

GYMEA COMMUNITY AID
AND INFORMATION SERVICE INC.



GYMEA
COMMUNITY AID
& INFORMATION SERVICE

VOLUNTEER

HANDBOOK

TABLE OF CONTENTS

Philosophy of Volunteering	4
National Standards for Involving Volunteers in Not-for-Profit Organisations	5
GCAIS Volunteering Principles	6
Volunteer Rights	7
Volunteer Code of Behaviour	8
Volunteer Recruitment	9
Equal Opportunity and Anti-Discrimination	9
Selection Criteria	10
Waiting List	10
Role Description	10
Boundaries in Volunteering Roles	11
Interview and Brief Site Tour	11
Reference Checks	12
Police Checks and Working with Children Checks	12
Volunteer Management Committee Members.....	12
Volunteer Probation	12
Cessation of Volunteering Arrangement	13
Volunteer Orientation	13
Volunteer Program Management	13
Duty of Care	13
Identification of Volunteers	14
Volunteer Team Meetings	14
Volunteer Feedback ..	14
Insurance Cover.....	14

Volunteer Reimbursement	14
Volunteer Training and Development	15
Volunteer Recognition	15
Harassment	16
Privacy	16
Media Protocols	16
Volunteer Confidentiality	17
Client Rights & Responsibilities.	18
Work Done on Behalf of GCAIS	18
Volunteer Support	19
Volunteer Supervision / Appraisals	19
Volunteer Grievances	20
Inappropriate Behaviour and Volunteer Dismissal	21
Gross Misconduct	22
Appeals	22
Continuous Quality Improvement	23
Document and Record Management	24
IT Acceptable Use	24
Conflicts of Interest	25
Security	25
Vision and Mission Statement	26

**For the purpose of this handbook “worker” is inclusive of
Staff, Volunteers, Students & Contractors.**

Philosophy of Volunteering

The purpose of the Gymea Community Aid and Information Service Inc (GCAIS) Volunteer Program is to:

- Recruit, support and maintain a committed group of volunteers who will assist GCAIS achieve its goals
- Provide volunteers, wherever possible, with the level of responsibility and involvement that meet their expectation.

GCAIS' policies for managing volunteers are based on the 'National Standards for Involving Volunteers in NFP Organisations', and are compliant with:

- The Principles of Formal Volunteering
- Code of Practice for organisations involving volunteers

Volunteering is by definition:

- Making a difference and of benefit to the community and the volunteer;
- For all and at the volunteers own free will and without coercion; and
- Empowering individuals and enriching society by adding to a country's social, economic and political capital.
- Without discrimination, respecting the rights and dignity of others, promoting human rights equally.

National Standards for Involving Volunteers in NFP Organisations

Standard 1

An organisation that involves volunteers shall define and document its policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.

Standard 2

An organisation that involves volunteers shall ensure that volunteers are managed within a defined system and by capable personnel with the authority and resources to achieve the organisations policy goals.

Standard 3

An organisation that involves volunteers shall plan and have clearly documented volunteer recruitment, selection and orientation policies and procedures that are consistent with non-discriminatory practices and guidelines.

Standard 4

An organisation that involves volunteers shall clearly specify and control the work of volunteers and ensure their place of work is conducive to preserving their health and general well being.

Standard 5

An organisation that involves volunteers shall ensure that volunteers obtain the knowledge, skills and feedback on work, and the recognition needed to effectively carry out their responsibilities.

Standard 6

An organisation that involves volunteers shall ensure that appropriate processes and procedures are established and followed for the effective planning, control and review of all activities relating to the delivery of services by volunteers.

Standard 7

An organisation that involves volunteers shall establish a system and have defined a procedure to control all documentation and personal records that relate to the management of volunteers.

Standard 8

An organisation that involves the use of volunteers shall plan and continually review its volunteer management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.

