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GREETINGS FROM THE CHAIR AND CEO

Welcome to the Tailem Bend Community Centre (TBCC).

Volunteers like yourself play a vital role in ensuring that our community remains vibrant and inclusive. We trust that your time with us will be fulfilling and enjoyable.

Thank you for your commitment and for contributing to the betterment of our community.

ABOUT THE CENTRE

The TBCC operates as a non-profit organisation overseen by a dedicated Board of Management comprising individuals who are deeply passionate about our community and its volunteers. The Board convenes regularly to deliberate and make decisions concerning the Centre's operations.

At the helm of the Centre is our CEO, who is employed by the Board of Management. The CEO's responsibilities include providing support to volunteers and staff, seeking funding opportunities, organising programs, and facilitating volunteer training.

As a focal point for community activities, the TBCC hosts a variety of craft, leisure, and personal development courses, as well as community groups and organisations. We collaborate closely with residents, local authorities, schools, and community groups to address the evolving needs of our area's residents.

Established in 1987 in response to local demand, the TBCC has grown significantly over the years. In 1989, through successful lobbying efforts, the property at Railway Terrace was acquired for community use. Subsequent funding secured in 2005 enabled the employment of a CEO, leading to further expansion of our programs and services.

Renovations and extensions to our building, initiated in 1995, reflect our commitment to meeting the evolving needs of our community. The Centre serves as a space for residents to connect, forge new friendships, acquire new skills, and build support networks that extend far beyond our walls.

At TBCC, we pride ourselves on our openness and flexibility, aiming to address community needs in an approachable and informal manner that fosters active participation. We hope that by engaging with the Centre, individuals will enhance their lives and embrace the rich diversity within our community.

TBCC is a dynamic, ever-growing part of our community, committed to continually meeting the needs of our residents. We welcome your input, whether it be comments, constructive feedback, praise, or ideas, as we strive to better serve our community together.

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge that the traditional owners of the land on which TBCC stands are the Ngarrindjeri people. In their language, we say *Anu Nginti*, which translates to "Thank you."

We encourage you to explore the TBCC website (<https://www.tbcc.org.au/>), where you will find comprehensive information about our organisation and its members.

CONTACT DETAILS AND HOURS

141 Railway Terrace, TAILEM BEND, SA 5260
P.O. Box 203, TAILEM BEND, SA 5260
Telephone 08 8572 3513
Fax 08 8572 4813
Email info@tbcc.org.au
Website: www.tbcc.org.au

Monday to Friday 9:00am – 4.30pm
Parking is in front of the Centre and in the surrounds.

Emergency evacuation procedures and diagrams are located in each area of the Centre.

INDUCTION AND ORIENTATION PROGRAM

At TBCC, fostering effective communication among all stakeholders is paramount. We are committed to cultivating an environment that empowers individuals to collaborate collectively and constructively towards achieving our organisational objectives.

The primary objective of the Induction and Orientation Program is to equip you with the essential information necessary for a smooth transition into your volunteer role. This comprehensive program covers TBCC's policies, procedures, and corporate philosophy, enabling you to integrate seamlessly into our activities and culture.

TBCC's Induction and Orientation Program is tailored to:

- ensure you feel warmly welcomed and swiftly acclimate to TBCC.
- establish and uphold Work Health and Safety practices.
- introduce you to key personnel within the organisation.
- offer your insight into the diverse array of TBCC's operations; and
- give you a solid understanding of TBCC's activities and how your role contributes to our mission. This includes defining your responsibilities and ensuring you are well-informed about the expectations associated with your position.

THE ORGANISATION

The TBCC operates as an incorporated entity with a governing body consisting of elected Board Members, led by a Chair. The Centre is a highly regarded organisation driven by volunteers. We take great pride in the accomplishments achieved through the dedication of our workforce, the effectiveness of our leadership, and our collective ambition. Our strong ties to the Murraylands Communities keep us attuned to their ever-evolving needs and challenges, while also sparking enthusiasm for future opportunities.

We offer an extensive array of services, including children's services, transportation, home maintenance, and community services. For a detailed overview of our services, please refer to the comprehensive snapshot available on our website - <https://www.tbcc.org.au/wp-content/uploads/2024/02/TAILEM-BEND-COMUNITY-CENTRE-INC.2023-update-compressed.pdf>

To fulfil its functions effectively, TBCC must have the capacity to generate revenue and hire staff. The primary source of revenue comes from grants provided by the Commonwealth and State Governments, which are aimed at supporting community objectives.

TBCC'S STRATEGIC PLAN

The TBCC Strategic Plan is a comprehensive document that identifies the diverse needs, priorities, and aspirations of our community. It is the result of extensive engagement, including consultations and regular surveys, through which we have gathered valuable insights directly from our community members, gaining a deep understanding of their concerns, aspirations, and priorities. This inclusive process underscores our commitment to serving the community and ensures that our initiatives are responsive and relevant to their evolving needs.

The Strategic Plan serves as a roadmap for TBCC, offering direction for the medium and long term. It establishes priorities and ensures that resources are allocated accordingly. This plan encompasses a vision for 2022-26, outlining the organisation's purpose, guiding principles, and strategic priorities, all of which reflect the community's values and contribute to TBCC's vision.

Core Values

- Embrace an environment of ethical, equality, empathy, engagement, and encouragement - Practice respectful values at all times.
- Contribute to honesty, integrity, and innovation - influence a trusted culture and continuous improvement.
- Support social, cultural and diversity inclusivity - increase participation, cultural awareness, and improve communication.
- Provide professional programs and positive partnerships - collaboratively work as a united team with a 'make it happen' attitude.
- Sustain, safety and security - display a commitment to a safe, confidential environment and strategic independence.

TBCC Strategic Plan 2022-2026

Key Objectives

- 1.1 Assist people at risk of social or financial disadvantage, including Aboriginal and Torres Strait Islander people, those living in rural and remote communities, those living with disability or mental illness, newly arrived migrants, older adults, children, and others disadvantaged by various economic, cultural, social, or educational factors.
- 1.2 Engage in the delivery of support, and promotion of the relief of poverty and distress to those in need within the community, referred to in *clause 4.1; Tailem Bend Community Centre Incorporated Constitution*, through the provision of material assistance, the delivery of support services such as food and financial assistance.
- 1.3 Maintenance and expansion on the existing community development programs and resources, of the Incorporation, aimed at reducing social isolation for people of all ages in the community by fostering an inclusive environment, for people of all cultural orientations, and responding to emerging perceived community needs. Encouraging participants to freely express who they are, their own opinions and points of view, fully participate in teaching, learning, volunteering, work, and social activities within the Murraylands Communities.
- 1.4 Promote and encourage social benefits of volunteering, connections, genuine integration partnerships (with other groups whose objects are similar to those of the Incorporation), to create stronger communities and regional collaboration.
- 1.5 Model excellence for community centres, and model ways other centres can achieve excellence by supporting community centres across the Murraylands Communities and wider South Australia by:
 - 1.5.1 providing leadership in the development of policy affecting community centres and their needs.
 - 1.5.2 advocating on behalf of community centres and those without representation.
 - 1.5.3 advancing positive and new models of delivering benefits to communities offered by community centres; and
 - 1.5.4 developing leadership within community centres.
- 1.6 Establish partnerships with other groups and entities in the community for the purpose of the Objects and liaising with Government departments and other organisations with objects similar to the Objects of the Incorporation.

TBCC Constitution 2024

Leading up to 2026, our goal is to fortify our position as a trusted provider of exemplary, evidence-driven well-being and social services. Leveraging best practices, we are committed

to driving exceptional, inclusive community services that serve the diverse needs of our community.

We kindly request that all volunteers align their efforts with these core values, ensuring that our mission is upheld with the utmost integrity and dedication. Your commitment to these principles is greatly appreciated.

TBCC CONSTITUTION

The Tailem Bend Community Centre Constitution can be obtained upon request for viewing or copying. Please enquire at Reception for further details.

POLICY SUMMARIES

Policies and procedures play a vital role at TBCC as they offer guidance and outline necessary actions in various situations. During your induction process with a TBCC member, you will receive copies of select TBCC policies and procedures.

A Policy and Procedures folder in two volumes is conveniently located at Reception. You are not expected to memorise them, however, we encourage you to familiarise yourself with these policies regularly, as updates may occur. Further below are summaries of some policies that may affect your role at the Centre. We encourage you to review all the policies and procedures in the manual.

Key policy summaries are available upon request or can be accessed on the TBCC website - <https://www.tbcc.org.au/policies-procedures/>

TBCC upholds the principles of equal opportunity, ensuring equity and access in the provision of its services and employment. We believe that all users and staff of the Centre deserve an environment free from discrimination.

Please take note:

- Smoking, the consumption of alcohol, and the use of drugs are forbidden on TBCC premises; and
- Telephone numbers should not be disclosed.

All individuals entering TBCC premises must complete the sign-in sheet for each visit. This procedure ensures insurance coverage while at the Centre.

ELECTED BOARD MEMBERS

When Financial Members elect a Board, they do so with the understanding that Board Members will make decisions that impact the entire community. A Board Member holds no authority to act or make decisions individually on behalf of TBCC. As an incorporated body, decisions by a Board Member can only be made through a resolution of the Board of Management as a whole.

The primary functions of an elected Board Member include:

- representing the community.
- initiating new policies and activities.
- deciding on policies.
- evaluating TBCC activities.
- monitoring TBCC finances; and
- serving in a voluntary capacity.

BOARD MEETINGS

The Board convenes monthly at 5:00pm on the first Wednesday of each month. The Annual General Meeting is held on the first Tuesday in September.

ADMINISTRATION

The Chief Executive Officer heads an administrative team, which works closely with the Board in five main areas:

- Communities for Children (C4C)
- Commonwealth Home Support Programme (CHSP)
- Community Neighbourhood Development (CND)
- Community Transport South Australia (CTSA - RMC)
- Finance

WHAT IS VOLUNTEERING?

Volunteering is characterised by the selfless contribution of time and effort for the betterment of society, without any expectation of financial compensation.

A volunteer chooses, of their own accord, to engage in specific, beneficial activities that serve the community.

Before commencing their volunteer duties, individuals must undergo an official recruitment, selection, orientation, training, and registration process facilitated by TBCC.

The volunteer's role complements that of paid staff; it does not entitle individuals to paid employment, nor does it substitute paid positions. Volunteers are expected to operate within the confines of the law and exercise reasonable care and diligence in their responsibilities.

THE EFFECT OF VOLUNTEERS ON SOCIETY, COMMUNITIES, ORGANISATIONS, INDIVIDUALS

Volunteer involvement:

- serves as a cornerstone of a thriving society.
- plays a crucial role in fostering resilient and inclusive communities.
- enhances the capacity of communities to address challenges and pursue opportunities.
- is deeply personal, fostering a sense of belonging and overall well-being.
- revolves around establishing meaningful connections, linking individuals with causes they are passionate about and enabling a wide range of engagement levels.
- provides organisations with invaluable support in achieving their objectives through volunteer participation; and
- offers volunteers the chance to actively participate in and contribute to the development of their community.

DEFINITIONS

- **CTSA - RMC** – Community Transport South Australia – Riverland, Murray Mallee and Limestone Coast.

- **Volunteer** - a person undertaking tasks or performing a service for TBCC as part of a volunteer program.
- **Volunteer Coordinator** – The TBCC employee responsible for leading and facilitating a strategic and coordinated approach to the management of volunteering programs and services across the organisation.
- **Volunteer Program** - TBCC projects which have the aim of assisting the community.
- **Volunteer Register** - a database of volunteer names and preferences.
- **Volunteer Supervisor** – a Board, staff or volunteer nominated for a program or event who is directly responsible for daily management of a volunteer in their role for a designated volunteer program.

THE VOLUNTEER COORDINATOR

Efficient volunteer involvement necessitates careful planning and organisation. The role of the Volunteer Coordinator is pivotal in providing a centralised point for effective volunteer management within TBCC. This entails directing and supporting both staff and volunteer efforts to collectively achieve TBCC's objectives.

The Volunteer Coordinator maintains close communication with various organisations such as the Office for Volunteers, Community Centre SA Volunteer Managers Network, and Volunteering SA&NT. Furthermore, they actively promote TBCC's Volunteer Program and advocate for volunteering and volunteer recognition in general.

In planning for effective volunteer involvement, the Volunteer Coordinator assists staff in identifying suitable volunteer roles, recruit's volunteers, and monitors and evaluates their contributions to the organisation.

Responsibilities of the Volunteer Coordinator encompass the development, implementation, review, and upkeep of policies and procedures related to volunteers. All employees and volunteers are encouraged to contribute to the identification of areas needing improvement and to participate in the implementation of new policies with appropriate consultation, thereby contributing to the continuous improvement of TBCC's Volunteer Program.

