



Volunteer Orientation Pack

Rural Care Link Inc. warmly welcomes you to look through the following information and invites you to speak with our President or one of our co-ordinators should you wish to volunteer.

Rural Care Link Inc. is a not-for-profit organisation that depends on the contribution of its volunteers to achieve its goals.

It is an organisation that prides itself on providing a safety net of kindness, consideration and support to those in need within our local community. You will be welcomed with sincere gratitude and respect as a volunteer for Rural Care Link Inc.

Please take your time to review all the material provided. We look forward to hearing from you very soon.

What does Rural Care Link do?

Rural Care Link Inc. provides a safety net of kindness, consideration and support to those in need within our community, including:

- Providing support to people in necessitous circumstances, including:
 - groceries and other essential household items; and
 - a public relief fund if the situation necessitates;
- Operation of an Opportunity Shop, selling clothing and other items and providing these items for free to those in particular need;
- Promoting a sense of community to both existing and new residents by publishing a monthly community newsletter that highlights the activities of community groups and organisations in the region;
- Referral to confidential counselling and endeavouring to assess and meet the physical, emotional, and spiritual needs of individuals and families within the community, in a caring and supportive way;
- Other services and activities of a charitable nature that are beneficial to the community as the Rural Care Link Committee shall determine from time to time.

What does a Volunteer do?

Definition of Formal Volunteering

Formal Volunteering is an activity which always takes place in not-for-profit organisations or projects, and is undertaken:

- To be of benefit to the community and the volunteer;
- Of the volunteer's own free will and without coercion;
- For no financial payment; and
- In designated volunteer positions only.

Way2Go Volunteering – toolkit for Volunteer Management, Albury Wodonga Volunteer Resource Bureau Inc., 7th Edition, 2014. (National)

Definitions and Principles of Volunteering – Information Sheet, Volunteering Australia, June 2005. Also refer to state and territory peak body websites for variations.

The Responsibilities of Volunteers in Rural Care Link

Rural Care Link Inc. also has its own set of Policies, Procedures and Guidelines, in regard to carrying out its own activities:

1. Kindness and consideration to anyone seeking assistance or a customer of the Op Shop:

Some examples may include a kind word or encouragement, a listening ear, a welcoming smile, assistance to carry things to a car, offering a chair if needed, helping to read information, a quiet place to talk (if necessary and away from others if appropriate).

Remember that this may be a person's opportunity to connect with the community, and may provide an opportunity for them to gain self-confidence and social skills in a warm and caring environment. Sometimes it may help someone who is experiencing difficulties in their life – a smile or kind word can make all the difference, though we may not know it –

the more we practice it the more automatic it becomes. It often makes us feel good to know we may have helped someone else get through their day.

2. Non-discrimination, respect and dignity shown to all who use the service: In today's very complex society of multi-culturalism, changing social values, religious beliefs and technology, it may be difficult to understand differences we see in others – our own values may be challenged, but being a bridge is much better than being part of the problem – tolerance and acceptance are vital factors in contributing to our own happiness and that of others – we are all learning new things and new ways throughout our entire lives.

3. Confidentiality: Volunteers may sometimes be in a situation where confidential information is shared – this should not be made public to anyone outside of the organisation, and, where appropriate, should be passed onto the counsellor, or member of the Committee, if further assistance is required. The Counsellor is trained in assisting people who may need more professional help or counselling. Business cards with contact details and areas of expertise are available in the Op Shop or Rural Care Link office. If you are concerned that the person may be at risk of self-harm or harming others, then it is strongly recommended that the Counsellor and/or member of the Committee be informed.

4. Attendance Register – In the interest of Workplace Health and Safety, volunteers are required to sign the attendance folder when arriving for and departing from the volunteer position.

5. Membership – volunteers are required to become financial members of Rural Care Link Inc. (cost \$3) and renew their membership each year (cost \$2) to ensure that they are covered by the organisation's insurance.

Rural Care Link's commitment to Volunteers

The Rural Care Link Inc. Committee of Management undertakes to provide:

- A safe and caring work environment;
- Support in the form of membership and participation in meetings;
- Training where appropriate;
- Recognition of the contribution volunteers make to the organisation;
- Public Liability Insurance cover and a Limited Personal Accident Insurance cover;
- Information and guidelines (contained in this Orientation Pack).

Workplace Health and Safety

The Workplace Health and Safety Policy states that the organisation is committed to safeguarding the health, safety, and welfare of the people who interact with the organisation. Workplace health and safety is integral to the function of a charitable institution.

Rural Care Link aims to ensure that the work environment is safe and does not pose risks to health or wellbeing.

This done by:

- encouraging volunteers to bring health and safety concerns to the attention of the Volunteer Coordinator or a member of the Rural Care Link Committee.

- improving practices through the ongoing development of systems and processes that:
 - Identify, assess, and control workplace hazards;
 - Reduce the incidence and cost of occupational injury and illness; and
 - Provide insurance for a rehabilitation system should a volunteer be affected by a workplace injury or illness.

Volunteer Responsibilities

As this is a team approach, all volunteers must:

- Demonstrate a commitment to providing and maintaining a safe and healthy workplace;
- Support Rural Care Link in its efforts to achieve its workplace health and safety objectives;
- Follow lawful and reasonable workplace health and safety instruction from managers or supervisors;
- Report any incidents, accidents, injuries or hazards in the workplace to supervisors or designated representatives as soon as possible;
- Report any 'near miss' by completing the incident book or reporting it to the Volunteer Coordinator or Rural Care Link President as soon as possible after the incident;
- Work in a way that does not endanger the health or safety of themselves or others;
- Once trained, properly use and maintain safety equipment;
- As far as reasonably practicable, make sure visitors/customers follow safety rules in the workplace; and
- Follow the advice of any supervisor or manager in regard to specific workplace health and safety procedures for any particular activity and/or at any particular site.

Manual Handling (Lifting and Carrying) Procedures

General Advice:

- If the object to be lifted or carried does not have the weight displayed on it then test the weight of the object before attempting to lift it. For any object weighing greater than 15kg consideration should be given to asking for assistance;
- Consider the location of the object that is to be lifted or carried;
- Consider the distance the object must be moved;
- Consider any obstructions when moving the object from its current position to its new position;
- Consider how the object is to be held;
- If the object cannot be held with two hands, at waist height, and preferably at no more than shoulder width apart, then help to lift and carry the object should be obtained;
- If the object to be lifted or carried is below waist or above shoulder height it is important that before any lifting or carrying is done, the weight of the object should be such that it can easily be lifted without straining or feeling any discomfort. If the weight is such that discomfort is felt, assistance in lifting and carrying it should be obtained;
- If an object is of such size or shape that it cannot be carried at waist height with hands shoulder width apart, then a trolley or such like should be obtained to move it;
- If a platform ladder is to be used, 3 points of contact on ladder at all times should be ensured.

Emergency Procedures

Rural Care Link's Op Shop is situated within Greater Hume Council building in Jindera. Greater Hume Council have an emergency procedure that covers the entire building. This procedure, including the points of exit and assembly areas, is posted throughout the building, including the Op Shop. They also have a dedicated Warden, who will take charge in case of fire or other emergency.

It is your responsibility to familiarise yourself with these emergency procedures. If you are having trouble locating these, PLEASE ASK another volunteer working with you, or the Greater Hume Council representative stationed at the front desk.

Incident Reporting

- An incident can be defined as a near miss, or an actual injury. An injury can be physical or psychological.
- Rural Care Link expects all incidents to be reported.
- A reporting form is available from the Shop Supervisor or from the Volunteer Co-ordinator. Once the form is completed it is to be forwarded to the Volunteer Co-ordinator who will arrange for the incident to be investigated.

The Volunteer Positions Available at Rural Care Link

Committee of Management

Rural Care Link Inc. (RCL) committee of management is made up of the office-bearers of the association, 3 ordinary members, and the co-ordinators of the association's main activity areas.

The office-bearers are President, Vice-president, Treasurer and Secretary.

All of the above are volunteer positions, and they are held until the conclusion of the annual general meeting following the date of their election, and are eligible for re-election.

The RCL Committee meets on a monthly basis.

Election of Committee Members

Nominations may only be made by a candidate who is a financial member of RCL. Nominations must be presented in writing at the annual general meeting. Acceptance of nomination is subject to being seconded by another member of RCL and the candidate accepting the nomination, either verbally, or by written consent.

Secretary

It is the duty of the secretary to keep minutes of all appointments of office-bearers and members of the committee, the names of members present at committee or general meetings, and all proceedings at committee and general meetings.

Treasurer

It is the duty of the treasurer to ensure:

a) that all money due to RCL is collected and that all payments authorised by RCL are made;

b) that correct books and accounts are kept showing the financial affairs of RCL, including full details of all receipts and expenditure connected with the activities of RCL; and

c) shall give effect (including by way of engaging professional services as required) to the preparation of annual financial statements of RCL funds.

Rural Care Link Op Shop - Volunteer Shop Assistant

The majority of volunteers are needed to keep the Op Shop running. As well as being an important source of revenue for Rural Care Link Inc., the Op Shop is the public face of the organization.

Members of the public visit the shop to buy a range of donated items and should expect to be treated in a respectful manner.

Working as a Rural Care Link Volunteer Shop Assistant can be a very rewarding experience.

Volunteers will be responsible to the Daily Supervisor (Supervisor) and be working alongside other volunteers when on duty.

Role Description

No special qualifications or experience are needed to work in the shop, as any relevant training will be given if required. It helps to like people.

The following is a list of tasks Volunteers would be expected to perform:

- Provide assistance to customers in a welcoming, non-judgmental and helpful manner;
- Maintain confidentiality and privacy in all matters relating to staff, customers, procedures, and security;
- Sign on each day, showing start and finish times;
- Interact with customers and make them feel welcome in the shop;
- Operate the cash register and deal with various cash transactions;
- Maintain the shop in a tidy and attractive condition;
- Keep an eye on the security of the shop;
- Work in a way that does not create unsafe work methods;
- Under direction from the Supervisor:-
 - Hang clothes on hangers and put stock out for display;
 - Remove unsold stock from display;
 - Price goods;
 - Assist with sorting clothes and other goods to decide what is suitable for sale;
 - Assist with disposal of any goods which are not to be sold in the shop;
 - Have input into the design and creation of displays; and
 - Assist with maintaining the stock room.

Rural Care Link Inc. seeks Volunteers for the Op Shop who:

- Understand and have a commitment to maintaining confidentiality;
- Have a commitment to equal opportunity and who will treat all people with empathy, dignity, and respect;
- Have the ability to work as part of a team and be accepting of differences in personalities of other people;
- Are committed to providing a friendly and high quality service to customers;
- Have an interest in the shop, and have enthusiasm for raising money to support Rural Care Link's work;
- Are reliable;
- Are able to lift and carry, within the limits of their physical ability;
- Are confident in handling money;
- Have the confidence to engage with customers in a friendly and non-confrontational manner;
- Are willing to undertake a range of tasks, within their ability and skills, as requested by the Supervisor; and
- Have a proactive approach to Workplace Health and Safety.

Time Commitment

Volunteers will be welcome at any time to which they can commit. However, for rostering, it is preferable that Volunteers are able to commit to one or more regular time slots, either Morning, Afternoon, or Full Day.

The shop opening hours are:

- Saturday: 10.00 am until 1.00 pm
- Tuesday to Friday: 10.00 am until 4.00 pm
(closed for lunch between 1.00 pm & 1.45 pm weekdays)

The shop does not open on public holidays and is closed for several days over the Christmas New Year period.

Training

Volunteers will receive basic formal training and continual on-the-job mentoring.

Other Impromptu Roles

Rural Care Link also needs other volunteers to assist with other activities, including:

- Support groups;
- Friendly home visits to those who are housebound, unwell, carers, or grieving the loss of a loved one;
- Companions for walking, biking, water exercise, or other passive recreational activities;
- Delivering care packages to newcomers to the local community or those experiencing difficult times;
- Special events to raise awareness of community needs;
- Fundraising events to support the work of Rural Care Link – e.g. sausage sizzles, stalls, walkathons, etc.;

- Occasional tasks relating to the production of the Jindera News (local newsletter);
- Occasional office/administration tasks; and
- In some circumstances an “Events coordinator” role may be offered.

No special qualifications or experience are needed to undertake these activities, as any relevant training will be given if required. However, unlike Committee and Op shop Volunteers, the assistance provided by volunteers tends to be more periodic as it involves particular 'events' (e.g. senior's week, or the Jindera Garage Sale) or particular projects (e.g. distributing the newsletter at the end of the month).

The benefits of being involved in these types of activities include:

- the gaining of experience working with diverse client groups;
- the gaining of work experience that may help with any potential future career; and
- the provision of assistance to the community as a volunteer.



PO Box 88
Jindera NSW 2642
83 Urana Street, Jindera NSW 2642
Phone: 02 6026 3001
Email: office@ruralcarelink.org.au
ABN 73577248629

Volunteer Application

Thank you for your interest in applying for a Volunteer Position with RCL
Information provided on this form will be kept confidential.

Name: _____ Phone: _____

Mobile: _____ Email: _____

Address: _____

Date of Birth: _____

Emergency Contact Person: _____ Phone: _____

Personal Interests & Hobbies: _____

Skills/Qualifications: _____

Previous Work and Volunteer Experience: _____

Interested to volunteer as: Member of Committee Op Shop
 Other _____

Availability to Volunteer: Regular or Occasional

Days Available:

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Times Available:

Do you have your own means of transport? Yes No

If you will be using your vehicle as part of your volunteer position please provide the following Information:

Licence No. _____ Class _____ Expiry Date: _____

Make of vehicle _____ Model _____ Rego No: _____

Do you have Comprehensive Insurance: Yes No

Depending on the area of volunteer work being undertaken you may be required to undergo a **National Police Check and/or Working with Children Check** as a legal requirement.

Are you willing to undergo a National Police Check or Working with Children Check if required?

Yes No (Please feel free to speak with care-coordinator if required)

Do you speak/use other languages? Yes No Please Specify _____

Would you be willing to interpret for another person in a social context if required? Yes No

Are you willing to undertake training if required? Yes No

Do you have any medical conditions or circumstances that would affect the sort of volunteer work you would choose? (This may be required in an emergency or to match you appropriately with the volunteer work you wish to undertake)

Details: _____

How did you hear about our service? _____

What would you like to gain from volunteering? _____

Volunteer Agreement

Having read the volunteer position descriptions and all the information in this Volunteer Orientation Pack, I hereby declare that I understand, and accept the policies and procedures of Rural Care Link Inc. as outlined.

Signed:

Date :

Available to start date:

Thank you for completing this form.

Rural Care Link Inc. greatly values the time and commitment given by volunteers in helping to provide the services offered to the communities of Greater Hume Shire and surrounding areas and hope you enjoy your volunteering experience.



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Application for Membership

Full Name of Applicant:.....

Postal Address:
.....

Email Address:..... Best Phone:.....

Applicant's Occupation:.....

I hereby apply to become a member of the above-named incorporated association. In the event of my admission as a member, I agree to be bound by the rules of the association for the time being in force. I request that all notices served on or given to me by the association in accordance with Rule 41, are forwarded via the following:

- Postal address above
Email address above
Other

(please specify other address)

And, I also agree to advise the association of any changes to the delivery address of notices.

Signature of Applicant
Date

I, being a member of the association, nominate the applicant, who is personally known to me, for membership of the association.

Signature of Proposer 1
Date

I, being a member of the association, second the nomination of the applicant, who is personally known to me, for membership of the association.

Signature of Proposer 2
Date

OFFICE USE ONLY - Membership Fee Received [] By Whom.....