GCAIS Volunteering Principles

- GCAIS has established, maintains and reviews, quality systems for managing volunteers, providing clear role descriptions and appropriate training and definitive recruitment criteria. Systems and resulting documentation is kept updated in response to changes in policy and strategic plans.
- Each Program Manager is responsible for their own volunteers, which includes recruitment, orientation, education, supervision and provision of references if requested.
- Opportunities are provided for volunteers to share their ideas and views.
- Volunteers may apply for paid work within the organisation on an equal employment basis.
- Management reserves the right not to accept volunteers if there are no suitable positions.
- Reference and Police checks will be carried out on all applicants (Working with Children Checks and Driving History checks also if relevant).
- Volunteers will be required to sign a Workers' Agreement.
- Volunteers will be given the opportunity to transfer to other programs and services either internally or externally, following standard procedures.
- GCAIS expects the same standards of its volunteers as it expects from paid workers and will treat them with the same regard.

Volunteer Rights

GCAIS recognises that volunteering is a two way process. As such volunteers have rights and responsibilities to keep in mind while working with us.

Volunteers have the right to:

- Work in a healthy and safe environment.
- Be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation.
- Be adequately covered by insurance.
- Be given accurate and truthful information about the organisation for which you are working.
- Be reimbursed for approved out-of-pocket expenses incurred on behalf of the organisation for activities agreed upon by the worker and immediate supervisor.
- Not permanently fill a position previously filled by a paid worker.
- Not do the work of paid staff during industrial disputes.
- Receive a role description with agreed hours and days and to be able to renegotiate if required.
- Have access to a grievance procedure.
- Be provided with orientation to GCAIS and support through supervision, volunteer meetings and training needed to do the job.
- Have your confidential and personal information dealt with in accordance with the principles of the Privacy Amendment Act 2014.
- Be provided and supported with critical/stressful incident debriefing where required.
- Have your work recognised and respected through certificates and references as well as mentioned in the Annual Report.
- Be provided with opportunities to provide feedback and ideas.
- Be provided, and be able to access, relevant policies and procedures.

Volunteer Code of Conduct

The Code of Conduct (the Code) is a set of rules outlining standards of acceptable behaviour at work. It makes it clear what is expected, and reduces confusion and possible conflict. Failure to abide by the Code may lead to dismissal from the organisation.

Volunteers have a responsibility to:

- Understand GCAIS policies and practices and seek guidance when required.
- Be professional by acting appropriately, respectfully and courteously at all times.
- Be punctual and reliable and undertake what has been agreed to be done. Don't make promises you can't keep.
- Advise the relevant Program Manager in advance if unable to be at the designated work place.
- Respect and maintain the confidentiality of clients, staff, other volunteers and the organisation through all media channels.
- Be willing to learn and welcome supervision as training is essential to any job well done.
- Speak up – ask about things you don't understand or offer suggestions.
- Respect the function and roles of all workers and the projects of GCAIS. This includes not making defamatory remarks about individual Staff members, the Service or its Policies & Procedures. Support other volunteers and be a team member.
- Acknowledge the organisation's rights; GCAIS has a responsibility to its clients first and foremost, and has the right to make decisions based on this responsibility.
- Work in a safe manner, reporting hazards and incidents/accidents immediately.
- Understand and value cultural diversity amongst clients/ Students/Staff/ Volunteers/Visitors.
- Represent the organisation in a positive way.
- Not take illegal drugs, smoke or consume alcohol when on duty or on the premises.
- Not solicit gifts from organisation clients.
- Not have intimate relationships with GCAIS clients (unless it has been declared or a conflict of interest has been identified).
- Follow any grievance procedures set down by the management committee.
- Not harass or bully clients, visitors or workers of GCAIS.
- Not give advice of any nature to clients. Refer to Workers Agreement/Program Manager.
- Wear neat and appropriate clothing. Stable footwear is recommended.

Volunteer Recruitment

GCAIS applies the principles of Equal Employment Opportunity. All prospective recruits are to be interviewed by the relevant Program Manager/Volunteer Coordinator.

Policy

- Each Program Manager is responsible for recruiting volunteers within their program area.
- All prospective volunteers will undergo an interview with the relevant Program Manager at a mutually suitable time to establish their motivation to volunteer and if they have the skills to adequately undertake the required tasks.
- All applications for volunteering will be addressed in compliance with Equal Employment Opportunities principles.
- There is no minimum requirement of hours worked but the maximum time a volunteer can work in one week, in one position, is 16 hours.
- Due to legal requirements no one under 18 will work without supervision of a staff member.
- Where possible, volunteers will work with another volunteer or staff member to ensure safety.

