



Presentation Family Centre

Dear Prospective Volunteer,

Thank you for your interest in volunteering with Presentation Family Centre (PFC). This pack contains information about the services provided by PFC and information about volunteering opportunities.

If you have any questions regarding the application process please don't hesitate to contact the General Manager on the details below.

Regards,

General Manager
03 5983 1819
presfamilyholidays@bigpond.com



VOLUNTEER APPLICATION PACK

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Volunteering with PFC

VOLUNTEER HANDBOOK

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Welcome to Presentation Family Centre

Thank you for your interest in volunteering with Presentation Family Centre (PFC). This pack contains information about the services provided by PFC and information about volunteering opportunities.

Volunteers are an important part of the life of PFC because they add to the fabric and richness of the place and their ongoing presence helps to build a sense of community and provides a welcome to our guests.

PFC recognizes that volunteers add a unique and invaluable contribution to the program, and we welcome volunteers of differing genders, ages, cultures, and experiences.

Volunteers can help in a variety of ways according to their particular areas of expertise or interest.

Your involvement as a volunteer with PFC makes a valuable contribution to the people we support and helps us keep our operational costs low so that we can offer more services to more people in need.

PFC operates under a guiding set of values and ethics, which form the backbone of all we do. We thank you for taking the time to understand these ethics prior to making a commitment to PFC. Our goal is to provide a happy and fulfilling environment for our volunteers.

This document focuses on three things:

1. information about becoming a volunteer;
2. how to register to become a volunteer; and
3. the terms you agree to in becoming a volunteer.

In this document, we also outline some of the benefits of volunteering with PFC and some ways that we operate, which may affect you as a volunteer with PFC.

PFC hopes to provide you with meaningful involvement (to the extent that you are comfortable) in the provision of services to people in need. PFC respects the time and effort that you are able to contribute and will endeavor to provide you with activities that suit your abilities and time. Volunteers will be called on to help at PFC at a time that is mutually convenient. If at any time, you are unable to provide service to PFC, please do not hesitate to let us know so that we can better accommodate your volunteering.

From time to time, PFC will run special educational and community events, which you may be invited to attend. We hope that you find these sessions interesting and beneficial. If you have a particular session which you believe may be of benefit to PFC Volunteers, please advise the Operations Manager.

The Public Liability Insurance Policy of PFC covers Volunteers for their activities at PFC. For more information, please contact the General Manager. Recruitment of Volunteers will be the responsibility of the PFC General Manager.

After perusing this information, if you are interested in becoming part of the PFC volunteering team, please complete the Volunteer Application Form as well as the Code of Ethics and Codes of Conduct, and return to mail your application to:

General Manager
Presentation Family Centre
122 Balnarring Beach Road
Balnarring VIC 3926

The General Manager will contact you to arrange an interview time. If you have any questions regarding the application process please don't hesitate to contact the General Manager on 5983 1819. We look forward to welcoming you to our team.

Volunteer Roles & Training

There are a variety of ways of contributing to PFC's programs. We are keen to match volunteer roles to your interests and skills. After a general PFC induction process PFC volunteering roles only require on-the-job training.

For your information and consideration, here are some of our current volunteering roles:

1. The Holiday Program

The holiday program operates during the school holidays and offers the families and individuals, who are our guests, the opportunity to participate in a range of fun and often educational activities. The program coordinator varies the activities and changes them according to interest and ages ranging from little people to teenagers. There are on occasions, a number of children who may require "one-on-one" engagement. Most of the activities take place on site, Examples of the activities include cooking, art and crafts, games: indoor and outdoor, reading, board games, and therapeutic activities

If you decide to volunteer in this area you would negotiate with staff regarding the times and days you would like to help with the program.

2. The Gardens

General garden maintenance is sometimes undertaken by a group of volunteers who are keen gardeners. We currently have a contractor who does our lawns however the garden beds etc always benefit from some additional care and attention from our volunteers.

3. The PFC Events

There are various PFC events during the year where volunteer contribution is valued. If you are interested in finding out more about how to become involved, please contact us and we can match our community facility needs with your interest and skills.

We are always looking for ways to engage people in our work. We welcome your ideas for contributing in other ways.

Volunteer rights and responsibilities

As a volunteer you have the right:

- To receive accurate information about PFC and its policies and philosophies
- To receive a clearly written, comprehensive job description.
- To have an understanding of the lines of accountability.
- To be seen as belonging – through inclusion at meetings, social functions, etc.
- To receive support while performing your role.
- To receive proper training, initially and on an on-going basis.
- To know who to turn to with problems and difficulties.
- To have your work valued by PFC.
- To regularly receive constructive feedback.
- To be trusted with confidential information if it is necessary to carry out your work.
- To be safe on the job and to be covered by insurance.
- To have choice and be able to negotiate.
- To be listened to and to be able say no.
- To carry out your role without being exploited.
- To be informed of the PFC policy on reimbursement for out-of-pocket expenses incurred while on the job.
- To be consulted on matters which directly or indirectly affect you and your work.

As a volunteer you have the responsibility to:

- Understand and respect confidentiality.
- Have a non-judgemental approach.
- Respect the rights of PFC guests other volunteers and workers in the organisation.
- Be reliable.
- Arrive on time.
- Notify the appropriate person in the organisation if you are not available or if you are running late.
- Agree to organisational policies regarding volunteers.
- Represent the interests of the organisation – not yourself.
- Carry out the specified job description.
- Give feedback and communicate relevant and important information.
- Be accountable and accept evaluation.
- Be committed to the program.
- Recognise personal and external limitations on commitment.
- Acknowledge decisions made by PFC staff.
- Undertake training and have a good understanding of the organisation.
- Address areas of conflict with the appropriate staff member – the General Manager or similar worker.
- Ask for support when it is needed.

General Information

Recruitment and Selection

Any individual wishing to volunteer will complete an application form and have an initial interview with the General Manager. A further interview may be arranged if deemed necessary. The interview will discuss the focus of PFC and the ethics and values under which PFC operates. The interview will also look at the areas of interest and skill of the volunteer with a view to matching those to the most appropriate area at PFC.

Commitment

While PFC understands that life can get in the way of volunteering, we do ask that volunteers are realistic in their commitment of time to PFC. For example, volunteers wishing to participate in the Holiday Program need to make a commitment to be present for specific times and days to provide activities to our guests. If you cannot provide certainty about your commitment times please let us know so we can place you in a role where not attending will have a reduced impact.

Mentoring

All new volunteers are mentored by an experienced volunteer who will provide guidance, support and training during the initial period of volunteering. The length of time taken for this mentoring process differs for each new volunteer and is designed to ensure the long-term success of new volunteers.

Ongoing Training

Ongoing training and information sessions are offered to volunteers at PFC on a regular basis. It is expected that volunteers attend training opportunities when possible.

Confidentiality

PFC volunteers may be privy to confidential information about guests and other PFC business. All volunteers, regardless of their role, are required to sign a confidentiality undertaking. It is important to remember at all times that all information regarding guests and other PFC workforce members (volunteer or paid) is strictly confidential and should not be discussed outside of PFC. PFC guest matters may be discussed with the volunteer's mentor, PFC Administrator worker and the General Manager. Volunteers must ensure that they do not enter into agreements of secrecy with guests that would not allow them to divulge information to PFC staff. This is to ensure that volunteers and guests are protected at all times. If a volunteer is uncertain about any aspect of confidentiality, the General Manager should be contacted immediately to provide clarification.

PFC recognises the right of volunteers to have their personal information kept strictly confidential. Volunteers' personal information will be kept locked, both electronically and in a locked filing cabinet and accessed by authorised personnel only.

Grievances

PFC has official grievance policies and procedures which outline the avenues through which staff, volunteers, students, trainers and guests can resolve work, training or service-provision related complaints as they arise. This process pertains to all complainants, including clients, and enables the resolution of issues or concerns at the earliest opportunity with the General Manager.

Parties involved in a dispute are encouraged to approach the grievance procedure with an open view, having made appropriate attempts to resolve problems through discussion and conciliation. Volunteers are directed to the location of all PFC policies and procedures during the orientation program.

Insurance

All volunteers are covered by insurance whilst volunteering for PFC. Kildare Ministries provides this coverage through Catholic Church Insurance an insurance broker. The insurance includes the following classes:

Employment Practices Liability

Directors and Officers Liability
Public Liability
Professional Indemnity
Personal Accident – Volunteers Only

Police Check & Working with Children Check

All staff and volunteers are required to have or obtain a current Working with Children Check, with PFC listed as an employing body, before commencing duties at PFC. Working with Children Checks needs to be renewed every five years.