The Volunteer Coordinator ensures that volunteers undergo thorough induction processes, providing them with awareness of their rights and responsibilities, as well as TBCC's Policies and Procedures. They also oversee the resolution process for volunteer-related issues and maintain a register of all volunteers involved in the program, ensuring confidentiality and appropriate handling of volunteer records.

Additionally, the Volunteer Coordinator coordinates grievance resolution processes, offering guidance and feedback as needed, and ensures that volunteers receive appropriate recognition for their contributions.

ASSESSMENT OF VOLUNTEER PROGRAMS

Annually, the Volunteer Coordinator, in collaboration with TBCC Board, staff and volunteers (as deemed necessary), will undertake an evaluation of TBCC volunteers' participation. This assessment will encompass feedback gathered from volunteers, staff, and records documenting volunteer involvement.

VOLUNTEER PROGRAM SUPERVISOR

Every volunteer program is overseen by a nominated supervisor whose role involves providing guidance and oversight to volunteers engaged in their respective work programs. Additionally, the supervisor assists with various processes as needed.

The supervisor possesses the necessary skills and training to fulfil their responsibilities effectively.

If any issues arise, the supervisor will address them in accordance with TBCC policies and procedures.

Participating volunteers will be clearly informed about the identity of their supervisors.

A volunteer may assume the role of a supervisor for other volunteers, provided that the supervising volunteer is directly supervised by a paid staff member.

VOLUNTEER RECRUITMENT PROCESS

Volunteering opportunities are actively promoted to the community through various channels, including the TBCC website, social media platforms, and through word of mouth.

The recruitment of volunteers is coordinated by the TBCC CEO in collaboration with Volunteer Supervisors. Volunteers are selected in a manner that is fair and non-discriminatory, ensuring that their skills align with the Volunteer Program.

All volunteer applicants undergo an interview with the Volunteer Coordinator to assess their suitability for the program of interest and to familiarise them with the necessary prerequisites, which may include obtaining a National Police Check, Child Safe Screening, Volunteer Driver Accreditation (VDAP) and understanding their roles and responsibilities. Additionally, applicants may be required to provide further information such as a driver's licence or details of any health conditions.

During the interview process, volunteers are obligated to disclose any medical conditions, illnesses, or injuries that may impact their ability to perform their volunteer role safely and satisfactorily. Failure to disclose relevant information at this stage may result in withdrawal of the volunteer placement.

Any applicant indicating that they are under medical care for physical or psychological treatment may be requested to provide verification from their doctor regarding their ability to perform volunteer duties safely and satisfactorily. Volunteers undergoing treatment that may affect their volunteer work will require written verification of suitability from their doctor before acceptance.

Both successful and unsuccessful applicants will be notified by mail regarding the status of their application.

Placement of volunteers into suitable programs is the responsibility of the Volunteer Coordinator, who considers information provided on the application form and from the interview. Placement decisions are based on the skills, experience, and interests of the volunteer, in conjunction with the requirements of the Volunteer Program, role description, and available vacancies.



ACCEPTANCE AND APPOINTMENT

Volunteering with TBCC officially commences once the following criteria have been fulfilled:

- Satisfactory completion of a police check.
- Child Safe Screening clearance.
- Completion of orientation, induction, Volunteer Driver Accreditation (VDAP), and on-the-job training.
- Submission of proof of driver's licence and comprehensive motor vehicle insurance if applicable.
- Confirmation of COVID vaccination status where applicable.
- Inclusion of details in the Volunteer Register; and
- Confirmation of start date and roster arrangement with the supervisor.

VOLUNTEER DRIVER APPLICATION PROCESS

Volunteers who intend to drive for the Community Transport South Australia (CTSA - RMC) are required to complete the VDAP, which TBCC staff will assist with, without any associated costs for volunteers.

POLICE CHECKS

The TBCC CEO is required to provide a VOAN number and sign your application before submitting it to the South Australian Police (SAPOL). TBCC covers the cost of your application.

Here are the steps to complete your police check:

- Step 1: Complete the South Australian Police Check application form.
- Step 2: Ensure you have 100 points of original identification as outlined in the application form.
- Step 3: Get your application processed.

OPTION 1

Scan the completed form and email to SAPOL SAPOL.NSS@police.sa.gov.au TBCC staff can do this if you are not confident.