Equal Opportunity and Anti-Discrimination

GCAIS is opposed to discrimination on the basis of sex, race, age, physical or mental disability, religious beliefs, marital status, parental status, sexual preference, political affiliation, physical features, social and cultural backgrounds. Applicants will be considered for voluntary positions solely on the basis of skill, aptitude, relevant qualifications and availability.

Selection Criteria

Selection criteria is based on the particular skills required to fulfill an available position. Commitment to GCAIS' goals, volunteer program policies and procedures, ability to receive direction, work as part of a team and availability to work on days and at times required, will also be considered in the selection process.

Waiting List

A waiting list system is put into place when an immediate volunteer position is not available. As soon as an appropriate program vacancy occurs, you will be notified and the interview process will commence for each role.

Role Description

A volunteer role description must be prepared by the relevant Program Manager for each role. The following information is required:

- Objectives of the position
- Geographic location
- Duration of the position and time commitment
- Name of appointed supervisor and reporting relationships
- WH&S responsibilities
- Key areas of responsibility and tasks to be performed
- Knowledge, skills and attributes which are essential or desirable
- Confidentiality clause
- Trial period
- Any necessary liaison with other personnel within the organisation
- Required Training and Meetings
- Supervision and support arrangements
- Lines of accountability and communication.

Boundaries in Volunteering Roles

We need to protect you, our Clients, our staff and our organisation and to make sure that our services are safely and professionally run. To do this we need to make sure that:

- You are not doing anything you are not trained or required to do.
- You are not doing anything that you are not happy or comfortable doing.
- There is no risk of abuse or harm to vulnerable Clients or to our volunteers.
- All our services are run in ways that are consistent with our policies, in particular Workers Health and Safety Policy and Privacy and Confidentiality Policy.
- All our Volunteers and Clients have a positive experience with our organisation.

Just as for paid workers, boundaries help Volunteers to avoid and/or manage stress by separating work and private lives.

Harsh as it may sound, you are a Volunteer carrying out volunteer tasks on behalf of GCAIS.

Volunteers are not to give advice to Clients beyond the scope of your role description.

Volunteers should not seek, give or receive personal gifts from Clients. However, exemptions apply if a Client genuinely offers a gift and refusal would cause offence. Small tokens of appreciation can be accepted but must be reported to the Service Manager. If offered money or gift is of a high value, please state that it is against the policies of GCAIS to accept such gifts. A gift or favour sought from a Client may result in dismissal.

If, at any time, you are unclear about any policy or about the boundaries you are asked to observe, please talk to the Coordinator or Manager. They are here to ensure that the service provided is always in the best interests of Volunteers, Clients and the organisation.

Interview and Brief Site Tour

Suitable volunteers are to meet with the relevant Program Manager. A brief site tour is offered and is seen as an opportunity for individuals to sample their future work environment, and ask questions pertaining to the organisation.

The purpose for this meeting is for the supervisor to determine whether the volunteer will be suitable to the role, and for the volunteer to decide if they would like to take on the position.

Reference Checks

All prospective volunteers are requested to supply two referees. The relevant Manager will be responsible to carry out the reference checks.

Police Checks, Working with Children Checks and Driving History Checks

Police checks are a requirement of all individual volunteer applications. Renewed Police checks will be undertaken as needed.

In addition, all individuals wishing to volunteer in children related programs, where they will be working with children, must undertake a Volunteer's Working with Children Check (WWCC) and provide a copy of their WWCC to the Relevant Program Manager.

If your role involves driving clients, a Driving History Check is mandatory. This will be assessed by the relevant Manager as to suitability and risk assessment of the record.

Volunteer Management Committee Members

All management committee volunteers will be given a Management Committee orientation kit prior to commencing their duties as a committee member. With the signing of the Workers Agreement form, the volunteer agrees to abide by the Code of Behaviour for Management Committee members and the Policies and Procedures of Gynea Community Aid and Information Service Inc.

