Community Support Procedures

Policies and Procedures are an important part of Inclusion Melbourne's quality system and ensure volunteers and staff understand their responsibilities and act according to our mission, values, and obligations under legislation.

The following procedures have been written specifically for volunteers at Inclusion Melbourne, and are based on the Community Support Team Practice, Inclusion Melbourne Policy and Procedures, and Aged Care Volunteer Visitor's Scheme National Guidelines.

We ask that you take the time to read them within the first three months of your commencement.

Please note that the Volunteer Code of Conduct, signed by you at recruitment, also encompasses several important Inclusion Melbourne Policy and Procedures including:

- Decision Making & Choice

- Conflict of Interest

- Privacy & Confidentiality

- Freedom from Abuse & Neglect

Definitions:

Term	Meaning	Note
ACVVS	Aged Care Volunteer Visitors scheme	An Australian Government scheme that engages volunteers to visit and provide friendship to older people who are receiving government-subsidised residential aged care or Home Care Packages. Inclusion Melbourne is an auspice organisation of the scheme.
NDIS	National Disability Insurance Scheme	An Australian Government scheme that provides eligible people with intellectual, physical, sensory, cognitive and psychosocial disabilities the funding to get the support they need. Inclusion Melbourne is a NDIS registered organisation.
Participant	A person with a disability who meets the access requirements to become a participant of the NDIS	Must have an NDIS goal plan and funding package. Participants can be involved in the Leisure Buddy program.
Recipient	A person eligible for ACVVS visiting	Must have an aged care package, waitlisted for a package or be living in a residential aged care facility.
Match	A term used to refer to a Recipient or a Participant that a volunteer is matched with and volunteers with.	

Contents:

1. Advocacy and zero tolerance of abuse and neglect.

Purpose

1. To ensure ACVVS National guidelines, NDIS Practice standards and Code of Conduct are adhered to.
2. To assist volunteers to understand advocacy and know what to do if asked for help by their match.

Important notes:

1. People with disabilities and elderly people are at greater risk of abuse and neglect.
2. Any concerns about abuse or neglect must be immediately reported to the Community Support Coordinator and documented using a 'Record of Event' form.
3. It is not the role of volunteers to advocate for the older person or person with a disability.

Definitions:

Advocacy: is speaking, acting, and writing on behalf of a disadvantaged person or group to champion their rights, and act on their behalf to represent their views and interests.

Abuse: is when the actions of someone violates human rights. Abuse can be physical, mental, psychological, sexual or even financial.

Neglect: is the failure by a service provider or a person caring for a person with a disability or an elderly person to provide adequate care. Types of neglect include:

- **Physical neglect** - failure to provide adequate food, shelter, clothing and protection. Supervision medical or dental care that places you at undue risk through unsafe environments or practices.

- **Passive neglect** - withholding or failure to provide the necessities of life.

- **Wilful deprivation** - wilfully denying assistance and thereby exposing you to the risk of physical, mental or emotional harm.

- **Emotional neglect** - restricting social, intellectual and emotional growth or wellbeing.

Procedures

1. Volunteers must immediately report any occurrences, or concerns of abuse and neglect to their Community Support Coordinator, who will liaise with Recipients/Participants and supporters as required.

2. If an issue of abuse or neglect is disclosed to the volunteer by a Recipient/Participant, the volunteer must tell Recipient/Participant that they are required to immediately report the disclosure to their supervisor and complete a 'Record of Event' form. (Available on the Volunteer Hub).
3. The Community Support Coordinator will follow the Service User incident reporting policy and procedure and will provide guidance to the volunteer on any further actions, or reporting that may be required.

4. Information can be provided to the Recipient/Participant by the Community Support Coordinator about available advocacy services and complaints processes:

   − For older people, the Older Persons Advocacy Network (OPAN) provides advocacy services. https://opan.org.au/about-us/what-we-do

   − For NDIS Participants, advocacy services are listed on the NDIS Quality and Safeguard Commission website. https://www.ndiscommission.gov.au/participants/disability-advocacy

Information:

- Training is available from OPAN about aged care rights, advocacy, and abuse of older people https://opan.org.au/education/education-for-community

- Training is available from the National Disability Service (NDS). https://www.nds.org.au/resources/zero-tolerance#:~:text=Built%20around%20a%20national%20evidence,and%20violence%20are%20not%20okay

- The Charter of Aged Care Rights is made under the *Aged Care Act 1997*. https://www.agedcarequality.gov.au/consumers/consumer-rights#charter-of-aged-care-rights

- The NDIS Quality and Safeguards Commission upholds the United Nations Convention on the rights of people with disabilities https://www.ndiscommission.gov.au/participants/right-participants#:~:text=The%20NDIS%20Commission%20aims%20to,Rights%20of%20Persons%20with%20Disabilities.

2. Alcohol and Drugs

Purpose

1. Volunteers have a duty of care to their Recipient/Participant. Therefore, at all times a volunteer must be capable of performing their duties when volunteering.

2. As a general rule, volunteers must not consume alcohol, illicit substances or be under the influence of a prescription drug that may affect their behaviour or judgement when volunteering.

Procedure

1. Report to your Community Support Coordinator any change of circumstances related to your health declaration.

2. Any activity where alcohol may be consumed must be discussed with the Community Support Coordinator.

3. Complaints and Feedback

Purpose

1. Complaints and feedback are an important element of Inclusion Melbourne's continuous improvement and OHS processes.

2. To ensure volunteers understand how to make a complaint and provide feedback and have confidence that it will be taken seriously and acted upon as soon as practicable.

3. To ensure that volunteers understand how to help participants/residents make a complaint about Inclusion Melbourne if they wish to do so.

Procedures

Complaints and Feedback from Volunteers:

1. There are various ways you can make a complaint or provide feedback to Inclusion Melbourne. You can:

   - Make a complaint or provide feedback directly to your Community Support Coordinator

   - Make a complaint through Inclusion Melbourne's website: https://inclusionmelbourne.org.au/about-us/feedback/

   - Write an e-mail to Quality&Feedback@Inclusion.melbourne (You can choose to remain anonymous)

     If you are not satisfied that your complaint has been resolved, you can submit a formal complaint or provide feedback in writing (with an option to submit anonymously) using the Record of Event' form accessible via the Volunteer Hub. The Community Support Coordinator will liaise with the Manager of Community Support to problem solve and liaise with other stakeholders if required.

2. A formal complaint will follow the process outlined in the Stakeholder feedback and Complaints Policy & Procedure:

3. All complaints and feedback will be regarded as private and confidential.

4. All Complainants will be responded to within 2 working days.

5. Serious or unresolved complaints will be escalated to the CEO if required.

6. Documentation of complaints and their resolution is maintained and forwarded to the Continuous Improvement Officer who may follow up with the complainant and assist in developing a plan to remedy the complainant's concerns.

7. A complainant will be advised of their right to make an appeal or take the matter to external agencies

such as the Equal Opportunity and Human Rights Commission or the office of the NDIS Quality and Safeguards Commission, if they are not satisfied with Inclusion Melbourne's complaint resolution process.

Complaints and Feedback from participants/residents:

1. Recipients/Participants may sometimes wish to provide feedback or make a complaint about Inclusion Melbourne services. If the Recipient/Participant wishes to provide feedback or make a formal complaint they may ask you for assistance.

Recipients/Participants may:

- Ask you who they can talk to, so they make a complaint or provide feedback. This will normally be the Community Support Coordinator.

- Ask you to pass on feedback/complaints on their behalf to the Community Support Coordinator or any other Inclusion Melbourne feedback channel as described above.

- Ask you to assist in helping them provide feedback/make a complaint (e.g., helping them make a phone call or write their feedback/complaint.

Any Feedback or complaints made by a Recipient/Participant will be managed through the process outlined in the Stakeholder feedback and complaints Policy & Procedure.

4. **COVID-19 Infection Control**

Purpose

1. To provide information and guidance to Volunteers on protocols to manage COVID-19 infections.

2. Inclusion Melbourne will follow guidance published from the Department of Health.

Procedures

Reducing Risk of spread

1. Regularly wash hands with hand sanitiser/soap and water for at least 20 seconds.

2. Avoid touching eyes, nose and mouth with unwashed hands.

3. Cover your nose and mouth with a tissue when you cough or sneeze. If no tissue is available cough or sneeze into your upper sleeve or elbow.

4. Avoid direct contact when greeting colleagues.

5. Maintain a 1.5 metre distance between yourself and others.

6. Enclosed spaces (i.e., rooms) must not have more than one person per 4 square metres.

7. Clean and disinfect regularly touched surfaces such as telephones, keyboards, door handles, etc.

8. Clean and disinfect common areas after use (Bathrooms, Kitchen).

9. Follow most recent DHHS guidelines on PPE.

If you have tested positive with COVID-19:
1. Notify your Community Support Coordinator if you have been in close contact with a Recipient / Participant. The Community Support Coordinator will notify others on a 'needs to know' basis following Privacy and Confidentiality Policy and Procedure.
2. Seek medical treatment if required.
3. Do not resume contact with your Recipient / Participant or others until you test negative
4. Follow any additional guidelines published on the DHHS website.

