



**ARARAT NEIGHBOURHOOD  
HOUSE INC.**

**VOLUNTEER INDUCTION  
2025 – 2027**





**ARARAT NEIGHBOURHOOD  
HOUSE INC.**

## **VOLUNTEER INDUCTION CHECKLIST**

### **Personal/Employment Details**

- Position description/duty statement
- Terms and conditions of employment/Award conditions
- Confidentiality agreement (accepted and signed)
- Contract of employment (accepted and signed)
- Performance reviews processes
- Code of conduct (accepted and signed)

### **Workplace Health and Safety**

- Instruction in safe work practice
- Duty of care
- Fire safety and emergency procedures
- Workplace Health and Safety Officer
- Risk management processes
- First Aid Kits

### **Organisational Practice Guidelines**

- Organisational policies and documented procedures
- Organisational mission, vision, values, structure and client service charter
- Board of Management information including roles and responsibilities

### **Daily Operations/Practices**

- Professional development/Training entitlements
- Computer and Information system
- Premises security (entry and exit)
- Internal and external communication protocols
- Personal business
- Community participation

## Ararat Neighbourhood House Inc.: - Policy and Procedures Manual – Section 4

### Service delivery

- Community Service Standards
- Service Agreements
- Rights of service users and their nominated support/advocate persons
- Reporting processes
- Referral and intake processes
- Stakeholders/networks/local service providers

### Induction Program – Confirmation

I \_\_\_\_\_, confirm that I have completed Ararat Neighbourhood House, formal induction process and have understood the information provided to me.

I accept my personal responsibility to abide by the policies, procedures and practices of the organisation.

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

Supervisor's name: \_\_\_\_\_

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

## **Statement for Volunteers**

### **Introduction:**

Your Neighbourhood House cannot survive, grow or continue to function without the volunteers that we rely on for a wide range of tasks necessary to exist. The volunteers have a vital role in enhancing and expanding the management, services and activities provided by the centre. The benefits of voluntary, contributions are many and depend on the volunteers themselves, the staff who work with them and the wider community.

As a volunteer you have certain rights, responsibilities and duties. **THESE ARE EXTREMELY IMPORTANT:** Your rights are set out in this, and other documents that are available for reading in the Policy and Procedures Manual – a copy of which is in the Office.

Depending on the duties that you decide to undertake the management of the house will provide the necessary training and resources to enable you to fulfil the tasks required.

Volunteer tasks include:

- House Minding
- Volunteer Tutoring
- House Maintenance
- Committee of Management membership

All people wishing to become volunteers must complete the following:

- I.* Volunteer Participation Form outlining their skills and interests.
- II.* Permission for a Police Check form.
- III.* Volunteer Working With Children Check.
- IV.* Disability Workers Exclusion Scheme form.
- V.* Confidential Medical Form.

### **Definition:**

Volunteering is unpaid community work chosen freely by a person.

## **Policy Statement**

### **1. Involvement of Volunteers**

Volunteers are an essential component of effective community services and allows for greater community participation. Volunteers also maintain, extend, enhance, broaden skills and gifts, and gain experience which will enhance the possibility of paid employment; either within or outside the House.

The people that volunteer enable the House to increase the effectiveness of the organization.

### **2. Responsibility of paid staff.**

It is the responsibility of the paid staff to

- identify the ways in which their work can be extended and improved by the involvement of volunteers.
- to supervise and support volunteers
- to identify and provide any training needs

### **3. Volunteers can expect**

Volunteers can expect the following

- A clear statement of work being offered
- necessary training, resources and assistance in performing the tasks

### **4. The House can expect from the Volunteer**

The House can expect that the volunteer will

- agree to work within the agency structure
- adopt and endorse the code of volunteer Rights and Responsibilities
- act as an ambassador for the House

### **5. Equal Opportunity**

All people involved with the house will adopt and adhere to the relevant sections of the Equal Opportunity Act.

### **6. Provision of orientation and adequate training**

The committee of management and other staff of the House will provide

- staff development will be made available equally to staff both paid and volunteer
- appropriate training for the roles that all staff must fulfil
- ongoing training as required or as deemed necessary

### **7. Reimbursement of Out of Pocket Expenses**

No reimbursement for out of pocket expenses will be made unless prior approval has been given.

### **8. Conditions of employment**

The following conditions of employment apply

## Ararat Neighbourhood House Inc.: - Policy and Procedures Manual – Section 4

- conforms to Occupational Health and Safety requirements
- NO SMOKING policy applies to all internal areas of the House.