OPTION 2

Attend a police station with:

- your completed application form.
- 100 points of original identification; and
- photocopies of 100 points of identification for certification (TBCC can assist with copying).

At the police station, SAPOL will:

- witness your signature on the application form.
- certify your 100 points of identification.
- complete the authorisation section on your application form; and

- process your request as soon as possible.

OPTION 3

Visit a Justice of the Peace (JP) with:

- your completed application form.
- 100 points of original identification; and
- photocopies of 100 points of identification for certification.

Ask the JP to:

- witness your signature on the application form.
- certify your 100 points of identification.
- complete the authorisation section on your application form.

Send your completed application form, certified copies of your 100 points of identification, and application fee (if applicable) via post to:

Information Services Branch
Records Release Unit
South Australia Police
PO BOX 1539
ADELAIDE SA 5001

SAPOL will then process your request promptly.

For further information, contact the Information Services Branch - Records Release Unit:

Phone: (08) 7322 3347
Email: SAPOL.records@police.sa.gov.au

If you are involved in an act that may compromise your current police certificate, you **MUST** notify the TBCC CEO immediately. Volunteering at TBCC may be suspended until deemed safe by the Board of Management.

You may also require a DHS screening (refer to HR Criminal History Flow Chart). If so, please consult the TBCC Volunteer Coordinator for online processing.

WORKING WITH CHILDREN CHECKS

TBCC will ensure robust Department of Human Services (DHS) Screening processes are followed during recruitment in accordance with Policies, Procedures and its commitment to the safety and wellbeing of children and young people.

VULNERABLE PERSON RELATED EMPLOYMENT SCREENING

TBCC will ensure robust Department of Human Services (DHS) Screening processes are followed during recruitment in accordance with Policies, Procedures and its commitment to the safety and wellbeing of children and young people.

AGED CARE SECTOR EMPLOYMENT SCREENING

TBCC will ensure robust Department of Human Services (DHS) Screening processes are followed during recruitment in accordance with Policies, Procedures and its commitment to the safety and wellbeing of children and young people.

GENERAL EMPLOYMENT PROBITY SCREENING

TBCC will ensure robust Department of Human Services (DHS) Screening processes are followed during recruitment in accordance with Policies, Procedures and its commitment to the safety and wellbeing of children and young people.

AGED CARE REGISTER OF BANNING ORDERS

TBCC will ensure robust Aged Care Register and Banning Order Screening processes are followed during recruitment in accordance with Policies, Procedures and its commitment to the safety and wellbeing of children and young people. A Banning Order can be given when a person:

- is not suitable to be involved with or engaged in aged care.
- did not comply with the Code of Conduct that applies to them.
- is an immediate or severe risk to the safety, health, or wellbeing of one or more care recipients.
- has at any time been convicted of an indictable offense relating to fraud or dishonesty, and
- is an insolvent under administration.

A ban can be permanent or for a specific period. It can be general or specific to types of aged care, or activities the person can undertake. It can also have conditions applied. Banning Orders are published on the public [Aged Care Banning Orders Register](#) website.

WORK RESTRICTIONS FOR STUDENT VISA HOLDERS

TBCC will ensure robust Australian Government Screening processes are followed during recruitment in accordance with Policies, Procedures and its commitment to the safety and wellbeing of children and young people.

TRIAL PERIOD

Each volunteer placement is subject to a probationary period, typically lasting three months, as determined by the Volunteer Coordinator in consultation with relevant staff members.

Upon completion of the probationary period, the program supervisor will conduct a performance review of the volunteer and submit their findings to the Volunteer Coordinator. This review will assess the volunteer's suitability to continue in their role.

Parties involved will also evaluate the volunteer's satisfaction with the role, level of support received, and working relationships.

INACTIVE VOLUNTEERS

Volunteers are expected to meet the minimum commitment requirements for their program area to maintain their status as "active" volunteers with TBCC. For instance, certain programs may require a minimum of one or two shifts per month.

If a volunteer becomes inactive for a period ranging from three to six months without notifying the appropriate staff of the reason for their absence, they will be designated as "inactive." TBCC will reach out to the volunteer to enquire about their intentions regarding resuming or discontinuing volunteering.

Volunteers who have been inactive for six to twelve months and wish to return to volunteering will undergo refresher training to ensure they are informed about any changes that may have occurred during their absence.

Volunteers who have been absent for longer than a year will be required to undergo a complete induction process.

RECOGNITION

Annual volunteer recognition events will be conducted to highlight and reward the contribution of volunteers to TBCC. This may take place during National Volunteers Week, International Volunteer Day, Christmas function, and/or other appropriate occasions.



POLICY OVERVIEWS

Policies and procedures play a crucial role at TBCC as they offer guidance and outline the necessary actions to be taken in specific situations. During your induction process with a TBCC member, you will receive copies of select TBCC policies and procedures.

A dedicated policy and procedures folder (in two volumes) is conveniently located in Reception. While it is not expected that you memorise them, it is beneficial to familiarise yourself with these policies regularly, as updates may occur. What follows are summaries of a few policies that may impact your role in the Centre. We encourage you to review the full Policies and Procedures Manual.

EMERGENCY PROCEDURES

A comprehensive explanation of emergency procedures will be provided during your induction. Please feel free to speak to the CEO if you have any concerns or questions. An emergency evacuation pack is situated next to the CEO's office door, and evacuation plans are posted at every access/egress point in the building to guide you through the process. Information about emergency exits and the locations of fire equipment is displayed at every doorway within the building – please acquaint yourself with this information. The designated evacuation point is the rotunda located across the road from the Centre.

In the event of an emergency, contact 000 and provide details including:

- exact location: 141 Railway Terrace, Tailem Bend, SOUTH AUSTRALIA 5260
- nature of the fire (e.g., flammable liquid, gas, furniture, etc.)
- your name and telephone number.

TBCC is equipped with a monitored security system; the alarm panel can be found on the wall in the entry corridor next to the CEO's office. Please note that keys and alarm codes are not provided to all volunteers. If you believe your role requires key allocation, please consult with the CEO.

FIRST AID

First aid kits are stored in the CEO's office, kitchen and shed. The use of first aid supplies must be recorded on an Incident Report Form, including band-aids. These forms are stored in each first aid kit. TBCC also has an Automatic External Defibrillator (AED) located in the hall next to the CEO's office. All volunteers can use this device in the event of an emergency. A training video is available; however, anyone can use an AED without prior training as the device provides step-by-step instructions. First aid training, including AED usage, is provided to all volunteers.

DUTIES

If you are seeking tasks to complete while at the Centre, refer to the job list on the whiteboard located in the kitchen or at Reception. Please mark items you wish to undertake and tick them once completed. The list will be regularly wiped clean, and new jobs will be posted.

VOLUNTEER TIMESHEET

All volunteers, including Board of Management Members, must fill out the volunteer time sheet upon arrival and departure. This is essential for:

- your own protection in case of any insurance issues (signing in is essential for public liability insurance coverage); and
- meeting requirements from funding bodies, as periodic submission of this information is necessary.

NAME BADGES

Staff and volunteers are encouraged to wear name badges while on duty. Contact the Volunteer Coordinator if you need to order a badge; they typically take a few weeks to arrive.

RECEPTION

When new individuals arrive at the Centre and seem hesitant, they may be new to the town or the Centre. As you may be the first person they meet, offering a friendly face and a warm welcome can make a significant difference. It is crucial to acknowledge visitors promptly upon their entry into the building. If you are engaged in a conversation, interrupt briefly to acknowledge new visitors. Remember, your welcoming demeanour contributes to their positive experience.

GREETING VISITORS / PROGRAM PARTICIPANTS

Greeting people in a welcoming and courteous manner is one of the most important aspects of working at the Community Centre. This initial contact can leave a lasting impression, especially as it may be the visitor's first interaction with the Centre. We encourage an inclusive atmosphere, recognising that visitors may lack confidence, and this initial contact might be a significant step for them. Your attitude is key to creating a welcoming environment.

Admission of visitors into the Centre is at the discretion of the volunteer on duty, and visitors should not be left unattended in the building.

TEPEPHONE

- Answer the telephone promptly and cheerfully, stating, "Tailem Bend Community Centre, this is [Your Name], how may I help you?"
- Speak clearly and in a friendly tone.
- If the call is for someone else, enquire about the caller's name and ask if they mind holding. If the person is unavailable, return to the caller, explain, and offer to take a message.
- If the call is an enquiry and you need time to find information, ask if they mind holding or if you can call them back. Do not leave callers on hold for more than 30 seconds; and
- When taking a message, record the caller's name, message or action, phone number, the receiver's name, and the date and time of the call.
- Messages should be emailed to the relevant person with the subject line: "Phone Message - [Caller's Name and Phone Number]." Even if the caller says they already have the recipient's number, please ask for it again. This helps save the recipient time by having the contact information readily available.

ANSWERING MACHINE

The answering machine should only be on when the Centre is unstaffed, or staff are too busy to take calls. Staff usually check the answering machine for messages and follow through; accordingly, however, if you are required to check it, please refer to staff for assistance.

RECEIPTS

Money handed in to the office must be receipted immediately by undertaking the following process:

- Enter payment details clearly in the Sales or Membership receipt books, located at the first volunteer's desk in the front office.
- Provide the white receipt to the customer.
- Double check the money and place it into a money bag with the pink slip from the receipt book, then deposit it into the money deposit cupboard located next to the first volunteer desk in Reception.
- For EFTPOS receipts, staple them to the pink slip and deposit them in the money deposit cupboard located next to the first volunteer desk in Reception.

DONATIONS

TBCC has Public Benevolent Institution and Deductible Gift Recipient status, which means all donations received are tax deductible.

PETTY CASH & OUT OF POCKET EXPENSES INVOICES

Volunteers must obtain approval from the Volunteer Coordinator before making purchases on behalf of TBCC.

Reimbursements can only be processed by the TBCC Finance Officer.

Place all receipts and invoices in the Finance Officer's tray.

PHOTOCOPYING

You will receive a demonstration on how to use the photocopier. Community members requiring photocopying are charged according to the prices displayed, and we provide this service for them. All copy paper is stored on the shelves under the copier. Ensure there is sufficient paper available, and if more is needed, leave a note for the CEO or Office Staff. Small amounts of money not requiring a receipt may be placed into the Donation Pig.

COMPUTER

Volunteers are encouraged to utilise the computers. After use, follow the correct shutdown procedure and turn off the computer before leaving the office. Restarting your computer weekly is beneficial for its performance and allows it to complete necessary updates. We encourage you to do this regularly and to restart your computer whenever you experience technical issues. The computers at Reception are numbered, and it is important to ensure that the mouse and keyboard remain with their corresponding numbered computer. Please do not swap them around.

NOTICEBOARDS

Remove and recycle any outdated or torn notices. Only advertise or promote private businesses with permission from the CEO. The notice board directly outside the Reception door is for TBCC correspondence only. The notice board closer to the function room is for general public information. The TBCC main key unlocks these notice boards; please ask a staff member to use their keys when accessing them.

BUILDING INSPECTION

Report any safety issues to the CEO or Volunteer Coordinator immediately. If you notice damage, graffiti, lights left on, or unlocked doors during building inspections, report them to the CEO or any member of the Board of Management Committee.

FRONT OFFICE PROCEDURE HANDBOOK

TBCC provides a Front Office Procedure Handbook that details the near the photocopier or the electronic version can be found at:

Dropbox (Tailem Bend Community)\Volunteer\Front office operational procedure\Front office Operational Procedure v5 11.02.2021.docx

TRAINING OPPORTUNITIES

The CEO or Volunteer Coordinator will notify you of relevant training opportunities. There will be no charge for training relevant to your position if attendance has been requested. If you wish to attend a specific training course, please consult the CEO.

COURSES & ACTIVITIES

You are welcome to participate in any of our recreational or support programs.

TUTOR INFORMATION ONLY

Manage course bookings and provide information on course details, dates, and required materials. Each course has a clipboard with pertinent information inside. Record all participants' details on the corresponding clipboard.

ATTENDANCE SHEETS

Attendance sheets are kept in labelled folders in the meeting room. Tutors fill out attendance and replace the sheet in the folder. Attendance sheets are necessary for funding requirements and must be stored appropriately.

CLASS PREPERATION

Ensure heating/cooling is adjusted as needed. Set up the required number of tables and chairs in appropriate rooms. Place necessary equipment in the designated room.

CODE OF CONDUCT

TBCC has a Code of Conduct displayed around the building that all Board Members, staff, tutors, volunteers, and participants are required to adhere to. Failure to comply will result in disciplinary action.

SUMMARY

To uphold the professional standards of the Centre and ensure its effectiveness in serving the community, volunteers are kindly requested to adhere to the provided guidelines.

Your satisfaction in your role is important to us. If you have specific preferences or any concerns, please feel free to discuss them with the CEO or Board of Management.

We deeply appreciate the dedication of our volunteers at the Centre, and we trust that your contributions will bring fulfilment both to you and TBCC.

Thank you once again for your valuable time and commitment. Your contribution is truly valued by all.

WORKPLACE HEALTH AND SAFETY

Safety in the workplace is a collective responsibility shared by every individual utilising the Centre's facilities. While the Board of Management assumes overall responsibility and accountability for the health and safety of all employees and volunteers, it is essential for volunteers to actively participate in maintaining a safe environment.

Volunteers are expected to adhere to all health and safety instructions, prioritise safety in their actions, and mitigate risks to themselves and others whenever possible.

Public liability insurance covers volunteers. In the event of an accident at the Centre, it should be reported to the CEO immediately, who will ensure that the appropriate forms are completed. If the CEO is unavailable, contact the Chairperson of the Board of Management Committee.

Failure to report an accident and complete the necessary forms could result in the loss of the right to compensation.

HAZARDS

Hazards or maintenance issues should be promptly reported to the CEO, and a warning sign, such as "DO NOT USE" or "OUT OF ORDER," must be displayed to alert others.

BE AWARE OF HAZARDS!

- Always lock your personal belongings in the lockers provided.
- Avoid leaving items around that could cause tripping hazards.
- Ensure electrical cords are not positioned in areas that could lead to accidents.
- Properly store garden hoses after use.
- Store tables in appropriate places that do not obstruct access to cupboards or doors.
- Keep the First Aid Kit and Fire Safety equipment areas clear; do not store items in front of these areas.
- Ensure electrical tagging is up to date; report any issues to the CEO.

These are just a few examples of hazards that can be prevented with extra attention and care. Volunteers should remain vigilant and report any potential hazards promptly.

CHEMICAL PRODUCTS

All chemical products, such as fly spray and cleaning products, must be replaced with the exact same product, as Material Safety Data Sheets for all chemicals are filed in the Material Safety Data Sheet Folder. Any new product purchased for the Centre must have a Material Safety Data Sheet provided by the manufacturer and filed accordingly.

PSYCHOSOCIAL HAZARDS

Volunteers should be aware of psychosocial hazards, which are factors in the workplace that can cause psychological or social harm. These hazards include excessive workloads, lack of support, bullying, harassment, and conflicts among team members. Exposure to these stressors can lead to mental health issues such as anxiety, depression, and burnout. It is crucial for volunteers to recognise these hazards and seek support or intervention when needed. Open communication, a supportive environment, and access to mental health resources can help mitigate the impact of psychosocial hazards. Please speak to the TBCC CEO, Volunteer Coordinator or Health and Safety Representative (HRS) Officer if you have any concerns regarding psychosocial hazards.

HEALTH AND SAFETY REPRESENTATIVES

Health and Safety Representatives (HSR Officers) play a crucial role in ensuring a safe workplace by representing the health and safety interests of employees. They are elected by their peers and are responsible for identifying hazards, conducting risk assessments, and facilitating communication between workers and management on safety issues. HSR Officers also participate in safety training, inspections, and incident investigations, ensuring that workplace practices comply with health and safety regulations. Their proactive involvement helps create a safer and healthier work environment for everyone.

VOLUNTEER RESPONSIBILITIES

Volunteers are responsible for following all health and safety instructions, acting safely, and avoiding unnecessary risks to themselves or others.

Except for approved maintenance or repair procedures, volunteers must not interfere with, remove, displace, or render ineffective any safeguard, safety device, equipment, or appliance provided for safety or health purposes.

Volunteers must identify hazards and report them to the CEO or Board of Management in accordance with the *Work Health and Safety Act 2012* (SA), a copy of which is available in the Policy & Procedures folder at Reception.

The Board of Management expects to be informed promptly of accidents, incidents, hazards, and any measures or actions taken, and will take corrective action whenever necessary.

THANK YOU

Thank you for taking the time to read through this induction book. Your dedication to TBCC is greatly appreciated. Always remember that we are here to support you through this process. If you ever feel overwhelmed, please do not hesitate to speak to the staff. Your well-being and comfort are important to us.