Trial Period

All voluntary appointments are to be reviewed after one month and then again after three months. If either the volunteer or the supervisor feel that the appointment is not working, the volunteer may want to consider other available roles. If Volunteering with GCAIS is no longer viable, an exit interview will be conducted.

Cessation of Volunteering Arrangement

Volunteers are an invaluable resource to GCAIS and we recognise that due to changing circumstances a volunteer may have to cease their volunteer role. GCAIS asks that volunteers provided as much notice as possible to enable the organisation to fill that role.

- Volunteers are requested to participate in an exit interview.
- Volunteers are requested to provide their supervisor with an update or any handover information and return any materials, equipment or files that belong to GCAIS.
- Where a Volunteer is dismissed for wrong doings, they must be provided with a written explanation and provided with the opportunity to appeal the decision.

Volunteer Orientation

All volunteers undergo two orientation processes with the relevant Service Manager. One will be an organisational orientation and the other work related induction conducted by the relevant Service Manager.

Volunteer Program Management

Duty of Care

Duty of Care refers to the legal responsibility on all of us to take care to avoid harm to another person or damage to property as a result of an action or inaction. This is a duty to not be careless or negligent. If Duty of Care is not maintained within the organisation there is the potential for volunteers, employees and clients to be placed at risk of harm.

Identification of Volunteers

Volunteers are provided with an identification badge at the time of their acceptance as a volunteer. They are obliged to wear this when working as a volunteer of the organisation or representing the organisation.

Volunteer Team Meetings

Volunteers are required to attend regular team meetings to:

- Receive updated information
- Debrief with co-volunteers
- Participate in continuous improvement activities and offer feedback and suggestions.
- Check current processes with supervisor
- Team building with co-volunteers and staff
- All volunteers will receive minutes of team meetings and be made aware of where to access these.

Volunteer Feedback

Volunteers are encouraged to provide both formal (during volunteer meetings, appraisals, supervision meetings) and informal feedback whenever they feel necessary. Your feedback is valuable to GCAIS.

Insurance Cover

All volunteers whilst engaged with GCAIS, and perform within their agreed role description, are covered under our Volunteer Worker's Personal Accident Insurance and other relevant insurance cover. It is recommended that you are familiar with the coverage of each policy.

Volunteer Reimbursement

Volunteers will be reimbursed for any prior approved out-of-pocket expenses incurred on behalf of the organisation. All receipts must be retained and submitted with the appropriate paperwork in a timely manner.

If a volunteer is required to use their own vehicle for work related and pre-approved purposes, GCAIS policy requires that the vehicle be registered, in good working order and covered by relevant Insurance. Documentation must be sighted by relevant Project Manager. In the event of renewal, documentation must be re-submitted.

Procedure

Volunteers are required to complete and forward the following to their Program Manager before reimbursement will be provided:

- Vehicle Expense Claim Form
- Expenses Claim Form, attaching relevant receipts

An accurate Travel Reimbursement Form must be submitted for reimbursement in a timely manner.

Volunteer Training and Development

Volunteers will be given the opportunity to develop their skills to enhance their own skill base and to meet the requirements for their voluntary role.

Procedure

Each Program Manager is responsible for ensuring that Needs-based Training is provided to all their volunteers to ensure they are equipped to meet the requirements of their role. Training may be provided either internally or externally.

- Training will be given on either self-identified needs or raised during supervision, appraisals or volunteer meetings.
- An education/training record is kept for all volunteers.
- Documentation of training attended must be forwarded to Service Manager.
- If a volunteer refuses to attend compulsory training, reconsideration may be given to them being placed in a particular role
- Training request form must be approved prior to undertaking any GCAIS endorsed training.

Recognition of Volunteers

- Volunteer contributions are to be highlighted in the Annual Report and in newsletters whenever possible.
- All will be invited to celebrations during National Volunteer Week.
- Volunteers are to be invited to participate in staff training sessions wherever possible and appropriate.
- Volunteers are also welcomed to end of year celebrations.
- Formal and informal recognition will apply

Harassment

GCAIS will not tolerate harassment of any kind to/by staff, volunteers, students, contractors or visitors. Client harassment claims should be taken to the relevant Program Manager as soon as possible. All claims will be treated promptly, with sensitivity and confidentially.

