9.2 Volunteer Agreement

This is a contract between Blackheath Area Neighbourhood Centre Inc. (BANC)

and (Name):

ROLE:

RESPONSIBLE TO:

INITIAL 6 WEEK SUPERVISION: And then, at least every 12 weeks.

Conditions

1. Meal breaks
   A meal break of at least half an hour is to be taken at a time negotiated with the Supervisor. No Volunteer will be required to work more than five hours continuously without a meal.

2. Public holidays
   You will not normally work on public holidays unless this is agreed for a special event. Under no circumstances will work on a public holiday be expected, but rather given freely.

3. Holiday leave
   You can negotiate to take time off at any time. It is requested that, if possible, you will inform the Supervisor and/or Project Officer two weeks in advance of planned absences.

4. Other absences
   You have the right to determine your own need for absence provided adequate notice is given to your supervisor and/or the Project Officer. It is requested that unexpected absences due to illness, family needs, etc. will be notified to the Supervisor as soon as practicable. Non-notification of absences more than three times, without reason, will mean that BANC may need to review with you whether or not to continue to use your services. This is because non-notification is considered unprofessional work conduct.

5. Reimbursements
   Any reimbursement for travel, phone or other out of pocket expenses relating to your work will be provided only if prior arrangements have been made and agreed to with the Project Officer or your Project Coordinator.

   Details of reimbursements provided are as follows:

   - Travel (not including travel expenses to and from home)

     Car: you will be reimbursed for any transport you provide for clients. Please keep an accurate record of kilometres travelled.

     You are expected to follow BANC's Motor Vehicles Policy at all times.

     Public Transport: Reimbursements for fares will be given only after prior permission has been given by the Neighbourhood centre coordinator and/or your Project Coordinator. Fare reimbursement is based on the most direct and cheapest route of public transport.

   - Out-of-Pocket Expenses

Permission by your Project Coordinator and/or Neighbourhood Centre Coordinator must be obtained prior to incurring out-of-pocket expenses. Reimbursement will be provided once receipts for expenses have been produced.

6. Professional development
Volunteers are encouraged and supported to undertake professional development opportunities that are available to workers. Costs of undertaking development opportunities will be negotiated between you and BANC.

7. Support and supervision
BANC has a right to expect that all Volunteers will meet minimum standards of service and to meet minimum standards of professional behaviour (as defined by BANC in its Professional Ethics and Conduct Policy). Subsequently, you are expected to have behaviour appropriate to these standards.
You will also be expected to follow the reasonable requests, advice, and direction of your supervisors.

Volunteers can expect regular supervision and support. You will be assigned one of the staff as a supervisor. While you can expect the co-operation of all staff in the performance of your work, you will be responsible to your supervisor. Any difficulties should be notified directly to your supervisor who will assist.

You will not be required to work without staff support.

8. Discrimination
You have the right to be free of discrimination or harassment because of race, religion, gender, sexual preference, marital status, class background, age, disability status, health, or party-political background (refer to Policy 3.5 Equal Employment Opportunity – Equity and Diversity).

9. Work Health and Safety
Volunteers are required to be aware of BANC's Work Health and Safety Policy as part of their training and participate in its procedures, as required.

The Neighbourhood Centre Coordinator, in conjunction with relevant Project Co-coordinators, is responsible for identifying and outlining any WHS issues relating to Volunteers and ensuring that Volunteers are made aware of these issues.

BANC has insurance cover in place for Volunteers.

10. Difficulties and Grievances
You are encouraged to discuss, with your supervisor or Neighbourhood Centre Coordinator, any difficulties, or problems you may be experiencing as soon as possible. The Supervisor/Coordinator will make every attempt to resolve the issue promptly to the satisfaction of all people concerned.

If the difficulty experienced involves grievance or conflict and cannot be resolved to the satisfaction of all people concerned as outlined above, the Neighbourhood Centre Coordinator will ensure the Volunteer accesses Policy 3.7 Grievances, Conflict and Mediation.

11. Concerns regarding Work Performance
If a difficulty arises with your work performance that has not been successfully resolved in day-to-day supervision, the following will occur:

- You will be advised as soon as possible by your supervisor of any concern/complaint regarding your performance.
- A meeting will be organised so the issue can be discussed by you and the relevant Supervisor. The outcomes of this meeting will be documented.
- If the issue persists, the issue will be raised with the Neighbourhood Centre Coordinator who will determine what action is required. Where relevant, this may include the engagement of a neutral conflict resolution facilitator to resolve the issue.

12. Termination of Volunteer Engagement

Where consistent concerns regarding work performance have not been resolved in Clause 11 above on at least two prior occasions, the following will apply:

- An assessment of your work performance will be undertaken by the Neighbourhood Centre Coordinator, in consultation with the relevant Supervisor, Project Coordinator and Manager, where appropriate. □ You will be given two weeks' notice of possible termination. This notice will outline the reasons for considering termination. You will be asked not to attend the workplace during this time.
- The Neighbourhood Centre Coordinator, in consultation with relevant Project Coordinator and Manager, will organise a meeting with you, and your nominated support person if requested, to discuss the situation. Respect for you, and your dignity, will be taken into consideration at all times. A final decision will be then made on termination of your engagement with BANC.
- Termination of your engagement will occur immediately once this decision has been made. The termination will be confirmed in writing and reasons given for the decision. You will be informed of your right of appeal (see Clause 13 below).

13. Appeals

Upon written notice of termination of your engagement, you have the right of appeal.

You must write to the Board, outlining your concerns within two weeks of receiving your written Termination notice (see Clause 12 above).

The Board will consider your appeal, and if deemed necessary will organise a meeting with you. You are entitled to bring a support person to this meeting if desired.

The Board will then make a final decision and inform you in writing within two weeks of the appeal meeting being conducted.

14. Resignation & Exit Interview

You may resign (terminate your engagement with BANC) at any time for any reason. At least a week's notice of resignation is requested to allow for finalising of necessary documents. You may wish to resign in writing to the Board. You may be asked to participate in an Exit Interview and also have the right to request a referee and/or a statement of attainment from BANC.

Exit interviews provide you and the Neighbourhood Centre Coordinator with the opportunity to share information and give feedback on your experiences with working in specific projects and with BANC as a

whole. A Board member may attend this meeting at your request. While you are encouraged to participate in Exit Interviews, you are not required to do so.

Agreement:

I have read and agree to the Volunteer Engagement Conditions, I have filled out the Conflict of Interest and DEX Consent forms, and I agree to the following policies: Professional Ethics and Code of Conduct, Vision and Philosophy Statement, Work Health & Safety, Equal Employment Opportunity – Equity and Diversity, BANC Motor Vehicles, Conflict of Interest, and Confidentiality Agreement.

SIGNED BY:

.....	.....
Volunteer	BANC Representative
.....	.....
Date	Date

BANC DATA COLLECTION

Date: ___ / ___ /_____

Below are some demographic questions. This information will help us better understand you, receive funding, and plan for future events. All the information you provide will be strictly confidential.

Full name: _____ **Date of Birth:** _____

What is your gender? Male ☐ Female ☐ Other ☐ Prefer not to say ☐

What is your address and phone number?

Address:	
Phone Number:	
Would you like to go on our emailing list?	YES ☐ NO ☐
Email:	

What country were you born in? _____

What is the main language you speak at home? _____

Do you identify as Aboriginal or Torres Strait Islander?

No ☐ Aboriginal ☐ Torres Strait Islander ☐ Both ☐ Prefer not to say ☐

How would you describe your household?

Single ☐ Sole parent ☐ Couple ☐ Couple with dependent(s) ☐ Group of related adults ☐

Group of unrelated adults ☐ Homeless/no household ☐

Emergency contact:

Name: _____

Relationship: _____

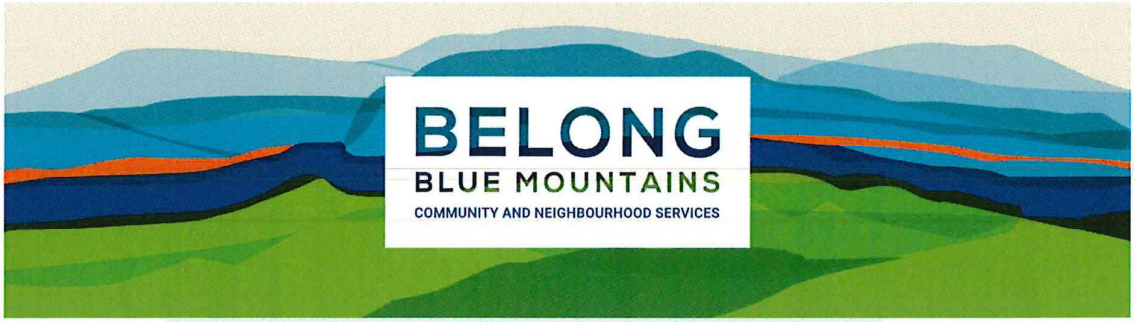
Phone Number: _____

Privacy and Consent

The information that we collect from you on this form includes your personal information. Your personal information is protected by law, including by the Commonwealth Privacy Act. The client management system that we are using is an IT system called the 'Data Exchange'. This system is hosted by the Australian Government Department of Social Services. Your personal information that is stored by the Department on the Data Exchange will only be disclosed to us for the purposes of managing your case. The Department de-identifies and aggregates data in the Data Exchange to produce information for policy development, grants program administration, and research and evaluation purposes. This includes producing reports for sharing with organisations. This information will not include information that identifies you, or information that can be used to re-identify you, in any way. You can find more information about the way the Department will manage your personal information in the Department's APP privacy policy, which the Department has published on its website. This policy contains information about how you may access the personal information about you that is stored on the Data Exchange and seek correction of that information. This policy also includes information about how you may complain about a breach of the Australian Privacy Principles by the Department, and how the Department will deal with your complaint."

	Yes	No
I consent for my information to be stored in the Data Exchange	☐	☐
I consent for my information to be stored securely at BANC	☐	☐
I acknowledge that I can withdraw this consent at any time	☐	☐
I consent to participate in follow up research, surveys or evaluation	☐	☐
I consent for photos of myself to be utilised for BANC promotions and funding agreements	☐	☐

Participants Signature: _____ Date: ____ / ____ / _____



The Code of Conduct for Aged Care

When providing care, supports and services to people, I must:

a) act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions

b) act in a way that treats people with dignity and respect, and values their diversity

c) act with respect for the privacy of people

d) provide care, supports and services in a safe and competent manner, with care and skill

e) act with integrity, honesty and transparency

f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services

g) provide care, supports and services free from:

   (i) all forms of violence, discrimination, exploitation, neglect and abuse

   (ii) sexual misconduct

h) take all reasonable steps to prevent and respond to:

   (i) all forms of violence, discrimination, exploitation, neglect and abuse

   (ii) sexual misconduct.

I,..... Have read and understood the above Aged Care Code of Conduct and will abide by all aspects in my role with Belong Blue Mountains registered participants.

Signed: Date: