

VOLUNTEER HANDBOOK

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BALLARAT NEIGHBOURHOOD CENTRE



ACKNOWLEDGEMENT TO COUNTRY

At the Ballarat Neighbourhood Centre we acknowledge the traditional owners of this beautiful land, and pay our respects to elders past and present.

our vision

resilient connected neighbourhoods

our mission

to enrich our community by providing opportunities to connect participate and learn

Ballarat Neighbourhood Centre (BNC) is a Not-for - Profit community organisation. A community Committee of Management, along with employed staff, are responsible for providing quality, relevant adult learning opportunities; employment support; and community development activities.

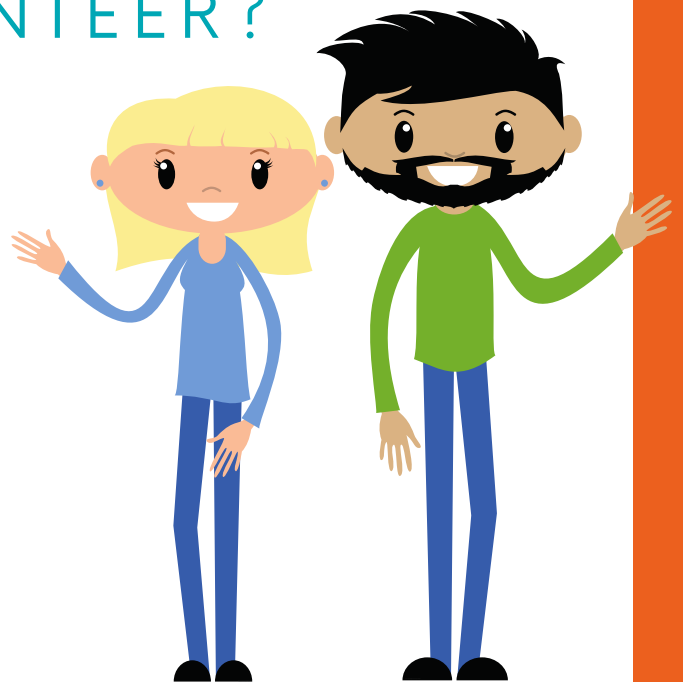
BNC exists with a primary commitment to fair access and equity in the provision of its program and activities, irrespective of gender, culture, age, location, disability or disadvantage.

WHAT IS VOLUNTEERING?

"Volunteering is time willingly given for the common good and without financial gain". It is unpaid but deeply appreciated by the organisation. We couldn't do what we do without our volunteers!

WHAT DO I NEED TO BRING TO WORK AS A VOLUNTEER?

Nothing at all.
We just want to see you, and your smiling face!
We'll supply everything you might need.



VOLUNTEER INDUCTION

Part of your welcome to the Centre will include an Induction process. You'll be given a tour, introduced to the team, and we'll go over the relevant role expectations, policies, procedures, terms and conditions. You'll also receive your welcome kit.

Feel free to ask any questions you might have.



SIGNING IN AND OUT

At the beginning and end of your volunteer day, you'll need to record your arrival and departure time in the volunteer register at the Office.

This register of your attendance is required for insurance and emergency purposes, and to record the hours you have worked.

BNC FACILITIES

Location

The Ballarat South Community Hub (BSCH) is the main operating base for BNC. Built in 2012 and located in Tuppen Drive Sebastopol, BNC shares the Hub with Phoenix P12 Community College music students.

BNC also operates activities and programs from the Delacombe Community Hub in Nandiriog Drive Delacombe.

Access

BNC provides full wheelchair access to all rooms and has disability, gender neutral toilets in both facilities.

Resources

BNC computers have internet access.

Breaks

Tea and coffee is provided in the kitchenettes. Please your wash cups and keep the space tidy.

First aid

The first aid kits are located in the kitchenettes, please report any accidents or injuries as they occur to Office staff. No medication is kept on the premises.

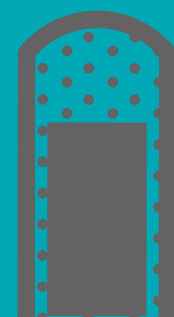
Parking

All day, free parking is available at the centre. No specific disability parking is available at either site.

Smoking

BNC is a smoke-free environment across its facilities. No smoking is permitted

- on the Phoenix P12 College grounds or within 4 metres of the school gates, or
- in the community garden or around the Delacombe Community Hub building.





BNC POLICIES

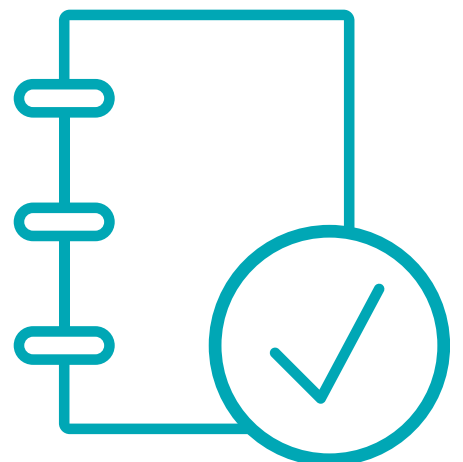
All Ballarat Neighbourhood Centre policies are inclusive of volunteers. You may access these policies on our website or from the Office.

<https://www.ballaratnc.org.au/>

For a full policy document, please contact the Executive Officer.

BNC Policies include:

- Privacy
- Code of Ethics and Conduct
- Child Safety
- Appeals and Grievance
- Workplace Safety
- Volunteer



BNC POLICIES



PRIVACY - CONFIDENTIALITY

As a requirement of some funding bodies and for our own purposes, BNC staff request personal information from volunteers. This information is required as a condition of government funding.

When that information is sent to funding bodies, it is done in a format that deletes the volunteer's name and address. BNC will use a volunteer's name and address for communication purposes only.

BNC complies with our obligations under the Privacy Act of 1988.

ACCESSING YOUR INFORMATION

Volunteers have the right to access their volunteering information records. If you wish to sight or require a copy of your records, please put the request in writing to the Executive Officer. The Executive Officer will consider your request and provide you with access to your records within two (2) business days of the request being received.



CODE OF CONDUCT

Volunteers can expect that they will be treated with respect and dignity, and have access to a proper process for the resolution of grievances if dissatisfied with any aspects of their volunteering.

Volunteers have a responsibility to respect the rights of others.

As such, gossiping is not acceptable. Anyone, who has an issue is requested to discuss the issue with their area supervisor.

Harassment is unacceptable and will not be tolerated under any circumstances.

Any behaviour which makes a person feel offended, humiliated, frightened or uncomfortable at work is against both our policies and the law.

Our Commitment to Children and Child Safety

WE WANT CHILDREN TO BE SAFE, HAPPY AND EMPOWERED

Ballarat Neighbourhood Centre has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously and consistently with our robust policies and procedures.

We recognise our duty of care and responsibilities to children and always act in the best interests of children.

We understand our legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.



BALLARAT NEIGHBOURHOOD CENTRE IS COMMITTED TO:

- the safety, participation, and empowerment of all children.
- supporting and respecting all children, as well as our staff, volunteers and community.
- the cultural safety of Aboriginal children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.
- identifying child abuse risks early, and acting to prevent, remove or reduce these risks.
- regular training and education for Committee members, staff and volunteers on child abuse risks, and child safety strategies.
- robust human resources and recruitment practices to reduce the risk of child abuse by new and existing board members, staff and volunteers.
- policies and procedures which support our board members, staff and volunteers to achieve these commitments.
- continuously monitor, and improve, our Child Safe policies, procedures, and training.

SAFETY PROCEDURES

Both you and BNC are mutually obligated to provide a safe working environment.

Please report ANY safety issues (leaks, spills, unsafe behaviour, broken equipment, etc) to Office staff. All accidents or injuries, no matter how small, need to be reported immediately to Office staff. An accident report form is kept with the First Aid Kit in the kitchenette.

Each room has the Emergency Procedure Instructions placed near the door. Please familiarise yourself with this document. In case of an emergency, exit the classroom calmly and quickly, leave all items behind and follow the staff member's instructions.

BNC and it's volunteers are covered by Public Liability Insurance.

DRESS CODE

At all times, suitable clothing, including closed footwear must be worn when working in the kitchen or garden. As needed, gloves, aprons and any other necessary protective equipment should be worn to ensure your safety.

VOLUNTEER SUPPORT



SUPERVISION

Volunteers will be supervised by staff in their area. The Volunteer Coordinator will oversee staff who are supervising volunteers. Please feel free to approach staff with any questions or concerns you might have.

EXTERNAL RESOURCES

If you haven't already, check out the Volunteering Ballarat, and Volunteering Victoria websites. Both are great sources of information, support, sharing, opportunity, and connection for like-minded people who give their time.



<https://ballaratfoundation.org/community-impact/volunteer/>

<https://www.volunteeringvictoria.org.au/>



VOLUNTEER SUPPORT

OFFICE HOURS

Administrative staff are available from 8:30am until 5:00 pm from Monday to Friday. Some staff members are part time and are not available at certain times. Any of the available Office staff will be able to assist you.

The BNC Office staff can be contacted during office hours via telephone 03 5329 3273.

Please note, BNC is closed on Public Holidays.

VOLUNTEER FEEDBACK

Volunteers will be asked to complete a satisfaction survey. Your feedback is valuable and very important to us. Your comments will be treated confidentially and acted upon.

CERTIFICATES OF PARTICIPATION

A certificate of volunteering will be presented to our volunteers at the end of the year to acknowledge and recognise participation.

THANK YOU



BNC

“Volunteers do not necessarily have the time;
they just have the heart.”

~Elizabeth Andrew

“You make a living by what you get. You make
a life by what you give.”

~Winston Churchill

“The smallest act of kindness is worth more
than the grandest intention.”

~Oscar Wilde



BALLARAT NEIGHBOURHOOD CENTRE

(located at the Ballarat South Community Hub)

11 Tuppen Drive, Sebastopol, 3356

PO Box 540W, Ballarat, 3350

Phone: 5329 3273

www.ballaratnc.org.au