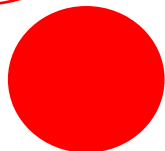
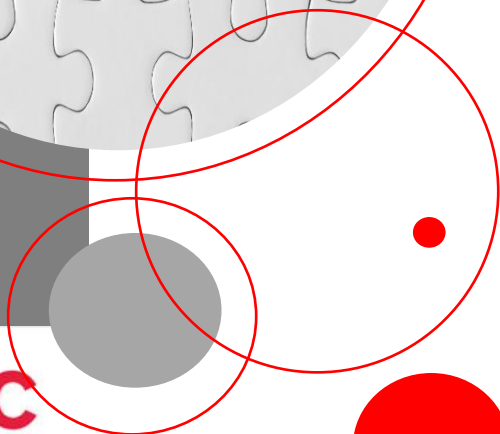
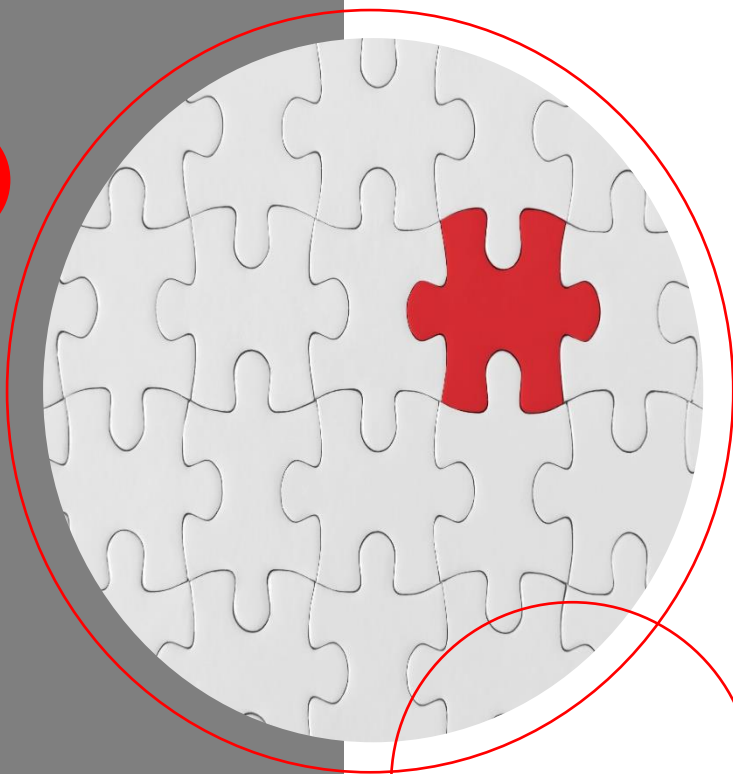


VOLUNTEER BOOKLET



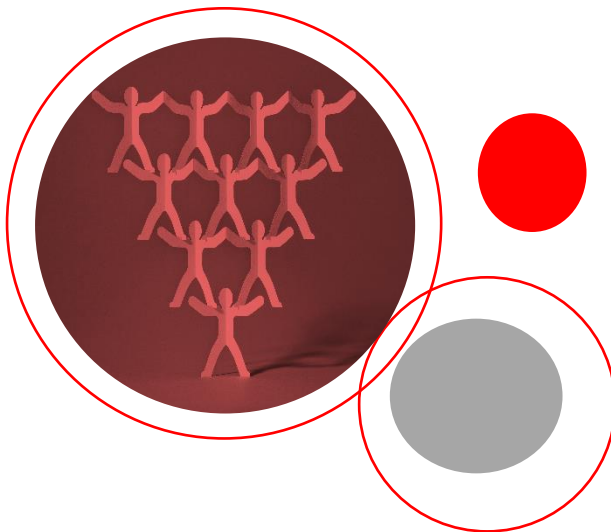


ACKNOWLEDGEMENT OF COUNTRY

Blacktown Area Community Centres Inc. (BACC) acknowledges the Traditional Owners of the land in which we work, The Darug People.

We pay our respects for their Elders past, present and future. We acknowledge our gratitude that we share this land today, our sorrow for some of the costs of that sharing and our hope and belief that we can move to a place of equity, justice and partnership together.

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ABOUT BACC

Blacktown Area Community Centres Inc. (BACC) exist to provide information, activities and supports to our local community. We offer social, recreational and cultural events and programs and offer information, support and practical assistance through various funded projects.

OUR MISSION: To provide a wholistic range of strategic, accessible and inclusive initiatives that are responsive to the needs of our community.

Guided by social justice principals, BACC empowers individuals and families to actively participate in community life.

OUR VISION: BACC envisages an empowered community that is well resourced, inclusive, diverse and safe.

OUR VALUES

SAFETY

INTEGRITY

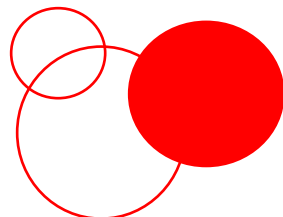
HUMILITY

EMPOWERMENT

RESPONSIVE

RESPECTFUL

INCLUSIVE



BACC VALUES

SAFETY

The physical, emotional and psychological safety and wellbeing of our community is fundamental to BACC's work

INTEGRITY

BACC is committed to being honest, professional, accountable and transparent in everything we do

HUMILITY

BACC understands that we only exist to serve our community. We are always open to improvements and seek honest feedback

EMPOWERMENT

BACC promotes self determination by building capacity, capability and resilience within our community

RESPONSIVE

BACC consults and adjusts to meet the changing needs of our community

RESPECTFUL

BACC responds without any bias and judgement and actively respects the dignity of all individuals

INCLUSIVE

BACC encourages, values and respects diversity



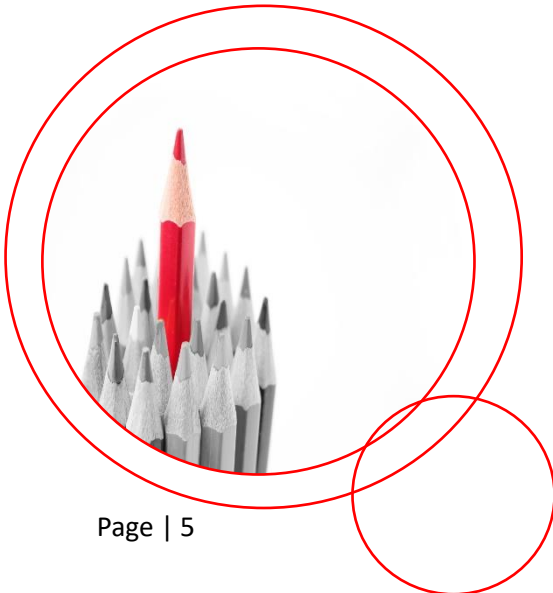
VOLUNTEERING AT BACC

Volunteering at BACC is managed and coordinated. It provides an excellent opportunity to contribute to your community, to learn new skills, develop existing skills or teach others your skills, to gain work experience for study or personal development and ultimately, to have fun through a rewarding experience!

DEFINITION: Volunteering is time willingly given for the common good and without financial gain.

OUR VOLUNTEERING PROGRAM:

- Offers volunteers the opportunity to gain skills and/or a positive volunteering experience.
- Builds a strong connection with the community.
- Fosters diversity in our workplace.

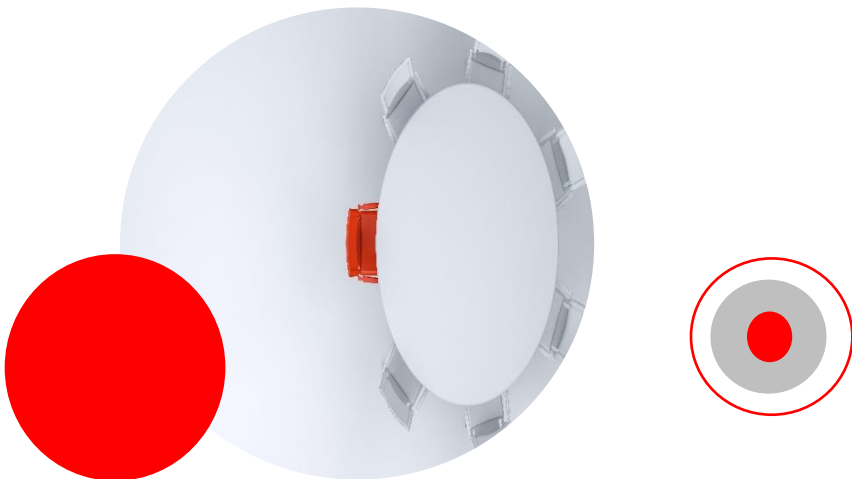


Volunteers provide BACC with general and specific skills and experience required for specific programs.

BACC appreciates and values the two way relationship between the organisation and volunteers and is committed to provide a volunteer program that not only assists BACC's work but also satisfies volunteers needs and expectations.

VOLUNTEER RIGHTS

- Receive adequate and clear instruction.
- Be assigned suitable tasks and responsibilities.
- To say no to tasks they are unable to do.
- To have on the job supervision.
- Receive respect and support from their co-workers as well as recognition and feedback from their supervisor for their work.
- Be reimbursed for out-of-pocket expenses, providing prior approval is obtained.
- Be briefed on the broader aspects of BACC and discuss with their supervisor whether BACC is suited to them or whether they are suited to BACC.
- Request a reference from their supervisor when applying for a job providing the volunteer has worked at BACC for a minimum period of three months.
- Provide feedback, suggestions and recommendations regarding their job or the wider program.
- Gain new skills and experiences.



VOLUNTEER RESPONSIBILITIES

BACC asks our volunteers to:

- Be reliable and commit, where possible, to regular day/s and time of work so tasks can be planned accordingly.
- Keep BACC informed of changes of address and phone number.
- Be responsible to and consult with their supervisor.
- To ask for support when needed.
- Abide by BACC policies and procedures at all times.
- Appreciate and respect the confidential nature of information that may be acquired during course of duties.
- Discuss any grievances or problems with their supervisor.
- Not to spend any money or order goods on behalf of BACC without prior approval.
- Notify their supervisor if they are no longer able to work with BACC.
- Show enthusiasm, loyalty and belief in the work of the organisation.
- Inform BACC of any pre-existing medical conditions or special needs that might affect their ability to undertake certain tasks.
- Report any injury immediately to their supervisor.
- Have a valid WWCC or a willingness to obtain one.
- Have at least 2 COVID 19 Vaccinations.

RECRUITMENT: BACC's motto for its recruitment policy is: *matching our needs with the volunteers skills and availability.*

Our recruitment policy and procedures are consistent with Australian Federal and State non-discriminatory regulations, practices and guidelines. That means that BACC does not refuse a volunteer because of race, age, gender, religion, cultural background, sexual preference and/or disability.

However BACC has the right of refusal of volunteers when they do not match its needs and requirements.

BACC views volunteering as being a two-way relationship: *Providing an opportunity to achieve our goals by involving volunteers and for volunteers to make meaningful use of their time and skills by contributing to social and community outcomes.*

When potential volunteers contact BACC they will receive a **Volunteering with BACC** Package and be asked to attend a meeting with the Community Programs' Coordinator to discuss their:

- Interest in volunteering with BACC.
- Expectations.
- Work/life experience.
- Availability.
- Specific needs or limitations.

Volunteering with BACC Package includes:

- Various BACC Brochures.
- Latest Annual Report.
- Community Programs Coordinator contact details.
- Volunteer Expression of Interest Form.
- This booklet.

ORIENTATION & INDUCTION: BACC will provide an orientation and induction session with all who have accepted a volunteer position with BACC.

The orientation and induction will vary based on each volunteer's role. However, all volunteers will be provided with the following:

- Volunteers Personal Details Form.
- BACC's Code of Conduct (s).
- Copy of the organisational structure with an explanation of lines of authority.

BACC will require copies a copy of

- Vaccination Certificate.
- WWCC.
- 100 points of ID.

BACC is committed to providing a safe work place for all employees and volunteers and in return asks all of them to accept their responsibility to work safety. This means working intelligently, with common sense and foresight.

All volunteers will be asked to fill in the 'sign in book' on arrival and departure to indicate their presence in the building.

Like staff, volunteers must report any injury immediately to their supervisor.

FEEDBACK FROM VOLUNTEERS: BACC agrees that a two-way feedback process is a central part of a Volunteer Management Program allowing volunteers the opportunity to comment on their experience and suggesting ideas for its improvement.

This facilitates BACC to have the opportunity to acknowledge and provide input to volunteer performance by adopting three different approaches:

1. Keeping in touch with volunteers through conversations.
2. Periodic 'spot checks'.
3. Formal Supervision sessions with the Community Programs Coordinator.

BACC agrees that monitoring how volunteers are performing is essential for three reasons;

1. To know the tasks given to the volunteers have been achieved properly.
2. To know if the volunteer is reaching their own expectations and getting appropriate support.
3. To receive feedback about the volunteer program.

CESSATION OF VOLUNTEER INVOLVEMENT:

Volunteer involvement at BACC can finish because of three reasons:

1. Unsatisfactory performance;
2. Dismissal; and
3. Resignation.

Cessation due to **unsatisfactory performance** will occur when the procedure to notify and improve poor or inadequate performance has failed.

Dismissal will take place immediately if a volunteer behaves inappropriately in a manner that is dangerous, harmful and/or contrary to BACC's policies.

Resignation will occur when a volunteer no longer wishes or is unable to continue their involvement with BACC. In this case the volunteer should provide as much notice as possible.



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9626 5312**