



Charlie's Gift

Volunteers Handbook



This is an internal document containing information applicable to all Charlie's Gift volunteers. Its purpose is to provide all existing and new volunteers useful information and an outline of the policy and procedures that govern our organisation and all whom operate within it.

More extensive information will be provided to recruited as part of their induction.

ABN 86 568 917 131 | Inc 1700334 | CFN 25591 | GDR

Welcome

Welcome to the Charlie's Gift Community. Charlie's Gift Fund Inc. (Charlie's Gift) values and respects all our volunteers; past, present and future. We are all volunteers at Charlie's Gift from our board members downwards. We recognise our volunteers as an integral part of our organisation and appreciate the time, dedication, skills, knowledge and community spirit our volunteers provide us.

All opportunities are taken to show our appreciation and give back to those who gift us with their valuable time.

We strive to make working with us an enjoyable and rewarding experience and welcome your feedback on how to make your time with us as meaningful and rewarding as possible.

Welcome to the team.

Best Wishes,
Shelly Spalding
Founder/Director

Contents Page

VOLUNTEER HANDBOOK	Error! Bookmark not defined.
Welcome	2
Contents Page.....	3
Benefits of Volunteering.....	4
About Us	5
Our Mission	6
Our Values	7
Executive Committee.....	7
Our objectives	8
ORGANISATION STRUCTURE	9
What You Need to Know.....	10
Peak bodies for volunteers	10
Making a complaint	11
The Principles of Volunteering.....	11
Code of Conduct	12
Dresss Code	13
Key Volunteer Policies and Procedures.....	14
Information we may request before commencing a volunteer role	14
Obtaining Criminal Record Check.....	15
The health and safety of you and others	15
Insurance	16
Transporting Clients.....	17
Mileage Reimbursement	18
Breaks and Meals	18
Hours of Operation	18
Intellectual Propeerty	19
Training, Education, Mentoring and Support	19
Ways We Show Our Appecciation	20

Benefits of Volunteering

It's a fact!



People who volunteer are happier!

Although the idea of giving back to society is often reason enough to volunteer, donating time to a good cause can positively impact your wellbeing in many other ways too.

www.volunteeringaustralia.com.au

Volunteering can:

Give a sense of purpose and enrichment by helping others.

Create a sense of gratitude and community connection.

Reduce risks and symptoms of depression and anxiety.

Increase confidence by trying something new.

Develop meaningful social networks.

Develop new skills or give you opportunities to share and recognise your skills.

Enhance a CV and employment prospects.

Gain accreditation and CPD points.

Be fun and rewarding.

[Why Volunteer - Hunter Volunteer Centre \(hvc.org.au\)](http://www.hvc.org.au)



*“Without the fabulous support of our volunteers we would just be known as **Charlie!**”*

About Us

The Charlie's Gift Fund Incorporated (affectionately known as Charlie's Gift) was founded through Charlie's legacy.

Charlie's Gift is an independent not-for-profit charity founded for the Newcastle and Lake Macquarie communities. Founded to enable the residence in our community to age with confidence and wellbeing, knowing they are valued, connected and supported.

The recent Royal Commission into Aged Care (2021) showed clearly the heart-breaking consequences experienced by older people absent of family or local support.

Charlie's Gift Charity Fund (*Charlie's Gift*) strongly believes that it is not one person's or organisation's responsibility to ensure our older people remain connected to their community without fear of loneliness or isolation. The way forward to better ageing outcomes depends on our community working together to create the change we want. After all, from the moment we are born, we are all ageing!

Effecting change takes time, drive, dedication and, inevitably, funding which Charlie's Gift works tirelessly to provide.

But we can't do it alone, and we need your help! And the support of our community.

Our Mission

To give the residents of Newcastle and Lake Macquarie the confidence and autonomy of choice to age well, valued, supported and socially connected to their communities.

How we aim to achieve our mission

- We will combat the barriers known to negatively impact confident ageing and wellbeing, such as ageism and stereotyping.
- We will design and implement community support programs based on an evidence-based framework that recognises older people as diverse individuals and empowers individual choice and enablement.
- We will design community programs that will support and socially engage older people, mutually benefit the person providing the support and ensure sustainability of support personnel in preparation for the future.
- We will enable our community to connect to and access the information, resources, goods, and services they need for their individual health and wellbeing.
- We will strengthen relationships with other like minded not for profits and charities and facilitate opportunities for community partnerships that work together to support our local communities.

Our Core Values

Integrity



The trust and confidence of our community are of paramount importance to us. Our mission is for us all to age with confidence and prevent the issues associated with loneliness and social isolation. We are driven by our Principles, Core Values, and Code of Conduct through good governance and transparency.

Empathy



We care about the well-being of all who engage with Charlie's Gift. Hearing what you have to say, understanding your needs, showing compassion and providing support is our primary objective.

Community



We know that we are all connected as a community, and to help one helps many. Charlie's Gift is the gift of community connection. We will always take opportunities to show our gratitude and support the people, businesses and services we depend on.

Empower



To empower others is to promote autonomy, resilience and confidence. Our Mission is entrenched in empowering others by showing they are valued, appreciated and heard. We will acknowledge their strengths and provide support if faced with difficulties.

Enable



We appreciate that humans are social beings with an innate need to do for themselves, regardless of age or circumstance. Our purpose is to support and assist those who engage with us to achieve their aspirations.

Board Members



Shelly Spalding
President



Janine Slimmon
Treasurer



Aaron Spalding
Secretary

Our objectives

1. To develop, perfect, and implement face to face community programs to enable long term wellbeing for our older community.
2. To assist our older community at risk of social isolation and hardship due to loneliness and dependence on others for social engagement.
3. To build trusting and supporting relationships with our older community to identify difficulties or issues impacting their long term wellbeing and, with their consent, provide the information, resources and support needed to address these difficulties.
4. To create a trusting, supporting, respectful and strong team culture within the organisation.
5. To build a strong, trusting, valuable community presence with all in the community passionate about enabling better ageing outcomes.

ORGANISATION STRUCTURE



What You Need to Know

Your Rights

Unlike paid staff, volunteers are not covered by awards or work-place agreements. Volunteers however do have rights, some which are enshrined in legislation and some which could be considered the moral obligations of an organisation involving volunteers. Volunteering Australia promotes the following as the basic rights of a volunteer.

- To work in a healthy and safe environment (refer to our various Occupational Health and Safety Act[s]).
- To be interviewed and engaged in accordance with Equal Opportunity and Anti-Discrimination legislation.
- To be adequately covered by insurance.
- To be given accurate and truthful information about the organisation for which you are working.
- To be reimbursed for out of pocket expenses (in keeping with *Charlies Gift* policy guidelines).
- To be given a copy of the organisations volunteer policy and any other policy that affects your work.
- Not to fill a position previously held by a paid worker.
- Not to do the work of paid staff during industrial disputes.
- To have a job description and agreed working hours.
- To be aware of and have access to workplace Grievance policy and procedures.
- To be provided with orientation to the organisation.
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988.
- To be provided with sufficient training to do your job.

Peak bodies for volunteers

- [Volunteering Australia](#)
- [Centre for Volunteering \(New South Wales\)](#)
- [Hunter Volunteer Centre](#)

Making a complaint

Volunteers have the right to make a complaint about a grievance if they feel their rights have not been met. All volunteers will be informed of and have access to Charlie's Gift Fund Inc. Complaints and Grievance Policy as well as the procedures and processes that govern this policy. All volunteers will receive a digital or hard copy of the **Charlie's Gift Fund Inc. Complaint Form** in your induction Pack.

The Principles of Volunteering

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not-for-profit sector.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

Code of Conduct

The Code of Conduct helps to define and develop policies and procedures in keeping with legal requirements and our ethical values and expectations of integrity, respect, community and responsibility.

All volunteers have a responsibility to become familiar with the *Charlie's Gift* Code of Conduct and the legislation, policy, procedures and processes which govern our organisation.

As a volunteer with *Charlie's Gift*, regardless of your role of engagement, you become a representative of *Charlie's Gift*. Duties inside and external to the organisation should be performed effectively and in a manner that promotes a productive and harmonious working environment.

The *Charlie's Gift* Code of Conduct requires that, in the course of your engagement with our organisation you will:

- Behave honestly and with integrity
- Act with due care and diligence
- Treat everyone with respect and courtesy and without harassment
- Comply with all applicable Australian laws
- Comply with all policy relating to money handling, donations and gift receipt.
- Comply with any lawful or reasonable direction given by a person with the authority to give that direction.
- Maintain appropriate confidentiality in relation to dealings with Board Members, the CEO, or Senior Management.
- Disclose, and take steps to avoid, any conflicts of interest whether real or apparent.
- Behave in a way that upholds the values, integrity and reputation of Charlie's Gift Fund Inc.
- Not provide information or advice to clients without approval from senior management.
- Not make improper use of internal information or disclose an employee's status, salary, power or authority in order to gain, or seek to gain, an advantage for the employee/volunteer or for any other person.
- At all times behave in a way that upholds the core values of the Charlie's Gift Fund Inc.
- While on duty externally, at all times behave in a way that upholds the good reputation and trust of Charlie's Gift Fund Inc.



Breaches of the Code of Conduct may relate to specific breaches of policies and procedures and may attract disciplinary action.

- Disciplinary action may include;
 - investigation, removal of privileges or access, repayment of monies, referral to Police in the case of unlawful behaviour, and termination of employment/engagement.

Charlie's Gift Fund Inc. fosters the values of openness, honesty, tolerance, fairness and responsibility in social matters. This is in addition to our core values on page 6.

It is essential that all volunteers recognise and respect not only their own rights and responsibilities, but also the rights and responsibilities of other members of the community and those engaged within Charlie's Gift Fund Inc.

Dress Code

Charlie's Gift do not currently have a uniform for Volunteers.

It is important to Charlie's Gift Fund Inc. that all volunteers, regardless of their role, recognise they are integral to our Organisation's success and progress. As a representative of Charlie's Gift Fund Inc. we request that you dress in a neat and tidy fashion, representative of your role of engagement. For example:

- Community volunteers are encouraged to wear shoes that are slip resistant, cover the whole foot and fit well. No sandals or thongs.
- All volunteers are encouraged to avoid wearing restrictive tight jeans or clothing to allow optimal comfort and movement.
- Choose T-shirt's, tops or shirts that are relatively plain so that identification badges can be easily recognised.
- Community volunteers are to avoid T-shirt's with Meme's or images/printing that may cause offence. *(just assume it will offend somebody)*
- Fundraising volunteers are encouraged to dress in line with the event, such as casual for a sausage sizzle and smart dress for a dinner event.
- Community volunteers who may need to provide older person assistance, such as stabilising the client during car transfers, are encouraged to avoid wearing sharp jewellery and rings that may accidentally bruise or tear their delicate skin.

All Volunteers will be appropriately briefed on their dress code prior to an event or community engagement.

Key Volunteer Policies and Procedures

Charlie's Gift Policy and Procedures are in line with Volunteering Australia's Eight National Volunteer Standards which include:

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer recognition
8. Quality management and continuous improvement
9. Complaints and grievances

Information we may request before commencing a volunteer role

- Personal Contact Information
- Emergency Contact Information
- Bank details (for direct payment of travel mileage reimbursement)
- Character or personal references
- Criminal Record Check
- Copy of your CV
- Current copy of your driver's licence.
- Proof of COVID 19 1st and 2nd immunisation and booster shots
- Copy of your Comprehensive Vehicle Insurance Policy
- Parental Consent letter (if under 18 years)
- All requested information will be filed in accordance with our privacy policy.

Obtaining Criminal Record Check

All Volunteers are requested to obtain a **National Criminal Police Check**. Charlie's Gift Fund Inc. recommends only applying for ACNC (Australian Charity and Not-for-Profit Commission and/or Australian Criminal Intelligence Commission approved agencies.

'An accredited body (sometimes known as an accredited provider) is an Australian organisation or business that has been assessed and approved by the ACIC to have access to the Service to request Nationally Coordinated Criminal History Checks on behalf of individuals. ACIC accredited bodies are entrusted with access to the National Police Checking Service Support System (NSS) in order to submit applications and retrieve check results for consenting applicants'. (ASIC)

Australia Post is an example of an approved agency and applications can be applied for online or at your local post office agency at an approximate cost of \$30.00 for a digital copy and \$40.00 for a paper copy.

Resources:

[Australia Post Police Checks](#)

[Australian Criminal Intelligence Commission Volunteer Checks](#)

The health and safety of you and others

At *Charlie's Gift Fund Inc.* volunteer safety, and the safety of everyone who is involved in our organisation, is a priority.

As a NFP organisation we have safety obligations towards:

- you in your capacity as a volunteer at Charlie's Gift Fund Inc. and the people that you interact with as a part of your volunteer role.

In your volunteer role you have an obligation to:

- take reasonable care for your own health and safety
- take reasonable care for the health and safety of others
- comply with any reasonable instruction by Charlie's Gift Fund Inc Board members and senior management
- disclose to Charlie's Gift Fund Inc. any known concerns you may have about safety or fitness in performing our role; and



- cooperate with any reasonable policies and procedures of Charlie's Gift Fund Inc, including internal and community OH&S policy.

You will be informed of, and have access to, Charlie's Gift Fund Inc. internal and external policies, procedures and regulations, to govern your wellbeing and those you are in contact with during your induction to the organisation.

Please always speak to your supervisor or allocated coordinator if you have any health and safety concern regarding yourself or those you are in contact with while fulfilling your volunteer role.

Complaints and Grievances

Charlie's Gift have policies and procedures in place to guide all Charlie's Gift personnel in the event they experience a grievance from other Charlie's Gift Personnel or an older client. If a grievance is experienced volunteers are to review our Complaints and Grievances procedures which will be made available during their induction to the organisation. Volunteers who experience a grievance from older clients are to report the incident to their volunteer coordinator in private immediately afterwards.

Insurance

We are committed to providing adequate insurance cover for volunteers while carrying out their volunteering roles that have been approved and authorised by us.

Charlie's Gift Fund Inc. has the following insurances: Voluntary Workers Personal Accident Insurance and General Public Liability Insurance.

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you will need to immediately contact your supervisor or WHS representative or First Aid officer appointed by Charlie's Gift as soon as an incident or injury occurs. You will then be provided with an Incident and Injury report form for you to complete.

We want to let you know that the following events are unlikely to be covered by our insurance:

- Damage to personal motor vehicles
- Theft or loss of personal belongings including cash
- Actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from us.
- Criminal activity (including criminal charges arising out of driving incidents), and
- Dishonest or reckless activities (for example turning up intoxicated).

NB: To ensure that your vehicle is covered in cases of an accident or mishap when participating in community programs, volunteers using their own vehicles will require comprehensive vehicle insurance. It is also advisable to contact your Comprehensive Motor Vehicle Insurer and advise of your volunteer role and confirm coverage.

Transporting Clients

Volunteers in community program roles will be required to transport older clients. Charlie's Gift Fund Inc. has an obligation to engage procedures and processes that will, within our capacity, prevent any harm to you or our clients.

For volunteers to be eligible for companionship and support roles for older clients they will need:

- A valid full NSW drivers licence.
- A Safe Driver Reference, stating you are a safe and responsible driver. *This only applies to volunteers who have held a full licence for less than 12-months.* Letters are to be signed by a current and regular passenger over the age of 25 years, for example, a parent.
- Current Comprehensive Motor Vehicle Insurance someone you care for.
- To demonstrate a clean driving record
- Abide by all NSW state driving laws and regulations.

NEVER drink alcohol before or during a client visit or community outing.

NEVER phone or text when driving. If an urgent call needs to be made, park your car in a safe place prior to making the call.



Only use your GPS device when the vehicle is stationary, prior to setting off into the community. If your surroundings are unfamiliar and there is no safe place to park your vehicle only use your GPS device if it is securely placed in a fixed holder and can be used hands free with voice commands.

All volunteers are to notify Charlie's Gift Fund Inc. Management immediately, should you experience a motor vehicle accident or infringement (within or outside your role of engagement), during the period stated in your Volunteer Contract Agreement.

Mileage Reimbursement

Some volunteer positions may require the use of your own vehicle. Example may include;

- attending home visits to older people in the community; and
- transporting older people within the community

Charlie's Gift will reimburse mileage cost in accordance with the Australian Taxation Office guidelines. The rate for 2022-23 is 72 cents per km. **To enable reimbursement of mileage costs, volunteers will be required to keep a monthly travel log** (a copy of which will be provided during your formal induction). Travel logs will be collected and signed off by your supervisor or volunteer coordinator each month for reimbursement.

Breaks and Meals

Charlie's Gift volunteers will receive rest breaks and meal breaks in accordance with Australian Fairwork legislation and practices. Volunteers rostered to work an eight-hour day will be provided with a minimum of two fifteen-minute rest breaks and one-hour lunch break.

Charlie's Gift Fund Inc. do not provide meals or meal allowances. Provision of meals or refreshments will be at the discretion of the Organisation.

Hours of Operation

9:00 am – 5:30 pm

Depending on your volunteer role, volunteers may work from home and mandate their own hours in accordance with their Scope of Works agreement with Charlie's Gift Fund inc. However, volunteer supervisors and/or coordinators will be available during operation hours. Should there be any afterhours emergencies you are to contact Shelly Spalding, Director/Volunteer Manager on 0402 324 828. If forwarding emails to higher management, if urgent, ensure URGENT is typed in the subject line.

Intellectual Property

Intellectual Property (IP) is the intellectual or creative property defined by Charlie's Gift Fund Inc. Charlie's Gift Fund Inc. has the right, under Australian Commonwealth legislation as well as common law practices to protect its intellectual property from breaches of confidentiality and copyright. Intellectual Property pertains to both current and developing intellectual or creative property. Examples include Charlie's Gift Fund Inc.:

- Logo,
- Company name,
- Name and design of programs, campaigns, services and fundraisers
- Publications, brochures, manuals, reports, fact sheets, action plans, annual reports and posters
- Promotional and advertising materials, including photographs, merchandising, jingles and videos
- Website design, copy content and potentially some elements of the layout
- Original computer applications, programs or databases, and
- Any patentable innovations and inventions

Volunteers will be educated on and have access to Charlie's Gift IP policy, including the rights of volunteers providing intellectual and creative content during their engagement with Charlie's Gift during their formal induction.

Training, Education, Mentoring and Support

We aim to support all volunteers who engage with *Charlie's Gift*. All volunteers will be informed on and trained in the Policy and Procedures that govern our not for profit charity fund. When applicable volunteers engaged with us will be provided internal training necessary for them to fulfil their role and term of engagement.

Volunteers who commit to our community programs will participate in our Program Information and Education one-day workshop as well as our volunteer mentoring program. Please contact shelly.spalding@charliesgift.com.au to learn more about our community and mentoring programs.

Ways We Show Our Appreciation

As you know volunteers cannot be compensated through any form of payment. We can however show our gratitude in many other ways. Examples may include:

- Show recognition for a job well done.
- Provide a certificate of Community Volunteer Excellence
- Provide references and skill development for future employment opportunities
- Hold special 'thank you' or social functions
- Hold presentation days at the commencement of community programs
- Host morning teas



Lastly, we welcome all our volunteers to provide comment/advice on how we can improve Volunteer enjoyment and satisfaction while working with us.

Please remember this Volunteer Handbook is a guide only and does not replace your obligations to familiarise yourselves with, and be governed by, Charlie's Gift Fund Incorporated policy and procedure documents.