



## Volunteer Handbook

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Managers Name: \_\_\_\_\_

Managers Phone Number: \_\_\_\_\_

Work location/address: \_\_\_\_\_  
\_\_\_\_\_

Start Date: \_\_\_\_\_

Work days: MON | TUES | WEDS | THURS | FRI | SAT | SUN

Work Hours: \_\_\_\_\_

**NOTE** – in accordance with the no child labour policy and for safety the minimum age for Volunteers is 16 years

## **Welcome to Resource Recovery Australia**

Resource Recovery Australia (RRA) would like to welcome you to our organisation and take this opportunity to thank you for choosing to volunteer with us.

The information in this handbook is designed to provide you with a clear understanding of what to expect as one of our volunteers as well as what we expect from you.

We look forward to providing you with an enjoyable and rewarding experience.

## **About Resource Recovery Australia**

Resource Recovery Australia is a national not-for-profit social enterprise providing consulting, training and operational waste services.

We operate landfills, transfer stations, community recycling centres, re-use shops and a problem waste mobile community recycling service in partnership with local Councils.

We provide cost effective solutions for Council, based on our multi award winning social enterprise model.

Our consulting arm provides “hands on” operational expertise, delivered by Australia’s leading practitioners.

Our solutions deliver economic, social and environmental benefits to local communities.

## **Benefits of volunteering with us:**

- ✓ Local opportunity to participate in community service, work development order and work for the dole programs
- ✓ An enjoyable and rewarding experience with our skilled and knowledgeable team
- ✓ Opportunity to share your skills and knowledge to benefit the organisation and your local community
- ✓ Provides a platform for you to give something back to the community
- ✓ Learn new skills and gain experience
- ✓ The chance to meet and connect with new people
- ✓ Most importantly, a happy friendly environment where you can feel comfortable and accepted

## **WHAT YOU CAN EXPECT FROM US**

### **Relevant Work Health and Safety policies to ensure a safe working environment**

To minimise risk for our volunteers, we regularly review our WHS policies and procedures to maintain a safe working environment for all.

We have a ‘duty of care’ to ensure that all persons are safe from harm and don’t pose any risk to themselves and others in the workplace.

Depending on the tasks you perform you will be required to read and sign off on policies or procedures relevant to the work you are undertaking.

### **Adherence to relevant legislations including privacy and confidentiality to protect your personal information**

Privacy and confidentiality laws state that we must not share your information with any other third party or person. We treat this very seriously and all volunteer information is managed accordingly.

In certain cases, we may share your information with another party at your request i.e. written permission from yourself will be required to share your information with a third party i.e. your disability case worker

Other legislations include Anti-discrimination, sexual harassment and cultural awareness which will be discussed later in this booklet

### **Insurance coverage**

Volunteers are covered by our Volunteer Insurance Policy in the case of accident or injury.

If an injury or accident occurs, you must report it to the Site Manager or team leader immediately.

If you are a Work for the Dole participant, you are covered by insurance that is provided by JobActive a federal government initiative to get people into work.

### **Compassionate staff who are here to help when you need it**

Just like our volunteers, the staff at RRA come from all walks of life and are experienced in many different areas of community and employment services.

Please come and speak to us if you have any issues during your placement.

### **WHAT WE EXPECT FROM OUR VOLUNTEERS**

#### **To wear appropriate clothing whilst on site**

We require all participants to wear closed in shoes at all times while on site. Preferably steel caps

A Long sleeve shirt (preferably hi-vis) and long pants are required. A vest will be provided if the shirt is not hi vis

#### **Be mindful of your personal hygiene**

We understand personal hygiene can be an underlying issue for some people i.e. unable to wash clothing, medical issues. We ask that you please be mindful of your co-workers and members of the public and ensure your personal hygiene isn't affecting others.

Frequent handwashing or use of hand sanitiser is also a requirement.

#### **Adherence to morning tea and lunch break guidelines**

If you are on-site for a minimum of 4 hours, a fifteen-minute tea break can be taken.

If you are staying for a full shift (minimum of 7.5 hours) a half-hour lunch break will be offered.

#### **Adherence to our Drug and Alcohol policy**

RRA has a strict Drug and Alcohol Policy in place and this policy is also applicable to volunteers. The policy states that you can be tested randomly or for at cause reasons.

Any person who is believed to be under the influence of drugs or alcohol may be asked to undergo testing. If you refuse the testing you will be asked to leave the site.

#### **No misconduct and/or inappropriate behaviour**

All volunteers are expected to adhere to the organisation Code of Conduct. This ensures that we:

- Act legally – follow the law and report concerns;
- Act Ethically – perform duties responsibly and effectively, act in accordance with the Organisations polices and procedures and maintain privacy and confidentiality of information obtained in the workplace;
- Treat others with dignity and respect regardless of sex, gender, age, race, ethnicity, language, religion, ability, sexual orientation or any other status covered by law;
- Use our property and resources appropriately;
- Do not accept any bribe or inducement;
- Declare actual and potential conflicts of interest;
- Use social media responsibly; and
- Raise concerns

Breach of the Code of Conduct may result in the Volunteer relationship ceasing and the volunteer requested to leave the site and not return.

## RELEVANT LEGISLATIONS

### ANTI-DISCRIMINATION

RRA ensures that all volunteers are selected fairly under the Equal Opportunities Act. RRA ensures no favouritism will be shown to any volunteers.

The organisation's policy on Anti-Discrimination is based on the guidelines issued by the Anti-Discrimination Board and Human Rights and Equal Opportunity Commission.

### SEXUAL HARASSMENT

RRA promotes a workplace that is free of sexual harassment in accordance with government legislation. All employees, volunteers and participants are expected to abide by this legislation.

Sexual harassment is any act that may offend, humiliate or intimidate another individual. This can include conversation, an action or the display of any material that may offend. This includes Internet Access.

### CULTURAL AWARENESS

Resource Recovery Australia promotes cultural awareness in the workplace which entails an understanding of how a person's culture may inform their values, behaviour, beliefs and basic assumptions.

Cultural awareness recognises that we are all shaped by our cultural background, which influences how we interpret the world around us, perceive ourselves and relate to other people. Cultural awareness helps you to respect cultural issues and to approach with understanding and acceptance.

### WORK HEALTH AND SAFETY

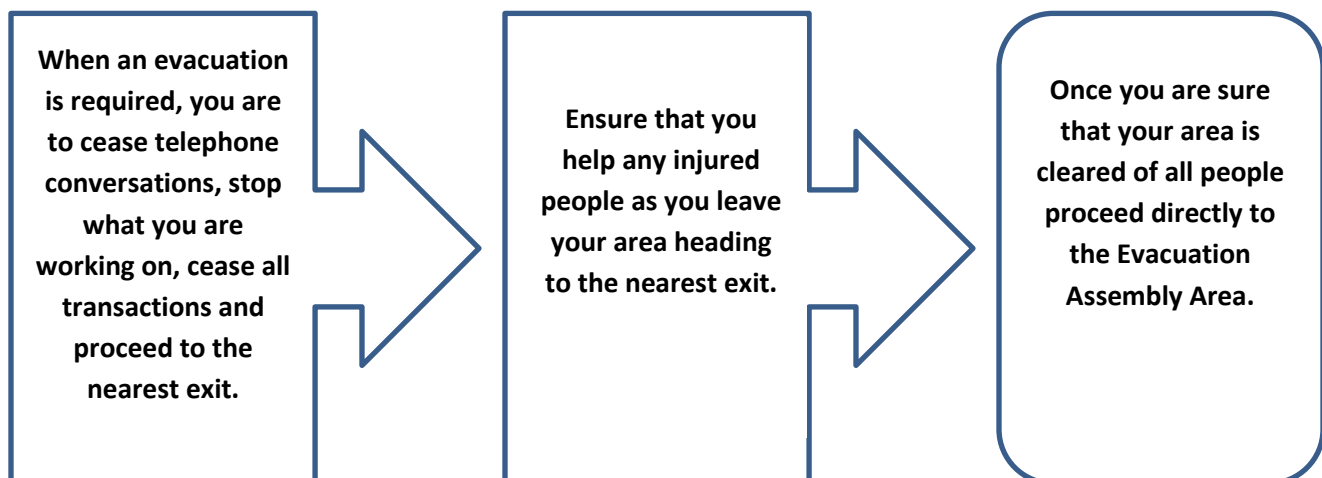
#### Safe Work Procedures (SWP)

As a Volunteer, you will be required to review the relevant Safe Work Procedures (SWP) associated with the work you are carrying out.

The site manager or team leader conducting your induction will go through the policies and procedures with you on your first day where you will need to sign off to say you have completed and understand what is required.

#### Evacuation Procedure

At your induction, the site manager or team leader, will inform you where the Evacuation Assembly Area is and where the Evacuation Maps and Plans are located in the workplace. Please note the sign in/sign out register is used for roll call in the event of an emergency so you must fill this in when you arrive and when you leave the premises.



## **Incidents, Accidents or Injury**

All incidents, accidents and injuries MUST be reported. Safety of yourself and others while on a worksite must always be taken seriously. At no stage are you to place yourself at risk of harm or in any way of being harmed. If you injure yourself or need First Aid Assistance you must notify the site manager or team leader as soon as possible.

On your first day, you will be shown the location of first aid kits and how to identify the on-site First Aid Officers.

If you see something at work that you think is not safe you also need to report this

If you do need to attend a doctor or emergency department for injuries sustained whilst working on our premises you need to advise them that you are a volunteer and are therefore not covered for Workers Compensation.

## **OTHER RELEVANT INFORMATION**

### **Personal Items**

Personal items are your responsibility. RRA will not be liable for the loss of any item brought by you to site. There may be some storage space on site, however it is best not to bring items of value on site. Locking items of value in your vehicle may be the best alternative or you can leave them at home.

### **Mobile Phones**

We understand that mobile phones are an important communication tool, however we request that personal calls and accessing social media accounts should be restricted where possible to break times.

### **Discounts**

At the Site Managers discretion, RRA may offer discounts to Volunteers who work regularly and consistently at our shops. The discounts will only be offered on 1 large item a week and the volunteer must have been working with us for a minimum of 3 months before any discount will apply.

### **Grievance, Complaints and Appeals Procedure**

During the time you spend with our organisation, if you have a complaint or a grievance you will be required to apply the following procedure:

- If the issue involves a fellow co-worker, speak to the team leader.
- If the issue involves the team leader, approach the Site Manager.
- If you're not comfortable raising the issue/s face to face, you may write an email or complete a Feedback Form.

RRA recognises that not all problems that affect an individual are internal grievances against the organisation. If you require assistance with an external matter, we can assist in referring you to the appropriate external support group for assistance.

### **Confidentiality and Intellectual Property**

RRA has an expectation that all volunteers will keep any information learned on site regarding the practices of the organisation confidential.

Any discussion or disclosures of confidential records or information concerning team members or services generally is a serious betrayal of the Organisation's trust and may lead to termination of the volunteer agreement and potential litigation.

**VOLUNTEER POSITIONS**

**Shop Assistant**

- To direct customers to the appropriate staff member
- To keep the shop tidy and free of excess material
- To sort donations ready for display
- Displaying and moving furniture and other stock.

**Depot Hand**

- Assisting customers with loading and unloading of items
- Collection of litter
- Lifting and manual handling tasks involved.
- Assisting with the set-up and delivery of site activities
- Full training provided
- Specialty tasks such as mattress stripping, EPS Processing, waste sorting or other activities deemed appropriate to skill level.

**OTHER:** \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Please note that all positions specified above are volunteer positions and no pay is offered. We do offer flexibility regarding hours and a fun, supportive, inclusive workplace.

## CONTACT INFORMATION:

**\*\* THIS FORM MUST BE SUBMITTED TO YOUR SUPERVISOR \*\***

SURNAME:	FIRST NAME:
ADDRESS:	SUBURB and PCODE
DOB:	Email:
MOBILE/PHONE:	

## EMERGENCY CONTACT

NAME:	RELATIONSHIP:
ADDRESS:	MOBILE/PHONE :

## Placement/workplace details

I will be working at:	Site: .....
I will be working on the following days:	MON   TUES   WEDS   THURS   FRI   SAT   SUN
I will be working the following hours:	
Are you of Aboriginal or Torres Strait Islander origin?	<input type="checkbox"/> NO <input type="checkbox"/> YES, Aboriginal <input type="checkbox"/> YES, Torres Strait Islander
Please advise any medical restrictions or medication you are on that we should be aware of. (e.g.: medication that causes drowsiness, previous back injury etc.)	
I agree to have my photo taken/be filmed with the intent for RRA to use for promotional purposes via their website, social media and print.	YES   NO
I have read the contents of the handbook and understand the expectations (including safety and codes of conduct) of being a Volunteer with Resource Recovery Australia.	YES   NO

**PLEASE ALSO COMPLETE NEXT PAGE**

# GENERAL SITE INDUCTION

**\*\* THIS FORM MUST BE SUBMITTED TO THE SITE MANAGER \*\***

No	Items Covered	Yes	No	N/A
1	Have you been shown what to do in an emergency and identified the location of the: <ul style="list-style-type: none"> <li>• Assembly point and evacuation route?</li> <li>• Closest medical facility?</li> <li>• Contact details of emergency services?</li> <li>• Provisions for emergency communications?</li> </ul>			
2	Have you been shown: <ul style="list-style-type: none"> <li>• The location of the first aid facilities / kits?</li> <li>• Who the first aiders are and how to obtain treatment?</li> </ul>			
3	Have you been shown where all relevant firefighting equipment is located? For example, fire extinguishers, hose reels, etc.			
4	Have you been shown where the amenities (including toilets and drinking water) are located?			
5	Do you understand the procedures for reporting incidents, injuries and hazards?			
6	Do you understand the site security procedures?			
7	Do you understand the site health and safety rules?			
8	Do you agree to Drug and alcohol testing in accordance with the RRA policy?			
9	Has the volunteer been provided with a copy of the Code of Conduct?			
10	Have you been given an opportunity to ask questions about their responsibilities and to have any issues clarified?			
11	Have you read and understand all the information contained in this handbook?			

Notes: \_\_\_\_\_

\_\_\_\_\_

Signature of Inductor: \_\_\_\_\_ Signature of Inductee: \_\_\_\_\_

Date of induction: \_\_\_\_\_

*Note – Please copy pages 7 and 8 of the handbook and keep on site in the Site induction Folder*

## SPECIFIC SAFE WORK PROCEDURES

PROCEDURE	DATE	INITIALS