

Diligence and Excellence

- demonstrate competence and exercise due care and attention when performing duties
- comply with Wesley Mission Queensland policies and procedures, values and standards.

Integrity

- not engage in any conduct which might adversely affect Wesley Mission Queensland's reputation in the community
- not accept or encourage any benefit or gift including a cash gift, or free service. Small tokens of appreciation (limited to flowers, chocolates or similar) are accepted
- be accountable for actions and decisions taken.

Economy and Efficiency

- ensure work time, equipment and facilities are used appropriately and for work purposes only
- ensure that Wesley Mission Queensland resources and equipment (human, material and financial) are used efficiently and properly accounted for.

System of Law and Reasonable Direction

- comply with all reasonable, lawful directions given by your supervisor
- notify management immediately if charged with a criminal offence.



- | Aged Care
- | Disability and Mental Health
- | Hardship Relief
- | Child Care, Youth and Families



Thank you for being a Wesley Mission Queensland volunteer.



To find out more please contact us:

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Volunteering Safely *with* Wesley Mission Queensland



Your safety

Volunteers play a very important role in Wesley Mission Queensland and make significant contributions to our organisation every day. Wesley Mission Queensland is committed to having a safe, supportive and healthy work environment for all our volunteers.

This pamphlet gives advice on what you need to do to help keep you and Wesley Mission Queensland workplaces healthy and safe.

Legislation

In line with the Work Health and Safety Act 2011 and Regulations, Wesley Mission Queensland will make sure you are as safe as possible while you are volunteering with us, but as a volunteer you must:

- take reasonable care for your own health and safety
- take reasonable care to make sure you don't affect the health and safety of others
- do your tasks in a safe way
- follow work health and safety instructions, and
- follow the work health and safety policies and procedures in the area you volunteer.

These responsibilities apply to all volunteers at Wesley Mission Queensland workplaces. Your supervisor will give you more specific information about how you can follow Work Health and Safety legislation and help to keep everyone safe while you are volunteering with us.

Incident reporting

Report all accidents, injuries, near accidents, aggressive or challenging behaviours and unsafe conditions immediately to your supervisor. Your supervisor will tell the appropriate person(s) about the situation and help you to complete an Incident and Investigation Report.

First Aid

All Wesley Mission Queensland workplaces are equipped with first aid kits. If you are injured please tell the nearest Wesley Mission Queensland employee immediately.

Evacuation procedure

In all Wesley Mission Queensland workplaces and at all our events, we ask that you follow these general guidelines during an emergency procedure:

- Always sign in when you enter a building and then sign out when you leave. At an event, sign on and off on the attendance sheet. This gives the local manager, your supervisor, wardens, and other relevant staff information on who is in attendance during an emergency procedure.
- If you see any type of dangerous or unusual activity, remove yourself from risk and tell the nearest Wesley Mission Queensland employee immediately.

If you hear an alarm (unless told otherwise):

- Go straight to the advised assembly area.
- Do not help in moving residents or clients.
- Report to the wardens or designated staff.
- Stay in the assembly area until you are told it is safe to leave by the local manager, wardens or designated staff.

Dress code

When volunteering, wear clothing that is in good repair, respectful, role appropriate, safe and comfortable. Your supervisor will tell you if you need to wear any special clothing for your role. You must always display your identification card in a prominent position while in Wesley Mission Queensland workplaces.

Infection control

At Wesley Mission Queensland, we have infection control measures in place to provide a safe and clean environment for everyone. Please do not attend your shift if you are ill or at risk of passing on an infection. If you are unsure, please contact your supervisor to discuss further and always tell your supervisor if you will not be attending your shift.

Smoking

You cannot smoke in Wesley Mission Queensland buildings or vehicles. There are designated areas for smoking. Please see your supervisor for details on designated areas.

Theft

Report any suspected theft of property immediately to your supervisor. We provide lockers in some areas, and we encourage you to use them where available. Please do not bring valuables with you when volunteering.

Insurance

As a Wesley Mission Queensland volunteer you are insured for injuries that happen to you while engaged in any organised voluntary work undertaking agreed duties within the hours negotiated with your supervisor or manager.

Code of conduct

Wesley Mission Queensland's Code of Conduct highlights how we all interact with each other in accordance with Wesley Mission Queensland's values. When volunteering with us we ask that you:

Respect

- treat fellow volunteers, employees and members of the public with respect and dignity giving consideration to the rights and views of others
- not engage in or encourage discrimination, harassment, bullying or intimidation and report any such behaviour
- maintain appropriate professional relationships with fellow volunteers, employees, residents and clients. This includes refraining from the use of bad language, gossiping or other negative forms of communication
- maintain transparent decision-making processes
- demonstrate strong communication, teamwork and customer service skills.

Confidentiality and Provision of Information

- ensure confidentiality of information to prevent inappropriate access and disclosure
- not intentionally use any form of information obtained while volunteering with Wesley Mission Queensland which could be used for personal gain
- not access, store, forward or otherwise disclose information in breach of legislation or Wesley Mission Queensland policy.