



Our vision

INCLUSION THAT COUNTS

Our Mission

BURKE & BEYOND provides lifestyle support services to create opportunities for people with a disability to live the life they want.

VOLUNTEER HANDBOOK

WELCOME

Thank you for choosing to volunteer at Burke and Beyond. We hope that you will enjoy your experience here and that you will also make a valuable contribution to the lives of the people attending the service, and the organisation.

Burke and Beyond recognises the valuable and enormous contribution our volunteers make to the organisation.

There are a variety of volunteering opportunities with Burke and Beyond and we try to match a volunteers' interests with participant's choices and programs so that volunteering is both interesting and rewarding. We welcome the opportunity to work together with volunteers in developing and expanding our services and utilising the individual skills that volunteers offer. Volunteers are encouraged to provide assistance in a variety of forms in order to help our participants achieve their full potential and remain independent within the scope of their abilities.

Each volunteer will be provided relevant information regarding their position, roles and responsibilities by the Volunteer Coordinator and/ or the Service Coordinator where they attend.

ORGANISATIONAL INDUCTION

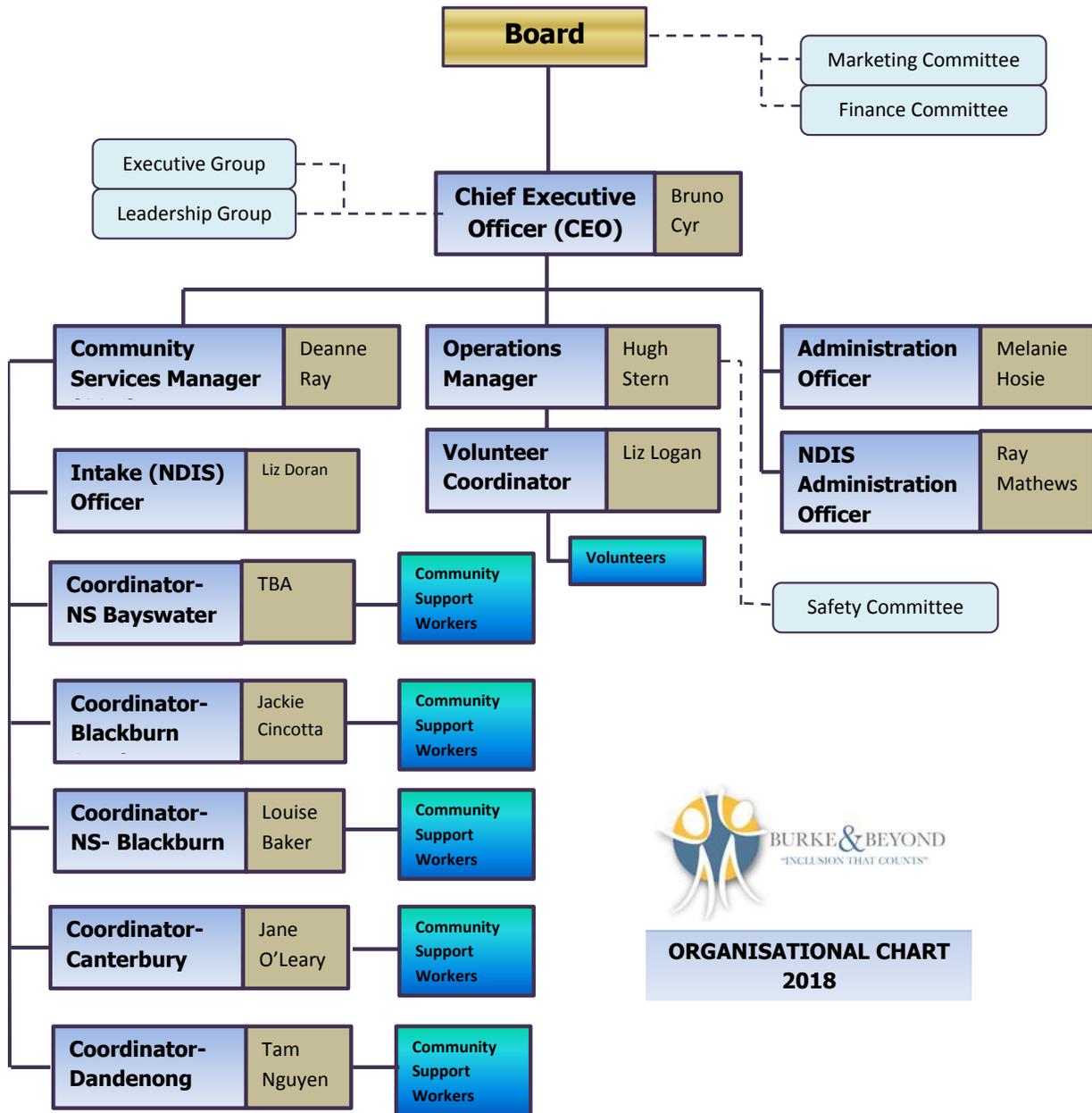
Burke and Beyond provides services from five locations: Bayswater, Blackburn, Blackburn South, Canterbury and Dandenong.

The “**Next Step**” programs at Bayswater, Blackburn and Dandenong focus on learning and development opportunities for young adults with a disability to become more independent and transition to adult life in the community.

The Programs at Blackburn South and Canterbury focus on recreational, social, community and interest activities for **older people** with a Disability.

We also offer SLES- (**School Leavers Employment Supports**). **This** is a program funded by the NDIS which is targeted at young adults with a disability having finished year 12. This program is supporting young people to develop the necessary skills to increase their chances of open employment in the future.

We also offer **outreach and 1:1 programs** where people with a disability who require more support can access the community and their chosen activities of interest.



ORGANISATIONAL CHART 2018

NATIONAL DISABILITY SERVICE STANDARDS

Rights- The service promotes individual rights to freedom of expression, self-determination and decision making and actively prevents abuse, harm, neglect and violence.

Participation and Inclusion- The service works with individuals and families, friends, and carers to promote opportunities for meaningful participation and active inclusion in society.

Individual outcomes- Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Feedback & Complaints- Regular feedback is sought and used to inform individual and organisation- wide service reviews and improvement.

Service Access- The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

Service Management- The service has effective and accountable service management and leadership to maximise outcomes for individuals.

PRINCIPLES

Burke and Beyond staffing principles:

1. **ACCOUNTABLE-** Burke and Beyond fosters an ethos of responsibility, accountability, honesty and transparency.
2. **PROGRESSIVE-** Burke and Beyond will continue to adapt, evolve and be progressive with services provided.
3. **SUPPORTIVE-** Burke and Beyond encourages a culture which is approachable, respects empowerment and supports our people.
4. **PROFESSIONAL-** Burke and Beyond upholds a conduct which is professional, positive and promotes open communication.
5. **TEAM FOCUSED-** Burke and Beyond shares an inclusive and united team approach to our common aims.
6. **INTEGRITY-** Burke and Beyond leads with integrity, trust, reliability and authenticity.

ADMINISTRATION

Burke and Beyond endeavours to provide the necessary support which encourages and empowers volunteers to make a meaningful contribution and gain significant benefits from your voluntary work. This support forms part of your regular supervision sessions with either your Service Coordinator or the Volunteer Coordinator, and facilitates a safe setting in which to express yourself, let off steam and discuss how you feel about volunteering. We encourage volunteers to be pro-active with regular feedback and periodic meetings to ensure job satisfaction and retention.

On your first day with the organisation, there will be an official induction and orientation to aspects of your placement with Burke and Beyond. This process will take some time and will be conducted by either the Volunteer Coordinator or the Service Coordinator at the service you are attending. Please feel free to ask as many questions as you need to.

A specific volunteer agreement will be established with you and the Service Coordinator to clarify and define your tasks and duties. Even though you will be given an Agreement when you commence volunteering at Burke and Beyond, this can be changed on request and with mutual discussion. You may wish to change the days you volunteer.

Upon arrival at centre based services each volunteer is required to sign the attendance folder with your name, the date, and time of arrival. When leaving, please sign out and record the time you have finished. Volunteers are entitled to the same breaks as the ones offered to staff- these will be discussed with you.

Volunteers providing support in the community and “off-site” are expected to maintain communication with Service Coordinators regarding program delivery, activities undertaken and any issues and/or concerns arising.

When expecting to be absent, volunteers are requested to inform the service coordinator at the service they attend as soon as possible so that alternative arrangements can be made.

Staff/volunteer amenities and facilities to store and prepare meals are available at all our services. Burke and Beyond provides tea and coffee for staff and volunteers. All our sites are within close proximity to shops should you wish to purchase lunches and/or alternative refreshments.

There is limited car parking at our services and most parking is either in local streets or commercial car parks. Volunteers park at their own risk and cost.

An area will be provided for you to lock away any personal belongings. As part of your role as a volunteer with Burke and Beyond **you are not permitted for legal and safety reasons to provide medication, use manual handling or perform other duties which would normally carried out by staff and require a level of qualification and training.**

Personal mobile calls whilst supporting participants in programs should be limited to emergencies only and/ or undertaken during lunch breaks, before and after program hours. Please switch your mobile phones to vibrate or silent during meetings and program times.

Volunteers give their time and skills free of charge, therefore Burke and Beyond offers to reimburse any out-of-pocket expenses you may incur in the course of undertaking voluntary work with us. The Volunteer Coordinator will discuss this with you and how you can plan/ claim reimbursement.

You are encouraged to develop your skills while involved with Burke and Beyond and are assisted into assuming additional and greater responsibilities over time, if you desire this.

Volunteers at Burke and Beyond are covered by a Volunteer Liability Insurance. This applies whilst you are working on the premises and whilst you are carrying out other duties related to your volunteering outside the building. Please advise your supervisor if you injure yourself whilst you are at Burke and Beyond.

IMPORTANT INFORMATION

Volunteers are expected to work within the policies and procedures of Burke and Beyond and adhere to its vision, mission and principles. As representatives of Burke and Beyond, they are responsible for presenting a positive image with professional conduct consistent with the expectations of Burke and Beyond. The following provides a brief insight to key policies and/or procedures you need to be aware of, for further information

refer to the actual policy and/or procedure. Other key policies and procedure will be discussed with you.

Health & Safety

It is the intent of Burke and Beyond to ensure that we offer a safe and secure workplace to all of our participants, staff, volunteers and visitors. Each of our services has a designated person for health and safety issues, please ensure you are introduced to them. Volunteers should be vigilant and report any potential safety issues to the Service Coordinator on site.

Occupational Violence

Occupational violence is any incident where staff/ volunteers are physically attacked or threatened in the workplace. Burke and Beyond is committed to ensuring staff/volunteers are safe and free from occupational violence and encourage staff/volunteers to report incidents or potential incidents and assist us in preventing opportunity for it to occur.

Smoking

We aim to provide staff, volunteers, participants and visitors with a healthy environment, and as such are committed to being smoke free at all its locations. There is no smoking in the company of participants, inside of buildings, any company vehicle and or around the vehicle. Designated smoking areas have been identified at all our work based sites.

Drug and Alcohol

Burke and Beyond is committed to providing a safe, healthy and productive workplace, being under the influence of alcohol and/or illicit drugs whilst at work is unacceptable.

Diversity

We are committed to providing an environment and culture which is fair, inclusive and where diversity is accepted, respected and valued. Our commitment to diversity means that Burke and Beyond continuously strives to provide an environment that is supportive of equal opportunity, equal treatment and equal access for all.

Inappropriate Behaviour (Bullying, Harassment & Equal Opportunity)

At Burke and Beyond we are committed to providing an environment free from bullying, harassment and intimidation whilst promoting a culture of equal opportunity. Bullying, harassment and intimidation is not tolerated and/or accepted part of our work culture. Whilst it is illegal it can also harm a person's health and well being.

Staff/ Volunteer Grievances

Should you wish to raise a concern or feel you have been subjected to inappropriate behaviour and/or unfair treatment please contact the Service Coordinator. Refer to our Staff Grievances policy for further details.

Workplace Boundaries

It is an expectation of all volunteers that you would treat people professionally and in a manner that you would like to be treated yourself. This includes respecting them, their space, belongings and view points. We expect volunteers to act in a way that promotes integrity, care, accountability, respect and equality.

Working with participants requires both a professional and personal approach where a relationship, friendship or dependency can develop. Volunteers are reminded to be conscious of their professional boundaries and the acceptance of gifts and monetary gestures from participants and/or their families is prohibited unless prior agreement from

the CEO. Involvement outside of your working role must be discussed with management prior to any arrangements being made.

Privacy & Confidentiality

Burke and Beyond respects a volunteer's right to privacy and confidentiality and in accordance with legislation and our privacy and confidentiality policy maintain security of personal information. In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering at Burke and Beyond. This means not sharing participant's and staff's personal information with people outside of the organisation, talking and sharing their stories without permission and/ or undertaking any activity which may lead to personal information about the organisation and it's people being identified. Refer to the Privacy and Confidentiality policy for further information and detail.

Consent

Everyone has the right to consent to their personal information, images and stories being shared with other agencies and/or used for marketing and promotional material. Participants, staff and volunteers are provided this right and as such should we wish to tell or use your information and/or image, this will be discussed with you prior.

Model of Support

Burke and Beyond is committed to providing a participant model of support that fosters person centred approaches which promotes an individualised pathway for people to achieve and connect.

Restrictive practices

We are committed to reducing and eliminating the use of restrictive practices in our services. Our focus is on preventing or reducing the behaviour that causes harm through providing opportunities for the person to participate in activities of interest, develop relationships and engage in the community.

Feedback

Feedback whether a comment, compliment, complaint and/or a suggestion provides us opportunity to observe the quality of services and effectively assist in making improvements to the support and services provided. Feedback and suggestions can be provided through completing a suggestion and improvement form and/or talking with your Coordinator

Incident reporting

We encourage volunteers to report all incidents, should an incident occur remember these three key steps:

1. Contain the situation, attend to any first aid and restore safety
2. Alert others, let staff, coordinator and as relevant the appropriate emergency services
3. In consultation with Service Coordinator ensure an incident report is completed as soon as practicable,- outlining what actually happened not what you think happened

First Aid

The First Aid Kits as well as defibrillators are located at each of our sites, please enquire at the site as to their location. Travel kits are also placed in each bus and in all evacuation packs. Additional gloves, where required, are located in each of the male

and female toilet wall cabinets. All permanent staff members are trained to Level 1 First Aid.

Fire & Emergency

In the event of a fire and or emergency all our services have an emergency evacuation plan displayed, evacuation packs, emergency equipment, first aid kits and trained staff to direct activities. Familiarise yourself with these, talk to the staff members, read the relevant procedures and work instructions and make sure you feel confident with the actions to be taken in the event of an emergency.

OTHER INFORMATION

Board of management

Burke and Beyond is a not for profit independent organisation which is governed by a Board of Management. This Board is made out of community volunteers and family members who meet regularly to discuss business, policies and strategic related issues.