

# **Staff and Volunteer**

## **Induction Information**

### **Manual**

#### **Osborne Park**

### **Volunteer Conduct and Communication Standard Requirements**

1. Please ensure to communicate respectfully and courteously to clients and all staff and volunteers at all times.
2. Discuss any problems and issues with the Manager, if you are unable to resolve them.
3. Inappropriate behaviour and conduct will not be tolerated and volunteers may be asked to leave the program, this also relates to those from other organisations including all visitors, staff and volunteers.
4. Always aim to keep a harmonious and peaceable environment at all times.
5. Even though we are a Christian based organisation, ministering to other volunteers needs to be done in an appropriate way.
6. Bad Language – swearing, cursing, and threats - will not be tolerated, and will be removed from the situation by the Manager.

### **Sexual Harassment is illegal in Australia under the Sex Discrimination Act 1984 and is not tolerated in VLC and MCCO.**

Examples of conduct likely to be considered sexual in nature:

1. touching, cornering or kissing
2. inappropriate staring or leering
3. insults or taunts of a sexual nature
4. repeated or inappropriate invitations to go out on dates
5. requests for sexual favours
6. repeated or inappropriate advances on email or social networking websites
7. intrusive questions about a person's private life or physical appearance
8. sexual gestures, indecent exposure or inappropriate display of the body
9. sexually suggestive comments or jokes
10. sexually explicit pictures, posters, gifts, emails or text messages
11. requests or pressure for sex or other sexual acts
12. inappropriate physical contact

13. stalking, actual or attempted rape or sexual assault.

**If you feel in any way uncomfortable about how a fellow team member has spoken or behaved towards you or another fellow team member you should immediately report the matter to the Bryam Serna Outreach & Logistic Manager, who will follow up a.s.a.p. you may be required to fill out an incident/complaint form as part of an appropriate response.**

### **Work Attire Policy**

The purpose of this policy is to promote a dress standard for both staff and volunteers that:

1. is appropriate to the type of work performed
2. meets with Occupational Health and Safety requirements
3. and follows Christian ethical standards

### **Policy Statements**

A dress standard reflects the image of Margaret Court Community Outreach on the way we are viewed by staff, volunteers, clients and their families, including the general public and visiting dignitaries.

It is strongly suggested that dress standards and personal presentation of all staff and volunteers will:

1. serve as a positive presentation and impression for the general public and clients
2. be appropriate and well suited for the work environment, considering the Occupational Health and Safety requirements
3. and reflects well on the image of the church and vision

The following dress standards are considered to be **inappropriate** for all staff and volunteers, and may also want to heavily consider the potential negative impact/outcomes of wearing inappropriate clothing or accessories (dangling jewellery/bracelets) whilst actively working within the Margaret Court Community Outreach premises:

1. an exposed midriff
2. an exposed cleavage
3. tank tops, singlets, backless tops or revealing items of clothing
4. transparent or see-through clothing

5. men's pants that expose the buttocks or underwear
6. miniskirts / shorts or tights
7. thongs, sandals or any non-closed footwear (OHS issues and concerns)
8. clothing that displays inappropriate or racist content (slogans/quotations that are offensive).
9. and anything else that makes Political or Social Statements.

### **Personal Protective Equipment**

Margaret Court Community Outreach is committed to ensuring the safety, health and wellbeing of all staff and volunteers. Certain work environments require certain personal protective equipment to reduce the risk of work related accidents and to prevent hazardous situations from occurring.

#### **Footwear:**

1. The appropriate footwear for staff or volunteer would be enclosed shoes of the following sorts: sneakers, boots or flats
2. Flip-flops thongs are not permitted.

#### **High visibility vests:**

1. Whilst loading/unloading boxes/crates, or transferring packages/crates/items from one location to another, for safety purposes, fluoro vests are required for the well-being of all volunteers and staff members.
2. These vests must always be worn when going onto any other work sites for pickups and deliveries.

#### **Hats/Sunscreen:**

1. (sun protection): prolonged exposure to direct sunlight can have permanent damage/effects on a human body.
2. During hot weather or sunny days, hats and sunscreen are recommended for personal use to prevent sunburn, heat stroke or exhaustion. Drink plenty of water.

**Below are requirements for prevention of food contaminations to ensure all staff and volunteers remain safe:**

**Gloves:**

1. When handling food, liquids or packaging, gloves are mandatory to prevent contamination or transmissions of bacterial infection between staff/volunteer members and clients.
2. Gloves and hand sanitizer are provided for all to use.
3. Hand sanitizer must be used after toilet breaks and before entering the kitchen.

**The Manager reserves the right to discuss personal presentation at any time with an employee or volunteer. To ensure that hazardous situations or accidents can be avoided, Margaret Court Community Outreach requires team cooperation from all staff and volunteers.**

**Should staff or volunteers disregard dress code standards for safety regulations the Manager, reserves the right to:**

1. Remind the employee/volunteer of the acceptable standard of dress and personal appearance, and why such codes exist.
2. Provide a reasonable period of time for the employee/volunteer to change their appearance in line with the required standard, taking into consideration any financial limitations or obligations.
3. Advise the person in question to leave the site and not return until compliance is put in place.

This will ensure the safety of all parties concerned and also maintain compliance with any regulating body.

**NOTE**

1. **Fire Assembly** area is located at outside gate/fence area, on grassed area, of 14a Neil Street, Osborne Park. Also you must follow the Manager/Supervisor on duty, for the evacuation procedure.
2. **Fire Exit** signs are located at various points throughout warehouse and office areas.