### 9. Integration of Volunteers into House structure

Volunteers can become further involved with management of the House by

- participating at meetings by voicing their ideas along with other volunteers and staff
- consultation in decision making appropriate to their job
- participating in decision making and management of their service
- participating in planning and organization of work

### 10. Industrial considerations

- mutual agreement on industrial matters with the management and staff
- volunteers will not replace paid workers or result in decrease of paid work

### 11. Record Keeping

Volunteers MUST fill out

- ✓ Volunteer register – enabling statistics to be collected and collated regarding volunteer involvement
- ✓ Time sheet – to assist the co-ordinators accountability
- ✓ Confidential Medical Form

### 12. Provision for review

This policy is under the following guidelines for review

- reviewed annually
- reviewed in consultation with staff and volunteers
- access to information

### 13. Behaviour within the House and Precincts

Ararat Neighbourhood House has a zero tolerance policy regarding aggressive behaviour of any kind. Whilst on the premises and / or in representation of Ararat Neighbourhood House, respectful behaviour is expected at all times.

Physical or verbal aggression, or threats of any kind towards staff, volunteers or community members will not be tolerated. Any incidents of violence or inappropriate behaviour will result in the person being ejected from the premises and reported to the police. If the person is a volunteer, they will be immediately relieved of their responsibilities.

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Welcome to Ararat Neighbourhood House Inc. We would like to take this opportunity to thank you for becoming a volunteer at the Ararat Neighbourhood House and would like to know a bit more about your interests so we can keep you informed about relevant issues, and provide you with the opportunity to participate in the House as you would like.

### **VOLUNTEER PARTICIPATION FORM**

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Residential Address (if different): \_\_\_\_\_

Date of Birth: \_\_ / \_\_ / \_\_\_\_ Email: \_\_\_\_\_

My interests are: \_\_\_\_\_

I have experience in: \_\_\_\_\_

I have skills in: \_\_\_\_\_

I would like to take part in:

- |  |   |
|--|---|
| <input type="checkbox"/> The Committee of Management   | <input type="checkbox"/> Public Forums  |
| <input type="checkbox"/> Newsletter Production         | <input type="checkbox"/> Fundraising  |
| <input type="checkbox"/> Working Parties & Task Groups | <input type="checkbox"/> Subcommittees  |
| <input type="checkbox"/> Volunteer Tutoring            | <input type="checkbox"/> Social Visiting  |
| <input type="checkbox"/> Representing the House        | <input type="checkbox"/> Community Activities   |
| <input type="checkbox"/> Dealing with Correspondence   | <input type="checkbox"/> Transport (own Car)<br><small>Comprehensive Insurance Required</small> |
| <input type="checkbox"/> ANH Programs & Activities     | <input type="checkbox"/> Transport (supplied car)   |

Contact Me

Now

In a few months

Next Year

Signed: \_\_\_\_\_ Date: \_\_ / \_\_ / 20 \_\_

Adopted:

Signature:

Reviewed:

## **JOB DESCRIPTION FOR VOLUNTEERS AND HOUSE USERS**

- Encourage self-help rather than dependency.
- Attend training courses where it is deemed appropriate or of benefit.
- To be able to communicate with people of various backgrounds in a non-judgemental and non-prejudiced manner.
- Awareness of, and strict adherence to confidentiality of all House users and staff.
- Honesty and reliability.
- Assistance with the general office duties where requested.
- Consideration for the rights and feelings of staff, volunteers and other House users.
- Responsibility and pride for maintaining standards of cleanliness and appearance of the House in general.
- To ensure all telephone and personal enquiries are handled in a polite and helpful manner, these must be recorded.
- To be a visible and positive link between Staff, Volunteers, Committee of Management and the community.
- Assist the Staff, Committee of Management, and Volunteers to prepare statistics, submissions, activities and reports as required (training provided).
- Support and assist the Committee of Management and Staff in their roles at the House.
- Suggest improvements to the services that the House offers.
- Assist the Co-ordinator with all necessary administration and liaison.
- Liaise with staff, tutors and users of the House to ensure that House procedures are adhered to.

## **KEY CRITERIA**

- Attend training sessions as required and where appropriate.
- Pleasant personality.
- Willingness to undergo a Police check, Working with Children Check and Disability Worker Exclusion Scheme Check.
- Confidentiality.
- Volunteers are asked to present themselves in a clean, tidy and respectable manner.

## **CONFIDENTIALITY**

- Confidentiality is stressed and participants must follow the House policy
- Volunteer, House users, tutors, and students have the right to considerate and respectful care of the highest standards regardless of race, religion, social status, age, gender, or political beliefs.
- Volunteer, House users, tutors, and students have the right to privacy during any consultation or discussion.
- Volunteer, House users, tutors, and students have the right to expect that ALL communications and records pertaining to them are treated as strictly confidential.
- Volunteer, House users must not knowingly breach the security of any official files etc. held within the building.

## **NO DISCLOSURE OF INFORMATION SHOULD BE MADE WITHOUT EXPRESSED PERMISSION**

- Files should be kept out of sight in a safe and secure place.
- Files remain the property of the House.
- Files are not to leave the building.
- Only staff involved with the client should have access to files, on a need-to-know basis, except in an emergency situation.

## **VOLUNTEERS/HOUSE USERS RIGHTS AND RESPONSIBILITIES.**

### **RIGHTS**

The Ararat Neighbourhood House Inc. believes that staff should respect the following rights of ALL Volunteers/House users no matter what the personal beliefs or professional values of the staff may be.

ALL Volunteers/House users have the right to privacy during any consultation.

ALL Volunteers/House users have the right to know the identity, professional status and qualifications of the person responsible for their care.

ALL Volunteers/House users have the right to access his/her file, except where information is expressly prohibited by law from being disclosed.

ALL Volunteers/House users have the right to expect that all communications and records pertaining to him/her care are treated as strictly confidential.

No disclosure of any information should be made without the expressed permission of the Volunteers/House user, except where the Ararat Neighbourhood House Inc. has the legal obligation to do so.

ALL Volunteers/House users have the right to seek assistance from the co-ordinator if not satisfied with his/her care and to make arrangement which it is felt may improve his/her care (refer to Grievance policy in this document).

ALL Volunteers/House users have the right to request that information they disclose is not recorded by the Ararat Neighbourhood House Inc.

ALL Volunteers/House users have the right to participate fully in decision making about their treatment and care.

## **RESPONSIBILITIES:**

The Ararat Neighbourhood House believes that ALL Volunteers have the following responsibilities.

Responsibility to accept the consequences of their own informed decisions. It is important to realise that individual professionals vary in the extent to which they pass on information regarding procedures and risks involved. Knowing this the Volunteer/House user is advised to ask questions about procedures and if in doubt seek a second opinion.

Responsibility to respect the privacy of other people attending the House and to keep in confidence any information shared by the group members in programs conducted at the House.

In addition to the rights to seek assistance from the Co-ordinator a Volunteer/House user has the responsibility to notify the Co-ordinator of concerns that he/she may have so that any corrective measures can be taken.

## **SEXUAL HARASSMENT**

Ararat Neighbourhood House staff, volunteers, tutors and clients have the right to an atmosphere free of sexual harassment and have the responsibility to help prevent it.

Sexual Harassment is unacceptable behaviour, which will not be tolerated. It is under the Commonwealth Sex Discrimination Act (1984) and the Victorian Equal Opportunity Act (1984).

Sexual Harassment can be such things as

- \* Sexually offensive staring, leering or gesturing
- \* Sex oriented verbal suggestions
- \* Sexually based jokes or innuendo directed at an individual
- \* Displays of erotic pictures or publications
- \* Offensive telephone calls
- \* Physical conduct of a sexual nature such as brushing up against a person unnecessarily
- \* Requests for sexual favours
- \* Indecent assault or rape

Sexual Harassment is quite different from sexual attraction, which occurs when a relationship is based on feelings of mutual attraction.

Employees and volunteers who believe they are being sexually harassed are encouraged to inform offenders that their behaviour is offensive, unacceptable and against Centre policy. They are entitled to the support of the Committee of Management, fellow workers and volunteers.

## **Ararat Neighbourhood House Inc.: - Policy and Procedures Manual – Section 4**

Remember if sexual behaviour which does not offend one person can offend another; the Committee of Management accepts any person's right to react as an individual and expects fellow employees and students to accept this right.

### **EMPLOYMENT POLICY FOR VOLUNTEERS/HOUSE USERS**

- All staff and house users are to be treated in a considerate and respectful manner regardless of age, gender, social status, race, religion, political belief or state of health.
- All volunteers and house users are required to gain permission from the co-ordinator or their designated stand-in to use any house facilities after the normal opening hours.
- Privacy and confidentiality are of the utmost importance. Volunteers, House users and staff have the right to privacy at all times. Under no circumstances may this be breached except when the Ararat Neighbourhood House is under legal obligation to do so.
- At no time can any information about any volunteer, House user or staff member be passed on in any way, nor can it be used to influence the opinions of others.
- No disclosure can be made in the name of Ararat Neighbourhood House Inc. by the volunteer/participant without prior permission from the co-ordinator and/or the Committee of Management. Any decision made without this permission or authority shall be considered to be null and void.
- The volunteer/participant must agree to conduct themselves, at all times whether working or not, in a manner which will not bring the volunteer/participant or the Ararat Neighbourhood House into disrepute.
- Ararat Neighbourhood House is a smoke, drug and alcohol free environment.
- If a fault with any equipment is suspected eg. Electrical or other malfunction, the volunteer, participant, user must report immediately to the co-ordinator or person in charge.
- Honesty and reliability in all matters is an essential prerequisite of volunteer/participants. Volunteers must respect all facilities of the house.
- All volunteers/participants must be prepared to undergo a Police check, Working with Children Check and a Disability Worker Exclusion Scheme Check.
- Any records concerning Ararat Neighbourhood House which may be held shall remain the property of the House. Upon cessation of the involvement any such records must be returned to the Committee of Management in their entirety. Also, a record must be made available, upon request to the Committee of Management of all Outgoing and Incoming correspondence.

**Ararat Neighbourhood House Inc.: - Policy and Procedures Manual – Section 4**

- Upon request the volunteer/participant shall make himself/herself available to attend any monthly Committee of Management meetings and keep the Committee informed of their progress and/or general problem areas.
- Committee of Management and the co-ordinator are available to offer advice and discuss any problems or queries that the volunteer/participant may have.
- Should there be any disagreement between the volunteer/participant and any other staff member, any Committee member or any House user the volunteer/participant must follow the Complaints and grievance guidelines.
- Any breach of the conditions set out above can result in the cancellation of this agreement.
- The volunteer has the right to ask for these volunteer forms to be returned when they cease their involvement with the Ararat Neighbourhood House Inc.

**I..... have read and understood the above conditions of Volunteer participation at Ararat Neighbourhood House. I agree to abide by the conditions and understood that this contract does not negate any legal minimum conditions to which I am entitled.**

Signed: \_\_\_\_\_  
(Volunteer)

Date: \_\_/\_\_/20\_\_

Signed: \_\_\_\_\_  
(Co-ordinator)

Date: \_\_/\_\_/20\_\_



ARARAT NEIGHBOURHOOD  
HOUSE INC.

## VOLUNTEER REVIEW

Employee Name:	
Position:	
Date Appointed:	
Time in current position:	
Name of Assessors:	
Date and Time of Appraisal:	
Review period covered:	

This form will be kept in the staff members file and access shall be limited to the employee, co-ordinator and the committee of management executive members unless access is approved by the staff member and the co-ordinator.

The copy of the appraisal form will be given to the staff member to read and make notes prior to the assessment taking place.

**KEY RESPONSIBILITIES**

**TASKS/DUTIES**

**REVIEW**

Objective/Aim/Goal	Achieved	Requires Improvement	Not Achieved	Comments
<i>Please tick where Appropriate</i>				

Does your volunteer job description reflect the duties that are or should be under taken?

What aspects of your position have been working well?

What aspects of your position could be improved?

What have you been most proud of recently in regards to any achievements or goals?		
What tasks or duties of the position do you find the most difficult?		
How did you address these issues?		
What changes could you suggest to improve the efficiency of the Ararat Neighbourhood House?		
What do you consider to be the most important skills and knowledge that you bring to your role?		
What personal development have you gained since your last appraisal?		
Is there any personal development or training that you would like to do to develop job related skills or knowledge?		
Have you had difficulty with any persons or behaviours whilst participating at ANH?		
How did you address these issues?		
How did ANH Committee of Management and staff support you in addressing these issues?		
<u>Final Evaluation of agreed actions with-in 1 month of appraisal date.</u>		
<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Employees Signature:</td> <td style="width: 40%;">Date:</td> </tr> </table>	Employees Signature:	Date:
Employees Signature:	Date:	
<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Assessor Signature:</td> <td style="width: 40%;">Date:</td> </tr> </table>	Assessor Signature:	Date:
Assessor Signature:	Date:	

VOLUNTEER EXIT INTERVIEW

Thank you for your help in completing this form. All comments you make will be kept in strictest confidence. These comments will assist making the Ararat Neighbourhood House a better place for volunteers to work.

Can you please give a reason for leaving your volunteer position?

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Which department/s did you volunteer in?

---

How long (approx.) have you been in this volunteer program(s)?

---

What did you enjoy whilst working at Ararat Neighbourhood House?

---

---

Would you recommend volunteering in the community to others?

---

Can you please give an example of a skill achieved whilst being a volunteer?

---

What do you consider to be the most important skills and or knowledge that you bring to your role?

---

Is your role what you expected?

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As a volunteer would you have liked more support, direction, training, orientation, recognition or information from this organization? If so please indicate.

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Employee Signature: \_\_\_\_\_

Managers Signature: \_\_\_\_\_