Privacy

GCAIS values the privacy of every individual's personal information, and is committed to protecting the information it holds and uses. Personal information will not be collected unless necessary, and volunteers will be advised as to the use of these records, who the information may be disclosed to, how it can be accessed and how it is stored.

It is GCAIS's policy not to give your private contact details (including social media addresses) to clients/visitors, or contractors of the Centre. Let them know they can contact you through the Centre. If contact is required outside of office hours, the information is to be treated with confidentiality. Privacy and Confidentiality of Personal Information Policy applies.

All volunteer information is stored securely and is only available to relevant GCAIS staff, through request of the relevant Program Manager. No personal details will be given to another organisation or individual without the permission of the volunteer unless necessary to prevent or lessen a serious or imminent threat to health or safety.

Personal information is collected for the purpose of:

- Assessing suitability of the volunteer.
- Insurance cover.
- Communicating in case of emergency or work related matters.
- Appropriate assignment and placement.
- Data collection for statistical purposes.

Media Protocols

Only authorised personnel will provide comment to the media. All media enquiries must be directed to the General Manager of GCAIS or a paid staff member authorised by the General Manager to speak on their behalf. Under no circumstances must a volunteer answer questions asked by media personnel, nor should they make comment on behalf of the organisation to media personnel.

Confidentiality

In the course of GCAIS work, some volunteers may be entrusted with a great deal of personal information about the organisation, clients, staff and other volunteers. It is important to remember that all information that is learnt whilst on the job is strictly confidential and should not be passed on to anybody outside the organisation or to other staff and volunteers.

Information that is essential to meeting the client's needs should be passed onto the relevant Program Manager with the permission of the person concerned.

Some of the information that should be treated as confidential includes:

- Identifying information e.g. given name, family name and address
- Personal information e.g. age and religion
- Medical or health information
- Financial matters
- Family situation
- Legal issues
- Sexuality
- Services being used
- Political views
- Criminal history
- Employment history

Breaking confidentiality is acceptable:

- If the volunteer is involved in legal proceedings where they are required to divulge specific information.
- When there is the threat of injury or harm to the client or someone else.
- When it involves the welfare of children.

Client Rights & Responsibilities

Clients are the focus of GCAIS and it is important that their rights are acknowledged and promoted. They also have responsibilities to GCAIS Services and to the volunteers working with them.

Some rights of clients, but not limited to include:

- Clients right to privacy and confidentiality must be respected.
- Clients have the right to complain about service without fear of retribution.
- Clients have the responsibility to abide by WH & S provisions.
- Clients have the responsibility to accept that the volunteer can only perform the service that has been agreed to.

Work Done on Behalf of GCAIS (Intellectual Property)

All voluntary work done for, or on behalf of GCAIS, belongs to GCAIS, and cannot be sold or used outside of the organisation without permission. All documents and materials acquired by volunteers in the course of their role shall be the property of GCAIS and must be returned to GCAIS on completion of the project or finishing volunteering with GCAIS. Where appropriate, and with permission of the Program Manager, volunteers may take copies of their work with them when they leave.

Volunteer Support

All volunteers are entitled to be adequately supported and supervised while on duty.

Volunteers have the right to request any reasonable support they feel they need.

Volunteer Supervision / Appraisals

GCAIS provides supervision and annual appraisals to all volunteers to ensure that the workplace is conducive to preserving their health and wellbeing. This process is also part of continuous improvement of the Volunteer Program.

Each Program Manager will arrange an:

- informal supervision meeting (either face-to-face or over the phone) as needed or requested.
- a formal annual appraisal with their volunteers.
- A meeting time that is mutually agreeable.

Issues to be considered include:

- Feedback/review on volunteer role and tasks
- Workload
- Centre issues or changes, major activities
- Concerns or issues
- Strategies to develop and areas or enhance skills.
- Achievements in relation to goals
- Is the motivation for volunteering being met and identifying any obstacles to achieving goals
- If enough support is being provided by GCAIS
- Has the volunteer identified any training needs

Volunteer Grievances

GCAIS recognises that volunteers have the right for their concerns to be heard and discussed. The principles of privacy and confidentiality will be adhered to at all times. The identity of the person with the complaint will be kept confidential and documented in the register as an identifying number only.