Occupational Health and Safety

Staff, volunteers, clients and any persons who visit PFC have a general responsibility and duty to take reasonable care for the health and safety of themselves and others and to co-operate with management in meeting these responsibilities. Volunteers are required to familiarise themselves with PFC Occupational Health and Safety policies and procedures during their orientation program.

Any accident or injury, regardless of its severity must be reported to the General Manager who will assist volunteers in completing an incident/injury report. Any concerns regarding health and safety whilst volunteering should be reported to the General Manager.

Incident Reporting

Incident report forms are official documents to be completed when incidents occur, involving guests, staff members, students, volunteers or members of the public.

If you are involved in an incident or have injured yourself whilst undertaking PFC duties you must report to the PFC Administrator or General Manager immediately and complete an incident report form.

Emergencies & Incidents

Here are some basic steps to take if you are involved in an incident:

1. stay calm
2. assess the situation – is anyone in imminent danger?
3. alert other staff and the PFC Emergency Responder of the situation either verbally or by use of the incident alarm
4. if necessary, alert appropriate emergency services (police/ fire/ambulance)

Reimbursement

PFC will reimburse staff and volunteers for costs incurred during approved travel while on PFC business. Approval for travel cost reimbursement must be obtained from the General Manager **prior** to the travel being undertaken.



Volunteer Position Description

Title: Volunteer
Reporting to: Presentation Family Centre General Manager
Conditions: This role is an unpaid voluntary role at Presentation Family Centre. The position is flexible with negotiated voluntary hours and specified duties,
Location: Balnarring Beach, Mornington Peninsula

About Presentation Family Centre (PFC)

Presentation Family Centre (PFC) is located at Balnarring Beach on the Mornington Peninsula. We have six houses co-located on one site, and access to an activity centre with new kitchen facilities and well stocked art supplies.

Our vision is to provide holidays, respite and recreation for families and carers in necessitous circumstances due to financial distress, illness, disability or misfortune.

Established by the Presentation Sisters of Victoria in 1989, PFC has three part time staff, a small number of specialist program facilitators and up to 40 volunteers. Governance is provided by a Board of Directors incorporated under Victorian Association Rules. PFC is part of Kildare Ministries, which oversees seven schools and three community works.

Our services include:

- Short term holidays and respite to families and carers in need.
- School holidays programs for families with activities such as cookery workshops, mindful gardening programs, arts and craft.
- Retreats and respite for carer and other groups.

The Role

Presentation Family Centre volunteers assist in a range of PFC programs and duties. This position description governs a general volunteering role. Individual volunteering duties may vary depending on the different program activities. Volunteers undertake a number of roles at PFC, including assisting in the school holiday program, maintenance and gardening, administrative tasks and fundraising.

We require our volunteers to behave ethically and act with kindness and professionalism.

PFC volunteers are required to be flexible and accommodating. Volunteers will be required to assist to delivery services effectively, uphold our reputation in the community and assist in PFC program delivery.

PFC volunteers will provide, support and assistance to PFC staff and guests in a confidential and impartial manner, whilst operating within agency policies, procedures and standards and the relevant government legislation, laws and acts.

Duties and Responsibilities – all volunteers

- To undertake duties as defined by the General Manager or other volunteer supervisor
- To undertake all activities respectfully and honestly
- To be available to volunteer on a regular basis
- To clearly and inform PFC about availability in a timely manner
- To maintain an up-to-date knowledge of PFC activities and structure
- To attend training sessions as required by the agency.

- To have read, understood and agreed to comply with agency codes, policies and procedures.
- To have an understanding of the relevant acts, laws and legislation that impact on the volunteer role and the agency. This includes the Information Privacy Legislation 2000, and the Occupational Health and Safety Legislation 2004.
- To work co-operatively with other PFC workforce members, paid and voluntary, providing support and assistance where necessary and appropriate.

Qualifications Required

At this time there are no qualifications required for PFC volunteering positions. However PFC volunteers are required to undertake PFC orientation and training processes.

Selection Criteria

Essential:

- To be able to work co-operatively with other staff
- To demonstrate empathy and a non-judgmental attitude to people at all times
- To have good self-management skills
- To be open, accepting and able to relate to people from various socio-economic levels and cultural backgrounds
- To be willing to develop new skills as needed
- To possess literacy and writing skills to an administrative level as required by the agency
- To attend orientation and training sessions as required by the agency

Desirable:

- A sense of humour
- To be able to undertake and accept change
- To be creative and flexible

Responsible to:

The Board of Management through the General Manager

Hours of Work and Conditions

A rostered session as negotiated with General manager, or other Volunteer Supervisor. The position is on a voluntary basis.

Training

All volunteers are required to attend training sessions as arranged by PFC.

Appraisal

Volunteers may be required to assist with planning, evaluation and appraisal as required by PFC.

Working with Children Check

Volunteers are required to have or obtain a current Working with Children Check, with PFC listed as an employing body, before commencing duties at PFC.

Grievance Procedure

As per Presentation Family Centre Policies.



Volunteer Application Form

Name: Date of Birth:

Address:
.....

Phone Numbers

Email address:

Emergency Contact:

Name: Contact number:

Emergency contact relationship to volunteer:

How did you hear about PFC?

What general experience (paid or unpaid) have you had since leaving school?.....

.....
.....
.....

What skills or qualifications do you have? (E.g. Skills in office work, Languages etc.)

.....
.....
.....

Why are you interested in working for Presentation Family Centre?

.....
.....
.....

Current PFC Volunteering Opportunities

(page 2 of 2)

Role	Information	Please indicate if you are interested.
The Holiday Program	Assisting in delivery of holiday program activities. May include cooking, art and crafts, games: indoor and outdoor, reading, board games, therapeutic activities, one on one activities with program attendees	
The Gardens	General garden maintenance	
The PFC Events	Assisting with PFC events during the year	
Something else?	Something else you think you can help us with	

Do you have any specific areas of interest you feel could be fulfilled through volunteering at PFC?

.....

How many days are you available to volunteer?

Which days would you prefer?.....

When would you like to commence volunteering?

.....

Please sign if you agree to the following conditions:

1. Your application will be followed by a selection interview.

(If Selected:)

2. Before you commence volunteering at PFC you must have successfully completed an orientation program approved by the General Manager.
3. You are fit and well to undertake the volunteering activities you have agreed to. If you become unable to undertake any activity you will notify PFC immediately and not undertake the activity.
4. You will be available for a weekly rostered session at PFC
5. You will be able to attend training if required by PFC.
6. You will abide by the code of conduct, code of ethics, child safety code of conduct and rules of PFC, which is an incorporated association (codes are attached, to be signed and returned to PFC).

Signature:..... Date:

References - Please give the details of **two** people we can contact for a reference, at least one must be a work (paid or unpaid) reference:

1. Name:.....

Phone:..... Relationship to you: **work / personal** (please circle)

2. Name:.....

Phone:..... Relationship to you: **work / personal** (please circle)

Presentation Family Centre (PFC) is committed to being a child-safe organisation, with zero tolerance for child abuse. Our Child Safe Statement of Commitment applies to all employees, volunteers, students on placement, contractors and contract employees. All reference checks include questions designed to uphold child safety at PFC.



CODE OF ETHICS

I, agree to abide by the Code of Ethics of Presentation Family Centre (PFC) as expressed in the following statements:

1. CONFIDENTIALITY

I will respect and safeguard the rights of agency clients, guests, and workforce members to confidentiality, as stated in the PFC Policy on confidentiality, which I have read and understood.

I will not give any information about a client or guest to anyone outside the PFC service unless I have the permission of the client or guest concerned.

I will maintain confidentiality after the termination of my connection with PFC.

2. IMPARTIALITY

I will accept the responsibility of providing an impartial service.

I will relate to clients and guests impartially, regardless of factors such as race, creed, political views or lifestyles.

I will give information and advice impartially on any subject.

I agree that the agency has a responsibility to collect and store information in an impartial manner.

3. SELF DETERMINATION OF THE ENQUIRER

I affirm the right of agency clients and guests to make their own decisions.

4. ROLE OF A PFC WORKER

I will provide only those services for which I have received training or authorisation.

5. PROTECTION OF VOLUNTEERS' PRIVACY

I will operate as a PFC volunteer only at times and places officially approved by the Board of the agency and will not give my address or telephone number to any clients or guests.

6. GRATUITIES, PERSONAL FINANCIAL/MATERIAL ASSISTANCE TO CLIENTS

I will in no circumstances receive payment or gratuities from clients or guests for services rendered.

I will not provide clients or guests with any material or financial assistance from my personal resources but will refer them to appropriate agencies.

7. PUBLIC STATEMENTS

I will not make public statements about PFC, its personnel, policies or services without the authority and permission of the PFC Board.

8. RESPONSIBILITY TO BOARD OF MANAGEMENT

I will at all times be subject to the agency Rules of Incorporation, the policies and decisions of PFC Board of Management and any other rules or regulations that the Board may from time to time make current and operative.

If the Board terminates my services, or if I resign from the service, I will regard as binding upon me all pledges of trust and confidence appropriate to my previous position as a volunteer of PFC.

In the event of my contravening any of the provisions of this Code of Ethics, the Board of Management may terminate my services.

9. ACCEPTANCE OF THE CODE OF ETHICS

I will subscribe to this Code of Ethics. I will, upon appointment and prior to the commencement of duties, sign this Code of Ethics and copies shall be retained by the PFC Board and myself.

Responsibility

The General Manager is responsible for the implementation and review of this policy. All Board members, casual, permanent and contract staff and volunteers are responsible for adhering to all applicable clauses.

Signed:

Date:



CODE OF CONDUCT

I, agree to abide by the Code of Conduct of Presentation Family Centre (PFC) as expressed in the following statements:

PFC workforce members are committed to providing PFC services in a professional manner, without bias or judgement.

When representing PFC, either in the agency or in the wider community, workforce members should conduct themselves in a manner that reflects the aims of the service.

Workforce members (paid and unpaid) shall:

- Support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of the organisation and its objectives, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
- Perform their duties as best they can, taking into account their skills, experience, qualifications and position. They shall act in a safe, responsible and effective manner.
- Be punctual and reliable in their attendance and adhere to their prescribed and authorised hours of duty.
- Comply with the prescribed terms and conditions of their employment/engagement.
- Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.
- Carry out their duties in a lawful manner and ensure the organisation carries out its business in accordance with the law, and recognise both legal and moral duties of their role.
- Respect and safeguard the property of the organisation, the public and colleagues; and observe safe work practices so as not to endanger themselves or others. [Refer to PFC Occupation Health and Safety Policies for more information.]
- Maintain confidentiality regarding any information gained through their work and not divulge personal information or the address or phone numbers of staff, committee or service users. [Refer to PFC Privacy Policy for additional information.]
- Ensure that all transactions, agreements and records that flow from relationships with PFC's stakeholders will be accurately and openly recorded in PFC's books and records, and no entries will be made which obscure the true nature of a transaction.
- Ensure that personal and financial interests do not conflict with the duty to the organisation.
- Work within PFC's policies and principles.

Responsibility

The General Manager is responsible for the implementation and review of this policy. All Board of Management members, casual, permanent and contract staff and volunteers are responsible for adhering to all applicable clauses.

Signed:

Date:



CHILD SAFETY CODE OF CONDUCT

All workforce members (staff, volunteers, contractors and board members) of Presentation Family Centre (PFC) are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children, as noted below.

All workforce members of PFC are responsible for supporting the safety, participation, wellbeing and empowerment of children by:

- adhering to PFC child safe policy at all times, upholding PFC statement of commitment to child safety at all time
- taking all reasonable steps to protect children from abuse
- treating everyone with respect
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promoting the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children (for example, by never questioning a child's cultural self-identification)
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
- promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities)
- ensuring as far as practicable that non-guardian adults are **not** left alone with a child, particularly in private or isolated areas where predation could occur
- reporting any allegations of child abuse to PFC General Manager or Board, and ensure any allegation to reported to the police or child protection
- reporting any child safety concerns to PFC General Manager or Board
- if an allegation of child abuse is made, ensure as quickly as possible that the child(ren) are safe
- encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.

PFC Workforce members must not:

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical (for example inappropriate sitting on laps. Sitting on laps could be appropriate sometime, for example while reading a storybook to a small child in an open plan area)
- put children at risk of abuse (for example, by locking doors)
- do things of a personal nature that a child can do for themselves, such as toileting or changing clothes

- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- use inappropriate language in the presence of children
- express personal views on cultures, race or sexuality in the presence of children
- discriminate against any child, including because of culture, race, ethnicity or disability
- have contact with a child or their family outside of our organisation without PFC General Manager or Board written consent (for example, no babysitting). Accidental contact, such as seeing people in the street, is appropriate
- have any online contact with a child or their family (unless necessary, for example case worker emailing appropriate relevant information to a parent)
- ignore or disregard any suspected or disclosed child abuse.

By observing these standards, you acknowledge your responsibility to immediately report any breach of this code to SPCSIC Volunteer Support Coordinator, Program Coordinator, CEO or Board.

If you believe a child is at immediate risk of abuse phone 000.

I agree to adhere to this Code of Conduct:

Name:

Signature:

Date: