

## Volunteer Information & Agreement

<b>Volunteer Name:</b>			
Mobile phone number:			
Email Address:			
Home Address:			
Postal Address (if different):			
Interested in Volunteer Programs:	Peer support <input type="checkbox"/>	Events <input type="checkbox"/>	Fundraising <input type="checkbox"/> Promotions <input type="checkbox"/>
Date volunteer pack provided to volunteer:	/	/	
Name of Program Manager/Manager:			
Copy of Drivers licence		/	/
Copy of Police clearance		/	/
WWC check		/	/
Volunteer Code of Conduct signed:	Y <input type="checkbox"/>	N <input type="checkbox"/>	
Personal Details Completed:	Y <input type="checkbox"/>	N <input type="checkbox"/>	
Volunteer Police Check Application Completed:	Y <input type="checkbox"/>	N <input type="checkbox"/>	
Agency Information & Agreement signed:	Y <input type="checkbox"/>	N <input type="checkbox"/>	
Have you lived outside of Australia in the past 5 years?	Y <input type="checkbox"/>	N <input type="checkbox"/>	
If yes; international police clearance provided?	Y <input type="checkbox"/>	N/A <input type="checkbox"/>	

For administration only:	Initial when complete:
All documents checked – Drivers Licence, Police Clearance, WWC received, vaccination status?	
All signatures checked?	
Volunteer commencement date:	
Program:	

## Welcome

Thank you for expressing an interest in the Radiance Network South West Inc (“Radiance”) Volunteer Program.

The Radiance Network South West was launched in November 2017 in response to community demand – recognition that there was not enough awareness, support, and services for families in the South West region, who are struggling in the perinatal period. Radiance is a product of partnership and collaboration, with a vision to provide a platform to bring services together to support, build resilience, and enhance the emotional wellbeing of parents to strengthen family relationships. Radiance also aims to raise awareness around perinatal anxiety, depression and adjustment disorders and facilitate better pathways to care.

The Radiance Network has created three tiers in our mission to support parents:

- The Radiance website contains information for both parents and health professionals. A wide overview of support services can be found per location as well as referral documents.
- Radiance offers a free support group to help mums build resilience and improve their emotional well-being as well as build a strong relationship with their baby. The groups are currently available in Bunbury, Busselton, Margaret River and Collie.
- Mother-Baby Nurture is a 10-week group designed to support you and your infant (0-6 months) through the early days of parenting as you get to know and respond to each other. It’s a safe, supportive and confidential space for you to share your experiences.

## Values

**Inclusiveness** — We are non-judgemental, non-discriminatory, and accepting of all people.

**Respect** — We will treat everyone with respect and recognise each individual for his/her own unique strengths. We treat others with the highest degree of dignity and understanding.

**Holistic** — Means that we are interested in engaging with and developing the whole person in all ways.

**Compassion** — We have a deep awareness and understanding of the needs and complexities of each individual. We want to make a difference to those that need it most.

**Choice** — We will support the individual’s right to choose so that they feel heard and supported every step of the way.

**Trust** — We recognise that trust is a key element of the success of all relationships in the network.

## Aims and Roles of the Volunteer Program

Radiance is committed to giving support the emotional wellbeing of parents and their journey into parenthood.

Volunteers are required to uphold this ideal by assisting Radiance employees and committee members in the following ways:

- Helping arrange and execute activities for participants.
- Assist in fundraising activities.
- Assist in raising awareness around perinatal anxiety, depression and adjustment disorders and facilitate better pathways to care.

- Volunteers will undertake tasks which provide employees with opportunities to concentrate on their areas of expertise.
- Volunteers agree to work as support agents to Radiance employees and committee members.
- A volunteer is prepared to work within a team environment, promoting total job satisfaction for all team members.
- Volunteers are deemed as advocates for the support of parents with mental health problems within the community.
- A volunteer holds an awareness of the principles of empowerment and individuality for all Radiance participants.

## Travel and Work-Related Expenses

Volunteers will need to provide evidence of a current driver's licence prior to commencement of any driving tasks.

Personal car insurance, maintenance and repair costs remain the sole responsibility of the volunteer and/or vehicle owner.

All out-of-pocket expenses should be negotiated with the Manager prior to purchase. If approved, Radiance will reimburse any out-of-pocket expenses a volunteer may incur in the carrying out of their appointed duties. A volunteer must provide receipts of any such costs.

## Insurance and Security

### INSURANCE

Every Radiance volunteer is insured under the Voluntary Workers Personal Accident Policy, covering volunteers, work experience, work for the dole and Centrelink mutual obligation participants.

VWPAP covers people carrying out activities on behalf and at direction of the insured, including direct travel to and from the voluntary activity for accidental injury or death.

Volunteers personal motor vehicles are NOT covered by Radiance and are the sole responsibility of the volunteer/owner.

Volunteers are covered for third party personal injury and/or property damage if proven legally liable or negligent as defined in the organisations public and products liability policy.

### SECURITY

1. For security purposes all volunteers are required to obtain a current WA Police Clearance.
2. Volunteers who work in the Support Groups are also required to get a Working with Children Check.
3. Depending on your role and location of work, you may also be required to provide us with a copy of your vaccination status – please discuss this with the Manager.

A Radiance volunteer ID badge/t-shirt are available at service commencement. Volunteers are requested to return their badge to the office at completion of activity. T-shirts are on loan for the duration of your time volunteering with Radiance.

## Volunteer Rights

A Volunteer has the right to:

- Partake in the Radiance volunteer program without fear of bias or discrimination.
- Be respected and actively encouraged to participate in Radiance events.
- Partake in training and skills development support programmes, where possible, to achieve work related goals.
- Work in an environment that is conducive to their safety and well-being.
- A clear duty statement.
- Appropriate orientation.
- Ongoing support from Radiance employees and committee members.

## Grievance and Unsatisfactory Performance Policy

It is the aim of Radiance to provide the most suited volunteer to a task and/or participant.

Should a volunteer be deemed unsuitable or demonstrate a grievance concerning a service area, the following steps are to be taken:

- The volunteer concerned should discuss the problem with the Manager.
- The volunteer, Manager and associated employees and committee member/s to meet in order to seek a solution to the problem.
- If no satisfactory solution can be identified, the volunteer will be given the opportunity of changing their task or work placement.
- A plan offering the volunteer ongoing support is to be established.

If the problem cannot be resolved (using the above procedure) the volunteer may be required to undertake a less regular position or enrol on the emergency call roster only.

Volunteers are encouraged to report all grievances and/or concerns to the Manager.

The aim of the Radiance Volunteer Program is to offer an equal, fair, and enjoyable working environment for all participants.

## Volunteer Responsibilities

A Volunteer is responsible for:

- Upholding the aims, goals, and objectives of the Radiance incorporation.
- Partaking in relevant training and development programs, ultimately to improve participant service

- provision and assist in vocational development for the volunteer.
- Delivery of service to all Radiance participants without discrimination or threat.
  - Familiarising themselves with the incorporation's policies and procedures as outlined in the policy and procedure manual.
  - Self-awareness of standard Occupational Safety & Health and Employers Equal Employment Opportunity requirements.
  - Holding a mutual respect for all Radiance employees, committee members and volunteers.

## Code of Confidentiality and Practice

### Volunteer Confidentiality Agreement and Statement of Understanding Regarding Members Rights and Responsibilities

As a Volunteer of Radiance Network South West Inc. I am prepared to uphold the good work practices required to ensure all aspects of the Participant Rights, Responsibilities and Grievance Procedures are maintained. If at any time I am unsure of the participant or my position I will consult with, and work under the directive of the Manager or Committee Members.

I am aware that at no time during or after my employment with Radiance Network South West Inc. am I at liberty to discuss or disclose any participant, carer or organisational information or procedures to any persons or organisations.

## Code of Conduct

### 1. Application of this policy

This policy applies to all Radiance Network South West Inc (Radiance) staff, contractors, consultants, and volunteer workers performing work for or on behalf of Radiance. All Radiance staff, contractors, consultants, and volunteer workers are required to observe the highest standards of ethics, integrity, and behaviour. If you have a contractor or consultant reporting to you, you must make them aware of this policy. Failure to comply with this policy by an individual may result in disciplinary action being taken against the individual, including termination of the individual's employment or engagement.

### 2. Code of Conduct principles

At all times when performing work for or on behalf of Radiance, or when representing Radiance, staff, contractors, consultants and volunteer workers are required to:

- comply with all policies, procedures, rules, laws, and regulations which apply to them from time to time;
- act honestly and with integrity, including in dealings with patients, families, colleagues, state and federal government departments, suppliers, and the general public;
- treat people with respect and dignity;
- promptly report to Radiance any breaches of law, ethical principles, or policies that come to their attention;
- observe work health and safety policies and laws and not do anything which may compromise their own safety or the safety of others;
- respect Radiance's ownership of funds, equipment, supplies, books, records, and property;
- maintain the confidentiality of any confidential information, patient records, or other material acquired during the course of performing work for or on behalf of Radiance in accordance with applicable law and policies;
- not swear or engage in physical violence in the workplace;
- not engage in any other form of harassment or bullying;
- not consume, be under the influence of, or possess drugs or alcohol in the workplace;

- behave in a way that upholds Radiance values and the integrity and good reputation of Radiance; and
- maintain and do everything required to maintain the qualifications and/or professional accreditations required for them to perform their duties for or on behalf of Radiance.

### 3. Nature of this policy

Whilst an individual who is covered by this policy is required to comply with the terms of this policy, this policy does not form part of the individual's engagement contract or contract of employment and may be reviewed, amended or withdrawn from time to time at Radiance's discretion.

### 4. Acknowledgement of this policy: please complete the below form to confirm

#### Acknowledgement of Code of Conduct:

Name:

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Email:

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Phone number:

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Date:

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Signature:

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## Volunteer Interests

Please indicate the areas of volunteering you're most interested in (tick as many as you like):

**Peer support**

A volunteer can attend a Radiance Network Support Group (for the duration of a term to ensure continuity and trust) to provide support to participants and the facilitator. The position of peer support volunteer in our Support Groups requires training and a formal interview to ensure suitability.

**Events**

A volunteer can assist at events in activities such as set-up, pack-up, distributing promotional materials, manning the Radiance stall, selling raffle tickets or other event related activities. Activities will be distributed by the Manager or event leader on the day. There may also be activities in the weeks and days before and after the event.

**Promotions**

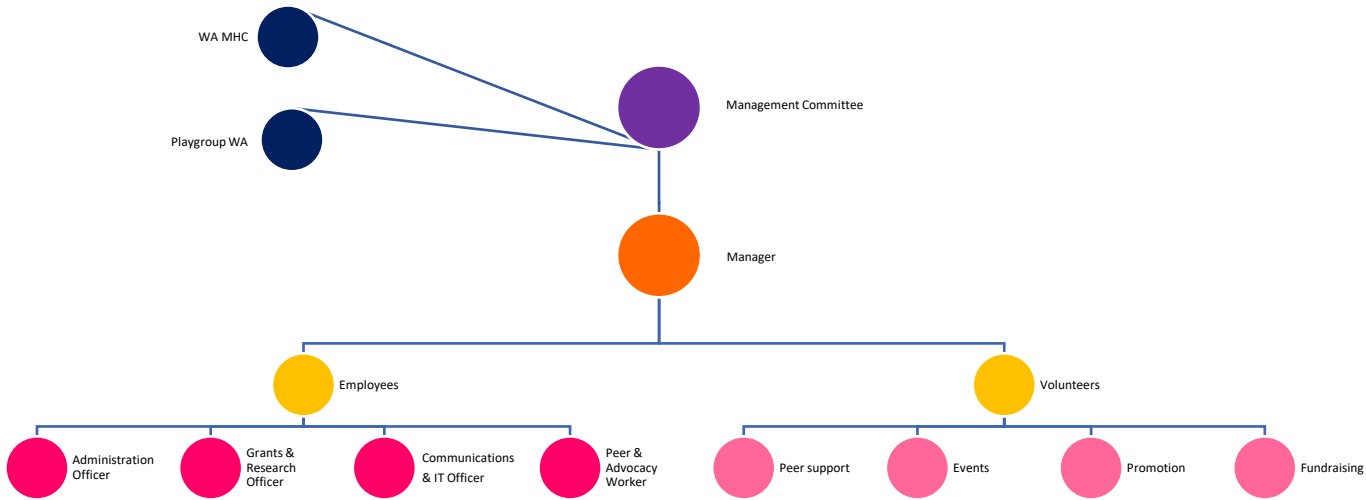
A volunteer can assist in the distribution of publications and posters, to ensure all Doctors, Hospital and other Service Providers have the most up-to-date information.

**Fundraising**

A volunteer can assist in the planning, promoting and implementation of an agreed fundraising venture for the organisation. No volunteer can collect or ask for donations without prior arrangements with the Chair of the committee and all local and relevant authorities' requirements have been met.

All the above positions are subject to change, a volunteer is in no way obligated to remain in their nominated area, changes can be arranged with the Manager at any time.

**Organisational structure**



I, \_\_\_\_\_ [name],

- have read and understand the terms and conditions in this document
- have discussed any issues I have with the contents of this document with the Chairperson/Manager and they have considered and responded to any issues raised
- have received a copy of the document for my records.

Volunteer signature

Date