

VOLUNTEER HANDBOOK



**Pets Haven
Foundation**

www.petshaven.org.au

CONTENTS

PAGE

1	Introduction.....	4
2	Joining the Organisation.....	5
3	Safeguards.....	6
4	Standards.....	10
5	Health, safety and welfare.....	12
6	General terms and procedures.....	15
7	Whistle-blowers.....	16
8	Bullying and harassment.....	17
9	Equal opportunities policy.....	20
10	Termination of engagement.....	22
11	Acknowledgement Form.....	23

1 INTRODUCTION

1.1 WELCOME

Pets Haven Foundation Limited (**the Organisation**) would like to wish you every success during your employment, whether you recently joined or whether you are an existing volunteer. It is hoped that your experience of working with us is positive and rewarding.

1.2 PURPOSE OF THE VOLUNTEER HANDBOOK

This Volunteer Handbook is designed both to introduce you to the Organisation and to be of continuing use during your engagement.

It sets out the Organisation's rules and regulations, the policies and procedures relating to your engagement and also contains information on some of the benefits that may be available to you. If you require any clarification or additional information please speak to your manager.

We ask that you read the contents of this Volunteer Handbook carefully.

1.3 PRINCIPLE OF EQUALITY

Please note that the Organisation is committed to providing equal opportunities and the principle of equality in accordance with relevant legislative provisions. We expect your support in implementing these policies.

We will not condone any unlawful discriminatory act or attitude in the course of your engagement or in your dealings with our clients, suppliers, contractors, members of the public or fellow volunteers. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

1.4 GENERAL

Amendments to the Volunteer Handbook will be issued from time to time.

The Volunteer Handbook does not form part of your contract of engagement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under your terms of engagement.

2 JOINING THE ORGANISATION

2.1 VOLUNTEER TRAINING

At the commencement of your engagement, you will receive training for your specific job. As your engagement progresses, your role may be extended to encompass new activities within the business. You are expected to participate in any training deemed necessary for you to perform your role at the required standards.

2.2 INDUCTION

At the start of your engagement, you are required to complete an induction programme, during which all of our policies and procedures (including Health and Safety) will be explained to you. Information relating to these will be given to you at the induction.

2.3 JOB DESCRIPTION

Amendments may be made to your job description from time to time in relation to the Organisation's changing needs and your own ability.

2.4 JOB FLEXIBILITY

Whenever necessary, you will transfer to alternative departments or duties within the Organisation's business. During holiday periods, for example, it may be necessary for you to take over duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

2.5 MOBILITY

It is a condition of your engagement that you are prepared, whenever applicable, to travel to any other of our sites within a reasonable travelling distance. This mobility is essential to the smooth running of the Organisation.

2.6 CONVICTIONS AND OFFENCES

During your engagement, you are required to immediately report to the Organisation any convictions or offences with which you are charged.

3 SAFEGUARDS

3.1 RIGHTS OF SEARCH

We have the right to carry out searches of you and your property (including vehicles) whilst you, or your property, are on our premises or during the performance of your duties.

Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search.

You may be asked to remove the contents of your pockets, bags, vehicles, etc.

Whilst you have the right to refuse to be searched, such refusal will constitute failure to follow a reasonable management instruction, which may result in disciplinary action being taken against you.

We reserve the right to call the police at any stage.

3.2 IT AND COMPUTER POLICY

i) Virus protection

In order to prevent the introduction of virus contamination into the software system, the following rules must be observed:

- unauthorised software including public domain software, magazine cover disks/CDs or internet downloads must not be used; and
- all software must be virus checked using standard testing procedures before being used.

ii) Use of computer equipment

In order to control the use of the Organisation's computer equipment and reduce the risk of contamination, the following rules will apply:

- the introduction of new software must first of all be checked and authorised by management before general use will be permitted;
- only authorised staff are permitted access to the Organisation's computer equipment;
- only software that is used for business applications may be used on the Organisation's computer equipment;
- no software may be brought onto or taken from the Organisation's premises without prior authorisation;
- unauthorised access to computing facilities will result in disciplinary action up to and including dismissal; and

- unauthorised copying and/or removal of computer equipment and/or software will result in disciplinary action up to and including dismissal.

iii) Internet policy

The purpose of this policy is to provide a framework to ensure that the expectations and rules relating to the use of internet within the Organisation are clear.

Authorised staff are encouraged to make use of the internet as part of their professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Organisation's name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence.

The availability and variety of information on the internet means that it can be used to obtain material reasonably considered to be offensive. The use of the internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action up to and including dismissal.

The Organisation will not tolerate the use of the internet at work for unofficial or inappropriate purposes, including:

- accessing websites which put the Organisation at risk of viruses, compromising copyright or intellectual property rights;
- using social media in breach of the Organisation's social media policy;
- connecting, posting or downloading any information unrelated to their engagement and, in particular, pornographic or other offensive material; and
- engaging in computer hacking and other related activities, or attempting to disable or compromise the security of information contained on the Organisation's computers.

You are reminded that these activities may constitute a criminal offence.

iv) Email

The use of the work email system (**work email**) is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to the Organisation. However, inappropriate use causes a number of problems, including distractions, time wasting and legal claims. The policy sets out the Organisation's position on the correct use of work email.

Unauthorised or inappropriate use of work email may result in disciplinary action up to and including summary dismissal.

Work email is available for communication and matters directly concerned with the legitimate business of the Organisation. Volunteers using work email should:

- comply with Organisation communication standards;
- only send emails to those to whom they are relevant;
- not use email as a substitute for face-to-face communication or telephone contact;

- not send inflammatory emails (i.e. emails that are abusive);
- be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
- if the email is confidential, ensure that the necessary steps are taken to protect confidentiality; and
- be aware that offers or contracts transmitted by email are as legally binding on the Organisation as those sent on paper.

The Organisation will not tolerate the use of work email for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment;
- personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- on-line gambling;
- accessing or transmitting pornography;
- social media;
- transmitting copyright information and/or any software available to the user; or
- posting confidential information about other volunteers, the Organisation or its customers or suppliers.

v) Monitoring

The Organisation considers any and all data created, stored or transmitted upon the systems (the **Systems**) as work product and, as such, expressly reserves the right to monitor and review any data upon the Systems, including your usage and history, on an intermittent basis without notice.

In addition to this, the Organisation has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor its Systems, including but not limited to:

- monitoring sites users visit on the internet;
- monitoring time spent on the internet;
- reviewing material downloaded or uploaded; and
- reviewing emails sent and received.

Information reports will be available to the Organisation which can subsequently be used for matters such as system performance and availability, capacity planning, cost re-distribution and the identification of areas for personal development.

For the avoidance of doubt, we reserve the right to monitor all internet and email activity by you for the purposes of ensuring compliance with the Organisation's policies and procedures and for ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

3.3 SOCIAL MEDIA

Any work related issue or material that could identify an individual who is a customer/client or work colleague, which could adversely affect the Organisation, a customer/client or the Organisation's relationship with any customer/client must not be placed on any social networking site.

This means that, unless otherwise authorised, work related matters must not be placed on any such site at any time either during or outside of working hours and this includes access via any mobile computer equipment, including mobile phone or PDA.

3.4 SURVEILLANCE

The Organisation may install and/or use video surveillance (CCTV) in and around the Organisation's premises. The purpose of the surveillance is to ensure the safety and security of volunteers, visitors and property. The Organisation reserves the right to review and use the CCTV in disciplinary proceedings.

All cameras are visible and will not be located in change rooms or bathrooms.

4 STANDARDS

4.1 WASTAGE

We maintain a policy of "minimum waste", which is essential to the cost-effective and efficient running of the Organisation.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- turn off any unnecessary lighting and heating;
- keep doors closed whenever possible;
- ask for other work if your job has come to a standstill; and
- start with the minimum of delay after arriving for work and after breaks.

Further:

- any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
- any loss to the Organisation that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work, will render you liable to reimburse to us the full or part of the cost of the loss; and

In the event of failure to pay, the Organisation has the contractual right to deduct such costs from your pay.

4.2 DRESS AND APPEARANCE

It is important that you present a professional image with regard to your appearance and standards of dress at all times. For the avoidance of doubt, clothing that is see through or low cut is not appropriate.

You should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

It is a condition of your engagement that you wear any PPE (this includes your own boots and hat) whenever required by law or by site-specific rules while working. Breach of these rules may result in disciplinary action, up to and including the termination of your engagement without notice for serious misconduct.

The Organisation expects all volunteers to maintain excellent standards of personal hygiene at all times.

If you are in any doubt whether any aspect of your appearance or attire is appropriate for your job role you should contact management.

4.3 CLEANLINESS

For the purposes of safety and appearance, work areas must be kept clean and tidy at all times.

5 HEALTH, SAFETY AND WELFARE

5.1 SAFETY

You are entitled to a safe workplace. The health and safety of all volunteers, contractors and visitors are the highest priority and cannot be compromised.

You must not take any action that could threaten the health or safety of yourself, other volunteers, customers/clients or members of the public. At all times you must comply with any and all state and federal work health and safety laws and hygiene regulations. If you have any concerns about safety or hygiene in the workplace you should raise them directly with management without delay.

Personal protective equipment and clothing may be issued for your protection because of the nature of your job and if issued must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.

You should report all accidents and injuries at work, no matter how minor, via the Organisation's incident reporting procedure.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

5.2 REFRESHMENT

The Organisation provides refreshment making facilities for your use, which must be kept clean and tidy at all times.

Refreshment making facilities may only be used during authorised breaks.

5.3 DRUGS AND ALCOHOL

The use of drugs or alcohol jeopardises a safe work environment.

The Organisation recognises its responsibility under Health and Safety legislation to provide a safe work environment for all volunteers, contractors and visitors regarding the prohibition of drugs and alcohol.

Non-compliance with this policy and any associated procedure by volunteers, contractors or visitors, may place the person in non-compliance with the Organisation's duty of care provisions for the workplace and such non-compliance may result in disciplinary action up to and including dismissal.

The Organisation recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

Volunteers, contractors and visitors must not be adversely affected by drugs or alcohol at work or while at work functions, and must at all times be fit to perform their work safely. Volunteers found to be in breach of this policy will be subject to disciplinary procedures.

Alcohol may be consumed at some Organisation events. Where this is the case, the Organisation encourages responsible alcohol consumption but you should at no time be drunk or behave in a manner which is inappropriate.

Volunteers who are taking any prescribed medication or drugs which may affect their ability to perform their work must notify their manager as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

The Organisation may conduct random drug and/or alcohol testing across all levels of volunteers.

You must submit yourself for drug and/or alcohol testing as soon as reasonably practicable after it has been requested of you. If you are believed to be under the influence of drugs or alcohol at work, you will be required to cease work immediately and sent home. Any resulting time off will be taken either as personal leave or unpaid leave.

5.4 NO SMOKING POLICY

Smoking on the premises or in Organisation vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks.

5.5 HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

5.6 MANUAL HANDLING

You are required to advise us of any condition which may make you more vulnerable to injury whilst manual handling.

5.7 FITNESS FOR WORK

If you arrive for work and, in the Organisation's opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose

a safety risk to others. We may send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

6 GENERAL TERMS AND PROCEDURES

6.1 VOLUNTEER'S PROPERTY AND LOST PROPERTY

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

6.2 MOBILE PHONES AND OTHER DEVICES

The Organisation's mobile phones, laptops and other tablet devices are to be used for business purposes and incidental reasonable personal use.

Any unauthorised personal use may be repayable by you and may result in disciplinary action up to and including dismissal. The Organisation reserves the right to deduct the appropriate sums from your salary in the event that repayments are not made.

Personal mobile phones, mp3 players and other personal devices should not be used during work time, other than in emergencies.

6.3 BEHAVIOUR AT WORK

You should behave with civility towards fellow volunteers, clients and members of public, whilst at work. Rudeness will not be permitted. Objectionable or insulting behaviour or bad language may result in disciplinary action up to and including dismissal.

You should use your best endeavours to promote the interests of the Organisation and shall, during normal working hours, devote the whole of your time, attention and abilities to the Organisation and its affairs.

Any involvement in activities which could be construed as being in competition with the Organisation is not allowed.

7 WHISTLE-BLOWERS

If you believe that the Organisation or any of its officers or volunteers is involved in any form of wrongdoing such as:

- committing a criminal offence;
- failing to comply with a legal obligation;
- endangering the health and safety of an individual;
- environmental damage; or
- concealing any information relating to the above;

you should in the first instance report your concerns to management who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the police, the Environment Protection Agency or Work Cover.

You will not suffer any detriment as a result of any genuine attempt to bring to light matters of concern. However, if this procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then you may be subject to disciplinary action up to and including dismissal.

8 BULLYING AND HARASSMENT

8.1 INTRODUCTION

The Organisation is committed to promoting a fair, safe and healthy working environment in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect volunteers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

8.2 HARASSMENT

We have published these procedures to inform volunteers of the type of behaviour that is unacceptable and provide volunteers who are the victims of personal harassment with a means of redress.

We recognise that we have a duty to implement this policy and all volunteers are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks;
- lewd or abusive comments about appearance;
- deliberate exclusion from conversations;
- displaying abusive or offensive writing or material;
- unwelcome touching; and
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against volunteers committing any form of harassment.

8.3 BULLYING

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- physical or emotional threats;
- deliberate exclusion from workplace activities;
- the spreading of misinformation or malicious rumours; and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against volunteers committing any form of bullying.

8.4 BULLYING AND HARASSMENT COMPLAINT PROCEDURES

i) Informal complaint

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser;
- the nature of the alleged incident of bullying or harassment;
- the dates and times when the alleged incident of bullying or harassment occurred;
- the names of any witnesses; and
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

8.5 GENERAL NOTES

If the report concludes that the allegation is well founded, the bully or harasser will be liable to disciplinary action in accordance with our disciplinary and disciplinary dismissal procedure.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent; disciplinary action will be taken against you.

9 EQUAL OPPORTUNITIES POLICY

9.1 STATEMENT OF POLICY

We recognise that discrimination is unacceptable and, although equality of opportunity has been a long standing feature of our engagement practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

The aim of the policy is to ensure that no job applicant or volunteer is discriminated against either directly or indirectly on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

The policy will be communicated to all private contractors reminding them of their responsibilities in respect of equality of opportunity.

We will maintain a neutral working environment in which no volunteer or worker feels under threat or intimidated.

9.2 RECRUITMENT AND SELECTION

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that volunteers making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All volunteers involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

Selection decisions will not be influenced by any perceived prejudices of other staff.

9.3 TRAINING AND PROMOTION

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

All promotion will be in line with this policy.

10 TERMINATION OF ENGAGEMENT

10.1 RETURN OF ORGANISATION PROPERTY

On the termination of your engagement, you must return all Organisation property which is in your possession or for which you have responsibility. Failure to return such items within 7 days will result in the cost of the items being deducted from any monies outstanding to you.

All Organisation property should be returned to management.

11 ACKNOWLEDGEMENT FORM

I _____ (please print name) hereby acknowledge that I have read and received the Organisation's Volunteer Handbook.

Full name:

Signed:

Dated: