview of Occupational Health and safety
- Fire and safety procedures
- Client interaction considerations
- Client confidentiality
- Food hygiene

#### Sign in and out processes

- Sign in on the sheet with signature and time and make sure you are wearing your name tag.  
*This is an important for your security – in case of emergency the sign on sheet is used to verify who was in the building at the time of the incident.*
- Place your personal belongings in the cupboard provided and collect your apron.
- Whatever time you leave you must sign out prior to leaving the building.  
*This is in case of an emergency – if there is an emergency other people's lives will not be put at risk looking for you if you have already gone home. If there is an incident – it is a quick reference as to who may be a witness.*

### Occupational Health and Safety – an overview

- Wear sturdy shoes and comfortable appropriate clothes.
- Keep a tidy work environment.
- Know your own limits – tell others if you have any physical or medical restrictions. If you are not comfortable performing a task stop and ask for assistance.
- Don't volunteer for a shift if you are unwell.
- Optimum working height is between knees and chest – organise tasks to operate at this height.
- When lifting, bend your knees and not your back or ask for help.
- Share the load if it looks heavy or awkward – team lift.
- Report any injuries to yourself other volunteers or clients – document details in the book that accompanies the first aid box.

*This record is important, firstly for yourself as a record of when and what happened. Secondly it gives the Board an opportunity to review and either train or make adjustments to procedures or rectify a problem.*

- Report incidences and near misses write details in the book that accompanies the first aid box. *As above*
- In the unlikely situation that you experience an aggressive situation – stay calm and if practicable remove yourself from the situation.

### Fire Safety Procedures

- Know where the evacuation plan is located on the wall and the muster area should it be necessary to evacuate the building.
- If it is necessary to evacuate – go to the muster area – not your car.
- Don't block evacuation plan, fire-fighting equipment or exit route and doors with Connect equipment.
- Fire extinguishers have a disc mounted on the wall indicating the type of fire that can be retarded with the extinguisher, used on the wrong fire it can accelerate the fire.

*If you are not trained in the use of fire extinguishers don't waste valuable time – evacuate take members of the public with you. Help will be there quickly and they will be trained.*

### Client Interaction Considerations

You will be interacting with a variety of personalities. To name a few, some may be embarrassed to find themselves in their current situation, some will not want to take too much so there is plenty for others while others will expect the lot. There will be those that are from NES background and others with medical or social situations that require the services of Connect.

- Don't become personally involved with the clients or ask personal questions.
- Be friendly, relaxed and helpful – like you would like to be treated when shopping. Clients will reflect your attitude to them.
- Don't treat them as a charity case – nothing is more belittling

- Don't judge, the person or think you know what is best for them. avoid comments like 'have more fruit it is good to control your weight'.
- Don't offer personal advice – recipe suggestions are great "have you tried...'
- As far as possible be aware of and respect cultural boundaries.
- If someone can't understand what you are saying – be careful to not to raise your voice – speak slower and deeper.
- Be willing to have a chat but know how to move on, e.g. It's been lovely talking to you but I have others to serve
- For aggressive clients, keep calm and ask for assistance if you feel uncomfortable.

### **Client confidentiality**

- It is not acceptable to talk about clients outside of Connect.
- If you become aware of personal information it must be held in confidence unless it is of a nature that requires reporting to the Connect member registering clients.

### **Food Safety**

Points noted relate to food safety requirements

Bacteria multiply quickly in the presence of 4 conditions time, temperature, food and moisture. Food spoiling bacteria / mould will be the most common contaminant for items handled in the Freebee area. The effects are visible and spoilt items are disregarded during the bagging process.

Soil borne bacteria and contaminants deposited by insects and birds pose a greater risk. High percentage of products in our section will not go through a 'kill step cooking process', care must be taken not to transfer a contaminant to other products. E.g. vegetables used in a prepared salad mixture then has the 4 conditions for food-poisoning bacterial growth thus becoming a high-risk product.

- Hand hygiene is important, wash your hands at the commencement of the shift, with each change of task and prior to returning to your work area. The use of hand sanitiser can replace hand washing for visibly clean hands.
- If wearing a glove/s as above, needs changing when you change tasks and /or when you would normally wash your hands.
- Don't eat food whilst packaging thus avoiding putting your hands to your mouth.
- Change gloves after handling spoilt food.
- Remove aprons if they become soiled or you leave your area of work
- If wearing a plaster or have a cut on your hand you will need to wear a glove whilst handling food.
- Notify a committee member of any medical condition that may impact on your ability to perform a task.

## **Volunteer Agreement**

This agreement is between Hornsby Connect and you as a volunteer. This agreement does not constitute a contract of employment, nor confer the rights and entitlements of a paid employee.

The primary objective is to provide a formal basis for defining the rights and responsibilities of volunteers working within Hornsby Connect. The secondary objective is to ensure the safety and protection of all volunteers.

### **Work Health and Safety**

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As a volunteer with Hornsby Connect, you have a responsibility to:

- Take reasonable care of your own health and safety
- Take reasonable care that your actions do not adversely affect the health and safety of other persons
- Take reasonable care to avoid causing the loss or damage to any property
- Notify the manager in charge if you notice a health or safety concern, hazard or risk to yourself or others.
- Cooperate with organisation policies and the directions of the management team relating to health and safety

### **Working With Children Check (WWCC).**

All volunteers are required under legislation to complete a *Working with Children Check* (WWCC). Hornsby Connect will verify the WWCC with the Office of the Children's Guardian

### **Personal Disclosure**

All volunteers have an obligation to advise Hornsby Connect if they are a prohibited person or could subsequently be found to be a prohibited person.

### **Insurance**

All volunteers will be covered by Hornsby Connects Personal Accident Voluntary Workers Insurance while performing volunteer duties. In order for this insurance to take effect it is important you have signed in and sign out to show you were working on that day. It is your responsibility to ensure you have asked for and signed the sign in sheet before you start work each week.

### **Duties**

Only the duties allocated by the operations team will be undertaken. Suggestions for alternative work practices should be submitted in writing to the management committee for consideration. If a situation arises where an urgent change of practice is required, the final arbiter will be the Duty Operations Manager.

### **Grievance and Dispute Resolution**

Hornsby Connect is committed to providing an environment that is safe, fair and free of discrimination for all volunteers. Verbal complaints should be conveyed to your Team Leader in the first instance who will then consult with the Duty Operations Manager. Written complaints should be directed to The Secretary of Hornsby Connect for consideration by the Board

### **Confidentiality and fidelity**

The relationship between Hornsby Connect and its volunteers is founded on trust. Any breach of this trust by a volunteer, such as the unauthorised disclosure to a third party of confidential information about Hornsby Connect will lead to a termination of the volunteer contract.

By signing this agreement, you agree to not, except as authorised, use for you own benefit, gain or divulge to any persons, firms, company or other organisation whatsoever any confidential information belonging to Hornsby Connect or relating to Hornsby Connect's affairs or dealing which may come to your knowledge during your period of volunteering.

### **Professional Manner**

As volunteers we each have a duty of care to ourselves and each other to appreciate the differences we may have in our approach to work and each other. In respecting each other's different approaches, a concerted effort must be made to be responsible for our own behaviour and address differences in a responsible manner. As a service provider this must not happen in front of clients as we have a duty of care not to trigger past traumatic experiences of disrespectful behaviour. At all times we must commit to working in a professional respectful and appropriate manner.

### **Volunteer Guidelines**

All volunteers should ensure that they are and continue to be familiar with the latest Hornsby Connect guidelines. These guidelines can be downloaded from [www.hornsbyconnect.org.au](http://www.hornsbyconnect.org.au)

I \_\_\_\_\_ have read the above agreement and in signing this agreement, I agree to the above conditions and terms.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

Email: \_\_\_\_\_ Phone \_\_\_\_\_

## Operational Zones - Wednesday Trading



### Operating Hours: 9.00am – 3.00pm

<b>Setting Up: 9.00 - 11.00am</b>	<b>Red Zone</b>	Set up tables, cupboards & fridges Unpacking & pricing of products
	<b>Green Zone</b>	Set up tables and sort fruit, vegetables and bread
	<b>Blue Zone</b>	Set up tables and prepare café food
	<b>Yellow Zone</b>	Set up chairs and gazebos for Clients
	<b>Purple Zone</b>	Prepare for Client Registration/Reception
<b>Client reception: 11.00 – 11.30am</b>	<b>Purple Zone</b>	Register current Clients and enrol new Clients
	<b>Blue Zone</b>	Open café to Clients
	<b>Yellow Zone</b>	Clients wait until trading commences
<b>Client trading: 11.30am – 2.00pm</b>	<b>All Zones</b>	Open to trading
<b>Pack up: 2.00 – 3.00pm</b>	<b>All Zones</b>	Pack up all chairs, table, cupboards and fridges take back to storerooms Pack up marquees Hall cleaned and swept