5. Discipline

Purpose

1. To ensure the people we support receive quality services and any complaints or concerns of under-performance or misconduct related to the Volunteer Code of Conduct and Position Description are dealt with fairly and in line with expected standards and legislation.

2. All Inclusion Melbourne Volunteers are required to follow the Volunteer Code of Conduct and the responsibilities of their Position Description.

3. Any breaches of the Volunteer Code of Conduct or Position Description will be dealt with in a proactive and solutions-based manner.

4. Inclusion Melbourne is not required by law to provide any notice of termination where serious misconduct has occurred.

Definitions:

1. **Misconduct:**

   Where actions:

   - Are inconsistent with Inclusion Melbourne's values and mission

   - Breach Inclusion Melbourne's Policies and Procedures (e.g., discriminatory behaviour or disclosure of a person's personal information in breach of their privacy and confidentiality)

   - Have or could cause serious and imminent risk to the health and safety of people we support or to the reputation of Inclusion Melbourne.

   - Involve theft, fraud, assault, harassment or any unlawful behaviour

2. **Under-performance:**

   Volunteer underperformance is where a volunteer cannot meet the requirements stipulated in their volunteer Code of Conduct or Position Description.

Procedures

1. Volunteers are responsible for notifying their Community Support Coordinator if at any point during their engagement as a volunteer they are unable to adhere to the Code of Conduct or Position Description.

2. Any complaints or concerns about underperformance or misconduct will be fully investigated. The Community Support Coordinator with support of the Community Support Manager will:

- Assess the issue.

- Meet with the volunteer to discuss why underperformance might be occurring.

- Jointly devise solutions, including informal actions to resolve problems.

- Monitor performance.

- Keep all relevant records.

3. The Community Support Coordinator may work with volunteers to help them improve their performance. This can take multiple forms, ranging from regular meetings, additional training and increased support from the Community Support Coordinator.

4. Counselling may be the most appropriate action in a given situation. The aim of counselling is to bring performance or misconduct problems to the attention of the volunteer and allow them to rectify the problem, without the need for a formal warning. Given the nature of a counselling session, it will not be considered to be a formal warning.

5. Where there is an allegation of misconduct that is unproven, the volunteer will be put 'on hold' while a thorough investigation is completed.

6. If formal action is taken, the volunteer will be advised and be given the opportunity to provide a response before any decision is made at a disciplinary meeting.

7. At all stages of the procedure the volunteer will have the right to be accompanied by an appropriate support person.

8. No volunteer will be dismissed for a first breach of discipline except in the case of serious misconduct.

9. A volunteer will have the right to appeal against any disciplinary action.

6. Emergency Management and Evacuation

Purpose

1. To outline procedures for the management of emergencies and critical incidents either in the community or within an Inclusion Melbourne building.

2. To meet OHS and duty of care responsibilities.

3. To ensure the safety of all in the event of an emergency.

Procedures

When in an Inclusion Melbourne building:

1. All regular staff and volunteers record their daily presence at Inclusion Melbourne buildings using a 'sign-in, sign-out' board at reception or at the training campuses.

2. All volunteers, the people we support and visitors to an Inclusion Melbourne building record their presence in a 'Visitors Register'.

3. A Fire Warden is appointed by the OHS Committee annually and will conduct 6 monthly evacuation drills, requiring all present in the building to follow instructions to evacuate. (See the full version of the policy and procedure for Fire Warden Responsibilities).

4. When an emergency occurs in the building, an alarm will be raised when someone witnessing the emergency i.e., fire, gas leak, etc. reports it to the fire warden or most senior person in the building – that person then will:

   - Activate the alarm system (a whistle attached to the fire extinguishers in the main office and the staff room).

   - Call Emergency Service, using 000.

   - Evacuate the premises

When in the community:

1. Remove yourself from danger and assist others if it is safe to do so.
2. Call **000** and follow instructions.
3. Contact emergency contacts if available.
4. Inform your Community Support Coordinator as soon as practical.

7. Employment References

Purpose

1. To ensure Volunteers understand Inclusion Melbourne's position if requesting a formal reference for the purposes of employment or other requirements.

2. To ensure that the information needs of Inclusion Melbourne, the individuals and the other organisations concerned are met in a manner that places no party at risk of misunderstanding or conflict.

Definitions:

1. 'References' refers to material obtained or provided, in confidence or otherwise, to prospective employers to be used to assess a candidate's suitability for a post.

Procedures

Requesting a reference:

1. Current and former volunteers seeking a reference from a member of the Community Support team must provide details in advance about the reason for the reference and the third party that is seeking the reference check.

2. Former volunteers may request a reference up to two years after they have left Inclusion Melbourne

3. If the Community Support Coordinator or Manager agrees to be a referee, then they will provide verbal/phone references only.