The first point of contact is the volunteer's direct supervisor and/or the relevant Program Manager.

Procedure

Where a staff member has a dispute with a volunteer

If a staff member has a dispute with a volunteer, they should try to resolve it directly by talking with the volunteer. If this is not possible or appropriate, the staff member should have a discussion with the designated Service Manager of the volunteer to discuss the problem and possible solutions.

If the dispute is of a serious nature, the staff member should put their concerns in writing. The Program Manager will then talk with both parties both individually and then together to determine a solution. If the issue can't be resolved, it will be escalated to the General Manager. If the dispute is of a serious enough nature, disciplinary action may be taken against the volunteer.

Where a volunteer has a dispute with another volunteer or staff member

If a volunteer has a dispute with another volunteer or a staff member, they should advise the relevant Program Manager as soon as possible to discuss the dispute and aim to reach a resolution. If the issue cannot be resolved, the Program Manager will ask the volunteer to put their grievance in writing. Once this has been received, they will inform their General Manager. If the dispute is of a serious enough nature, disciplinary action may be taken against the relevant party.

Inappropriate Behaviour and Volunteer Dismissal

At GCAIS we provide a positive and safe work environment and expect all staff and volunteers to uphold these standards. Certain rules of conduct and behaviour apply as this ensures a harmonious and respectful work environment for all concerned.

The following procedure shall apply with respect to counselling and termination for unsatisfactory voluntary work performance:

1. Verbal Reminder/Counselling

The Volunteer's supervisor or the Relevant Program Manager (or both) outline to the volunteer the area of work or behaviour that fails to comply the standard required. The volunteer will be advised of the issue at hand; clearly specified, not generalised.

2. Responses

The volunteer is given an opportunity to respond.

3. Corrective Action Identified

Together, with the supervisor and/or the Relevant Program Manager the corrective action required is identified. This may require resources to be provided by management such as training or counselling, and tasks agreed to be undertaken by the volunteer.

4. Written statement

Statement is to be drawn up by the supervisor of the Volunteer, in collaboration with the Relevant Program Manager entitled: "Agreed Performance Objectives" which:

- Outlines tasks and review role description committed to by both manager/staff member and volunteer. Outlines date of review of progress.
- Is to be dated and signed by both parties. Both parties are to retain copies.

5. Review

Parties are to schedule a meeting to review progress on an agreed date.

6. First Warning

If the performance does not meet the required standard within the agreed time frame, the Volunteer will be given a written warning. A further review will occur within 1 month or earlier if urgent action is required.

7. Second and Final Warning

If the performance does not meet the required standard within the above mentioned time frame, the volunteer will be given a second written warning again outlining that unless the performance is improved within 1 month, or earlier if required, the Volunteer may be terminated.

After this time, if there has been no improved performance or satisfactory conduct, the volunteer will be terminated by letter. A copy will be kept on file.

NOTE: If any volunteer behaves in a way that is dangerous, harmful or otherwise inappropriate, dismissal shall take place immediately, with a written statement provided to the volunteer.

Gross Misconduct

If any volunteer behaves in a manner that is dangerous, harmful or contrary to GCAIS's ethical policies, dismissal may take place immediately. Such misconduct includes but is not limited to the following:

- verbal abuse, bullying & harassment, rudeness, defamatory attitude or other behaviour which is unacceptable, or which in the opinion of GCAIS is likely to injure the reputation, business or standing of GCAIS.
- acts of dishonesty, drunkenness or any other drug-induced behavior, any act of sexual harassment or discrimination.
- any act or threat of violence towards fellow workers or clients.
- failing to comply with directions of GCAIS and its managers in relation to safe working practices and occupational health and safety procedures.
- theft, fraud, deliberate falsification of company documents.
- deliberate damage to company property.
- breach of confidentiality of clients, staff and other volunteers.

Appeals

If a volunteer wishes to appeal against any disciplinary decision, they must appeal in writing within five (5) working days of the decision being communicated to them. The General Manager/Management Committee will be informed and responsible for arranging a meeting with both parties. The decision of the Management Committee will be final.

Continuous Quality Improvement

GyMEA Community Aid and Information Service will plan and continually review the Volunteer Management System annually to ensure opportunities to improve the quality of the system are identified and actively pursued and to ensure policies and procedures are current, relevant and pertaining to its mission.

Input into this process will be sought from clients, staff, volunteers and management committee members.

Procedure

Volunteers and staff will be encouraged to look for ways to improve processes and to offer those suggestions at staff meetings, in annual surveys, by using the Suggestion Box or informally passing on the information to their immediate supervisor.

Complaints, comments and concerns to the organisation will be treated as part of our quality improvement process and will be recorded on our Complaints Form and discussed at staff meetings, Management Committee meetings and after being followed through; added to the Complaints Register.

Feedback will be sought from exiting volunteers by way of an exit interview.

Data will be collected for analysis to support continuous improvement, so that appropriate action can be taken. For example:

- The number and length of volunteer vacancies.
- Numbers of volunteers recruited per campaign period.
- Volunteer retention and turnover rates.
- Absenteeism.
- Participation in training.

Document and Record Management

GCAIS has clear evidence of documentation and record keeping appropriate for the volunteer management program. This includes ensuring volunteer personnel files are kept secure and comply with Privacy legislation. There are also equally stringent security methods for hard copy and computer files.

Volunteer Personnel files may include:

- Application Form
- Volunteer Agreement
- Results of Screening
- Police checks and other relevant legislative checks
- Referee checks
- Next of kin details
- Record of all training completed
- Supervision and appraisal forms
- Disciplinary procedures

IT (Internet Technology) Acceptable Use

All GCAIS equipment users are obligated to use these resources responsibly, professionally, ethically and lawfully.

- Equipment is not to be used for any unlawful activity, any activity in conflict with GCAISs interest, or activities not related to performance of GCAIS work (other than limited personal use)
- To minimise the risk of virus infections, files or attachments from sources outside the organisation (arriving via e-mail, Web, floppy, CD, memory key,) are not to be opened or downloaded unless they are relevant to GCAIS
- All CD/USB files must be scanned before being saved onto the systems
- The system configuration is not to be changed without staff prior approval
- No software is to be installed onto any computer belonging to GCAIS without prior staff approval.

Conflicts Of Interest

A conflict of interest exists when a person has an interest separate from that of GCAIS that influences, or could reasonably be supposed to influence, their decision-making or the performance of their duties at GCAIS.

Where a volunteer perceives or is unsure that a situation or activity poses a potential conflict of interest, they shall declare it to their Service Manager.

Security

Key means of ensuring security include:

- All volunteers who have access to personnel files must abide by GCAIS privacy policy.
- Dedicated filing cabinets and office doors are able to be locked and accessed only by designated volunteers
- All computer files and databases with personal information are secured with passwords and only able to be accessed by designated volunteers
- All personnel document no longer needed are shredded by a professional organisation
- Volunteers are advised not to bring in large amounts of money or valuables to work
- Contributions/donations received should be handled according to the relevant procedure e.g. money collected from group activities should be registered and then forward to the relevant group leader or program manager, donations from visitors should be put into the donation box immediately
- Visitors should not enter the front office area without staff permission
- Volunteers should be aware of where the panic buttons are
- Volunteers should be made aware of safe work practices and ensuring a safe place of work.

*We hope you have a rewarding Volunteer experience with
GyMEA Community Aid and Information Service*

GyMEA Community Aid & Information Service Inc.

GCAIS VISION

To be a Dynamic Community Force in bringing Self-reliance, Dignity and Wellbeing to People's Lives.

GCAIS MISSION

At GyMEA Community Aid and Information Service, we are uniquely positioned to build the aspirations of individuals and families to achieve inclusiveness, independence and participation in the community while recognising diversity and desire for well-being.

Our long standing presence in Sutherland Shire draws on both staff and volunteers to provide information and associated support services to the general community, our ageing members and people from culturally diverse backgrounds.

Through social groups, planned programs and activities, we strengthen and promote individual's self-determination, enriching the broader community.