4. A written statement may be provided upon request confirming volunteering history with Inclusion Melbourne.

When providing a reference, the Community Support team will:

- Take reasonable care.

- Provide information which is as far as possible true, accurate and fair, and which does not give a misleading impression;

- Provide only honest opinions;

- Express opinions as opinions rather than statements of fact; and

8. Home Visiting

Purpose

To ensure the safety of all volunteers and the Recipient/Participant when a volunteer visits a Recipient or Participant who is living independently in their own home.

This procedure does not apply to a Recipient or Participant living in a Residential facility.

Procedures

Pre-home visit assessment:

1. Where a Recipient/Participant already has in-home support, the Community Support Coordinator will request the current 'Home Visit Safety Assessment' from the provider.

2. Where the Recipient/Participant has no provider, the Community Support Coordinator will complete a Home Visit Safety Checklist and liaise with the family/Recipient/Participant/Volunteer to plan for mitigation of any risks identified.

Prior to a visit:

1. Volunteers are provided with address and directions to the Recipient's/Participant's home, contact details, including emergency numbers.

2. Volunteers record contact details and emergency numbers into their mobile phone.

3. Volunteers liaise directly with the Recipient/Participant's to organise a visit to their home and demonstrate respect and courtesy as visitors.

4. Volunteers always knock on the door and wait for an answer. Immediately contact the Recipient/Participant's emergency contact if:

   - The Recipient/Participant does not answer the door.

   - There is conflict and arguments coming from within the Recipient/Participants home.

   - The person answering the door is unknown and gives you cause for concern.

   - The Recipient/Participant shows behaviours of concern.

5. Contact your Community Support Co-ordinator as soon as possible and complete a Record of Event report.

While visiting:

1. Do not take valuables / any confidential information into the home.

2. Notify the Community Support Coordinator as soon as practicable of any change in the environment or the Recipient/Participants that may impact on safety.

3. Note any hazards to personal safety e.g., unsafe structures/fittings, unknown people present, unrestrained animals.

4. Note the layout of the home and all exits.

5. Aim to place yourself when seated to allow for an easy exit.

6. Ensure you wear protective clothing (if skin contact is required).

7. Do not feel obliged to accept offers of food or drink (you are encouraged to have a personal supply of drinking water).

8. Leave if you feel threatened; however, remain calm and polite.

9. Do not get involved in any arguments with either the recipient / participant or others.

After visit:

1. Wash hands with Anti-bacterial skin wash.

2. If there are any concerns about the visit, contact your Community Support Coordinator as soon as possible and if required complete a Record of an Event report.

9. Infection Control

Purpose

1. To ensure effective Infection control at all times and prevent pathogens being passed from one person to another.

2. Infection is caused by pathogens ('bugs') such as bacteria, viruses, protozoa or fungi getting into or onto the body. It can take some time before the microbes multiply enough to trigger symptoms of illness, which means an infected person may unwittingly be spreading the disease during this incubation period.

3. Infection control aims to prevent pathogens from coming into contact with a person in the first place. Employers are obliged under the Occupational Health and Safety Act 2004 to provide a safe workplace, including the provision of adequate infection control procedures and the right equipment and training.

Transmission of infection

Infectious agents can be spread in a variety of ways, including:

- Breathing in airborne germs – coughs or sneezes release airborne pathogens, which are then inhaled by others.

- Touching contaminated objects or eating contaminated food – the pathogens in a person's faeces may be spread to food or other objects, if their hands are dirty.

- Skin-to-skin contact – the transfer of some pathogens can occur through touch, or by sharing personal items, clothing or objects.

- Contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed to another person's body via cuts or abrasions, or through the mucus membranes of the mouth and eyes.

Procedures

Assumption of risk:

- The basis of good infection control in the workplace is to assume that everyone is potentially infectious. Personal protective equipment (PPE) such as disposable gloves and face masks can be provided if necessary.

Personal hygiene practices:

- Thoroughly wash every part of your hands with water and soap for at least 15 - 20 seconds after visiting the toilet, before preparing food, and after touching Recipient/Participants or equipment.
1. Dry your hands with disposable paper towels.

2. Cover any cuts or abrasions with a waterproof dressing.

3. Always wear gloves if you are touching someone else's broken skin or mucus membrane.

4. Do not share towels, clothing, razors, toothbrushes, shavers or other personal items.

Preparing / sharing food:

1. Wash your hands before and after handling food.

2. Avoid touching your hair, nose, or mouth.

3. Keep hot food hot and cold food cold.

4. Use separate storage, utensils and preparation surfaces for cooked and uncooked foods.

5. Wash all utensils and preparation surfaces thoroughly with hot water and detergent after use.

10. Mobile Phone Use

Purpose

To outline expectations about mobile phone use.

Procedures

1. It is expected that volunteers will have a fully charged mobile phone with them at all times when volunteering.

2. Before commencing volunteering, volunteers are asked to record important numbers into their contacts, including:

   - the Recipient/Participant details and emergency numbers.
   - Inclusion Melbourne Community Support Coordinator.

3. Tutor volunteers must switch their mobile phone to silent mode when in a classroom.

11. Occupational Health and Safety (OH&S)

Purpose:

1. Inclusion Melbourne seeks to provide a safe and healthy work environment for all service users, employees, contractors, volunteers, and visitors and comply with its obligations under the Victorian Occupational Health and Safety (OHS) Act 2004.

2. Inclusion Melbourne has systems in place to ensure a safe working environment so far as is practicable.

Systems include:

- Provision of information about the requirements of OHS, through training, and/or supervision.

- Identification of OHS responsibilities in Position Descriptions.

- Establishment of Designated Work groups and election of Occupational Health and Safety Representatives.

- OHS Committee that meets quarterly.

- Continuous improvement and a culture of 'no-blame' with a dedicated Continuous Improvement Officer and monthly Continuous Improvement Committee meetings.

Procedures

1. Community Support Coordinators will provide OHS information and materials to volunteers as required.

2. Volunteers must report any hazards or risks to the Community Support Coordinator, who will follow up with further assessment and reporting to the OHS Committee.

3. Volunteers are encouraged to provide feedback at any time about any safety issues or concerns.

4. Community Support Coordinators will liaise and consult with volunteers and develop controls to remove hazards and/or mitigate risks as required.

5. All hazards must be reported as per the Reporting and recording procedures for incidents, injuries, illness, hazards or near misses policy and procedure.

6. Community Support Coordinators will report identified hazards internally and undertake investigations and resolutions.

12. Privacy and Confidentiality

Purpose

1. Inclusion Melbourne collects, holds and uses personal and health information where necessary to process applications, provide relevant services and plan for appropriate support and service delivery.

2. Inclusion Melbourne is required under privacy legislation to have appropriate policy and procedures in place to protect the rights of all stakeholders to privacy and confidentiality.

Definitions:

Personal Information: Personal information is any information or opinion about an individual whose identity is apparent, or can reasonably be determined from the information or opinion and includes sensitive information, such as health information.

Procedures

1. All personal information collected by Inclusion Melbourne is only made available to authorised individuals who need to handle that information to conduct their work and/or provide support.

2. Personal information is only collected with the person's informed consent.

3. A publications consent form, must be completed in all instances where the image, likeness, or representation of a person is used in Inclusion Melbourne photographs, film footage, audio material, electronic images, publications, correspondence and/or quotations or in activities organised by the organisation. Inclusion Melbourne will seek to ensure that all material displays the individual and the organisation in the most positive and appropriate manner.

4. The CEO is the Privacy Officer of Inclusion Melbourne and is responsible for ensuring the implementation of privacy policies and procedures.

5. Volunteers are not to disclose or discuss any information about a Recipient/Participant except where information is required related to the provision of support.

6. Personal information will only be disclosed to a third party with the Recipients'/Participants' consent, except where the personal information is required or authorised by or under law.

7. All personal information collected in hard copy is stored in locked filing cabinets.

8. All personal information stored on computer files are password protected.

13. Receiving or Giving Gifts

Purpose

1. To provide guidance to volunteers about receiving or giving gifts, offerings or tokens of appreciation.

Procedures

1. As a general rule volunteers must not accept gifts or give gifts to a Recipient/Participant.

2. Recipients/Participants are advised that volunteers are not to give or accept gifts.

3. In some circumstances, it is recognised that to refuse a small gift may cause offence, such as a card, flowers, clothing items or photographs.

4. Volunteers who accept a small gift as per point 3, are to make note of the gift in their monthly activity update and discuss it with their Community Support Coordinator.

5. A volunteer who wishes to give a gift must always discuss the reasons why and the type of gift with their Community Support Coordinator. Dietary requirements, cultural sensitivities, or the potential for a gift to trigger a bad memory must be considered.

6. There is **no circumstance** where a gift of significant monetary or sentimental value can be accepted.

14. Reporting

Purpose

1. To ensure volunteers are aware of what incidents are and how to report them.

2. To ensure that all volunteers submit a monthly volunteer activity update at the end of each calendar month to enable required data reporting to Inclusion Melbourne's funding bodies.

3. To ensure that any event that occurs during the course of volunteering, such as incident, accident, injury, hazard, or a 'near-miss' is documented using the 'Record of Event' online form available on the Volunteer Hub.

4. Ensure that any compliments, feedback, or complaints are documented using the 'Record of Event' online form available on the Volunteer Hub. (See Complaints and Feedback procedures).

5. To confirm that Community Support Coordinators will undertake any follow-up actions required following Inclusion Melbourne policy and procedures and regulatory requirements under the OH&S, NDIS, and the ACVVS.

Definitions

1. **Incident**: an occurrence, condition, omission, or situation arising during work, where harm has, or could have been caused. This includes any harm, or a risk of harm caused by other people to the person we support.

2. **Reportable Incidents (NDIS):** a certain act or event that has happened (or be alleged to have happened) in connection with the provision of supports or services which includes:

    2.1. The death of a person with disability.

    2.2. Serious injury of a person with disability.

    2.3. Abuse or neglect of a person with disability.

    2.4. Unlawful sexual or physical contact with, or assault of, a person with disability.

    2.5. Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.

    2.6. Use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability.
    2.7. Reportable incidents must be reported to the NDIS commission by Inclusion Melbourne within 24 hours of the incident occurring.

All reportable incidents as detailed above must be immediately reported to the Community Support Manager

3. **Near Miss**: an occurrence, condition or situation arising during work that did occur but there was no harm caused.

4. **Hazard -** is anything (including work practices and procedures) that has the potential to harm the health or safety of a person.

Procedures

Hazard Reporting:

1. Volunteers should take immediate action to remove or minimise the risk associated with any hazards if it safe to do so. This may involve not using any equipment or isolating an area where a spill may have occurred. If a hazard involves bodily fluids or other toxic substances, you must use appropriate safety equipment and a spills kit.

2. Volunteers not able to control the hazard themselves must notify the Community Support Coordinator immediately.

3. Volunteers must document all hazards they identify or are reported to them by Recipients/Participants or family members.

4. All hazards must be documented on the 'Record of Event' form and submitted to the Community Support Coordinator as soon as practical within 24 hours.

5. The Community Support Coordinator will complete follow-up actions and reporting as per Inclusion Melbourne's policy and procedure for incidents, injuries, illnesses, hazards, and near misses.

6. The Community Support Coordinator will document any follow-up actions taken.

Volunteer injuries, accidents, illnesses, near misses:

1. Volunteers must notify their Community Support Coordinator as soon as possible.

2. Any incidents that occur while volunteering that result in a near miss, hazards, property damage, injury or illness must be documented on the Record of Event form.

3. The Community Support Coordinator will liaise with the volunteer regarding any follow up actions required, including further documentation, such as Doctors reports and insurance claiming.

4. The Community Support Coordinator will document all follow-up actions.

Recipient/Participant related Incident Reporting:

1. All incidents that are non-reportable under the NDIS guidelines must be reported to the Community Support Coordinator as soon as possible. If the incident occurred during non – business hours, the incident must be reported the next business day. A Record of Event must be completed.

2. The Community Support Coordinator will provide advice to the volunteer following Inclusion Melbourne's Service User Incident reporting procedures.

3. The Community Support Coordinator will document any follow up actions taken.

Monthly activity reporting

1. Volunteer Counsellors, ACVVS volunteers and Leisure Buddies will keep a record of contact with their match and complete a monthly activity update available on the Volunteer Hub as an online form.

2. Volunteer Tutors will report on the dates and hours they attend the RTO classroom during the month.

3. Project volunteers will report on the dates and types of duties carried out.

4. A reminder text and email will be sent to volunteers with the link to the monthly activity update towards the end of the month detailing the due date of the report.

5. Information at a minimum to be completed in the monthly activity update:

   - Type of contact: in person visit; outing in the community; video or telephone conversation; In writing card, email, letter.

   - How often contact was made within the month

   - Reasons for no contact

   - Good news story about visiting in the month

   - Any issues or concerns

6. Volunteers with limited digital access can contact the Community Support Coordinator by phone to provide their monthly report information.

15. Training

Purpose

To ensure that:

1. Volunteers are provided with the appropriate training related to their role.
2. Inclusion Melbourne meets its legislative obligations.

Procedures

1. Under the NDIS Quality and Safety Commission rules, all volunteers matched with NDIS Participants must complete the NDIS new worker induction module online before commencement. https://training.ndiscommission.gov.au/. Volunteers are required to forward their certificate of completion to the Community Support team for record-keeping.

2. Volunteers matched with a NDIS Participants are required to complete Inclusion Melbourne's induction program within three months of commencement.

3. Volunteers matched with ACVVS Recipients are required to complete the Multiple Sclerosis induction online course prior to commencement.

4. Volunteers will be sent specific instructions about enrolment, attendance and completion for all training programs/courses.

5. A record of all training undertaken by volunteers is maintained by Inclusion Melbourne.

6. Inclusion Melbourne has a suite of online professional development courses available to volunteers upon request.

7. All volunteers will have an initial introduction meeting with their volunteer match and the Community Support Coordinator.

8. Tutors and Project volunteers will have a site orientation and introduction to those they are supporting and/or working with.

9. The Community Support Coordinator provides information to the volunteer as per the Privacy and Confidentiality policy and procedure to ensure safety and wellbeing.

16. Transport and Vehicle

Purpose

To ensure safe practices when accompanying and travelling in the community with a match and to provide guidance on volunteer driver responsibilities.

Requirements:

1. Volunteers using their personal vehicle for volunteering must read the Volunteer Transport and Vehicle policy and procedure in full and sign a declaration of understanding when completing the volunteer application form.

2. Drivers must provide a photo of their drivers' licence for Inclusion Melbourne records.

3. Drivers must have comprehensive or third-party insurance on their vehicle.

Procedure

Using a personal vehicle when volunteering:

Drivers must:

1. Have a full or probationary Victorian drivers' licence.

2. Obey all Victorian road rules, including not using a mobile device while driving at any time.

3. Maintain a clean and tidy car.

4. Be fit and well to drive.

5. Not smoke in the vehicle while volunteering.

In the case of an accident if you or anyone else is injured:

1. Administer first aid or call an ambulance and/or police on 000 if required.

2. Stay with the person you are supporting and contact their emergency contact if required.

3. Contact your insurance company.

4. Take notes and photos for future reference (for example: other vehicle registrations, location, time) to assist with insurance claims.

5. Inform your Community Support Coordinator as soon as possible and complete an incident form.

17. Vaccination

Purpose

To ensure that Inclusion Melbourne meets mandatory and recommended vaccination requirements for all volunteers having contact with vulnerable Victorian citizens.

Procedure

Flu:

1. Volunteers will be advised about Flu vaccination requirements on a case-by-case basis, noting that many residential aged care facilities require all visitors to provide evidence of an annual flu vaccination.

2. Vaccination status certificates must be sighted by your Community Support Coordinator.

COVID-19:

1. The Victorian Government has introduced mandatory COVID vaccination requirements for all authorised workers, including disability workers and volunteers.

2. All volunteers must have had a minimum of three COVID vaccinations

3. COVID 19 Vaccination status certificates must be sighted by your Community Support Coordinator.

4. Volunteers who do not provide a COVID vaccination certificate will not be able to volunteer.

18. Volunteer Insurance

Purpose

Volunteers are not paid employees and therefore are not covered by Work Cover in case of an accident or injury that may occur while volunteering. Therefore, Inclusion Melbourne has the following insurance coverage:

Inclusion Melbourne insurance coverage for volunteers includes:

- Public Liability – for any legal liability to third parties for personal injury or property damage caused by occurrences related to volunteering duties.

- Personal Accident – to cover volunteers for any out-of-pocket expenses following accidental injury, disability or death while carrying out their work on behalf of the organisation, including loss of income.

- Professional indemnity – to compensate the organisation for loss incurred through a claim made against the organisation for breach of professional duty arising from negligence, errors, omission, defamation, loss of records or documents, dishonest acts etc., by a volunteer.

Procedure

1. In the event that a volunteer has an accident or injury while volunteering, they must follow reporting procedures as per the Reporting and recording procedures for incidents, injuries, illness, hazards or near misses policy & procedure.

19. Volunteer Reimbursement

Purpose

1. To ensure Volunteers are informed and understand the criteria for entitlements to reimbursement of approved out-of-pocket expenses.

2. To ensure volunteer expenses are within budgeted limits.

3. To ensure timely reimbursement of volunteer 'out of pocket' expenses.

Procedure

1. Out of pocket expenses incurred by volunteers must be authorised by the Community Support Coordinator before the expense is incurred.

2. Volunteers are required to pay for their own food and drink.

3. To make a claim volunteers must complete a Staff and Volunteer expenses claim form available on the Volunteer Hub and forward it to the Community Support Coordinator. The Community Support Coordinator will then forward the claim to the Community support Manager for authorisation. Once authorised the claim will be forwarded to Finance.

4. The claim form must include a receipt for the expense and bank details.

5. Payment will be directly credited into the volunteer's nominated bank account by the finance department at the next staff pay run.

20. Workplace Bullying, Harassment and Discrimination

Purpose

1. To ensure Inclusion Melbourne provide a service and workplace free from any kind of bullying, harassment or discrimination. Inclusion Melbourne employs both proactive and responsive strategies to maintain a safe and welcoming work environment and service.

2. The 'workplace' includes intra-organisational and service delivery relationships.

Definitions:

Direct bullying includes verbal abuse; undue direct negative criticism; spreading rumours or innuendo about a person; and maliciously interfering with a person's ability to perform work tasks.

Indirect bullying includes: unjustified criticism and complaints; deliberately excluding someone from workplace activities; deliberately denying access to information or other resources that are required for effective work; deliberately changing work arrangements to inconvenience a particular person or persons; setting tasks or timelines that are unreasonably above or below an employee's capacity; consistently singling out an employee for appraisal while treating other employees with significantly less scrutiny, and maliciously making a bullying complaint about another volunteer.

Recognition of bullying is the first step in addressing this behaviour.

Therefore:

- Volunteers need to be able to recognise the types of behaviour that constitute bullying.

- Volunteers should understand that there are legitimate behaviours (such as giving instructions or feedback) that can be misinterpreted as bullying. The manner in which the instructions and/or feedback is delivered is important and should be well-thought-out to best avoid any misinterpretation.

- Bullying can occur in many situations. There can be 'downwards' bullying from managers or supervisors, 'side-wards' bullying from other volunteers and 'upwards' bullying towards management.

- Volunteers are to be aware that this behaviour is unacceptable and may result in disciplinary procedures or termination.

Bullying does not cover situations where a volunteer has a complaint/grievance about legitimate and reasonable processes, such as:

- Performance management processes.

- Allocation of work in compliance with policies, procedures, position descriptions and work systems.
- Disciplinary action.
- Differences of opinion/workplace conflict.

Discrimination occurs when a person considers they have been treated less favourably owing to an attribute (listed below) when compared with a person not of that attribute.

Protected attributes can include:

- Age
- Disability/Impairment
- Industrial activity/inactivity
- Lawful sexual activity
- Gender identity
- Sexual orientation
- Marital status, including de facto relationships
- Physical features
- Political belief or activity
- Pregnancy/breastfeeding
- Race
- Religious belief or activity
- Status as a parent or carer
- Personal association with someone of the above attributes
- Irrelevant criminal conviction
- Financial status

There are two types of discrimination:

Direct discrimination occurs when an individual is victimised or their role within the organisation is hindered due to their attribute(s). For example, not employing an individual because of their ethnic background.

Indirect discrimination occurs where an employer's policies or work practices are the same for everyone but place a particular employee or group of employees at a disadvantage. For example, dismissing an employee due to their inability to attend training courses on weekends because of home duties.

Harassment is any form of behaviour that is: not wanted; not asked for and not returned; and makes the receiver feel humiliated, offended or intimidated. Harassment can involve actions, comments, behaviour or physical contact. It undermines the standard of conduct within a work area, which may erode the wellbeing of the individual or group being targeted. Unlawful harassment may relate to any of the attributes protected in various equal opportunity legislation mentioned above. It is important to note that it is irrelevant as to whether or not the inappropriate behaviour was intended. It is also important to understand that it is the person being subjected to the behaviour who determines whether the behaviour is welcome or unwelcome.

Victimisation is seen to occur when someone who has raised an equal opportunity complaint suffers a negative consequence as a result of raising that concern.

Procedures

All Inclusion Melbourne employees and volunteers commit to our values of respect and dignity and are required to consider the following behaviours and attitudes in their day-to-day activities.

1. Set a positive example by role modelling appropriate behaviour and communication.

2. Ensure any complaints of bullying or harassment are treated seriously, confidentially and without prejudice.

3. Monitor the work environment and ensure that workplace behaviour meets Inclusion Melbourne's standards and values.

4. Ensure no one is victimised for making a complaint or assisting with the investigation of a complaint.

5. Encourage and guide volunteers to follow Inclusion Melbourne's internal resolution procedures when dealing with a complaint.

6. Supervisors dealing with complaints of bullying, harassment or discrimination must deal with it seriously, professionally and efficiently.

Employees or volunteers experiencing bullying, harassment or discrimination must undertake the following process:

1. Document the behaviour in a detailed and concise way. This should happen as soon as possible after the behaviour has occurred.

2. If comfortable to do so, address the behaviour with the person involved. Advise the person involved that their behaviour violates Inclusion Melbourne's policies and values.

3. Report the matter (with your supporting documents) to your Community Support Coordinator. In instances where this is not possible, or the Community Support Coordinator has not responded effectively or efficiently, report the matter to the Manager, Community Support, or the CEO. Allegations will be treated quickly, seriously, and sympathetically. They will be investigated thoroughly, impartially, and confidentially.