

## Community Houses on the Mornington Peninsula



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# Introduction

Welcome to volunteering with the Mornington Peninsula Shire. Many of the Shire's community and essential services are made possible through the enormous contribution of our volunteers.

This exciting role is based at one of our Community Houses. The Shire currently has 13 community houses across the Mornington Peninsula who work on the front line, place-based directly with members of our community, community groups, tutors, facilitators, key stakeholders and Shire staff.

Community Houses welcome people of all ages and abilities to participate in programs and activities offered at the house and now during COVID-19 there has been a shift to online programs which has engaged more broadly with the community to be involved in each of our house activities.

We hope this handbook will act as a guide to assist you navigate your way around the Shire and our community facilities. Please don't hesitate to ask your Community House Coordinator and/or another Shire Officer located onsite should you require any assistance.

## Part 1 General information & Organisation Chart

### 1.1 Community Houses/Centres

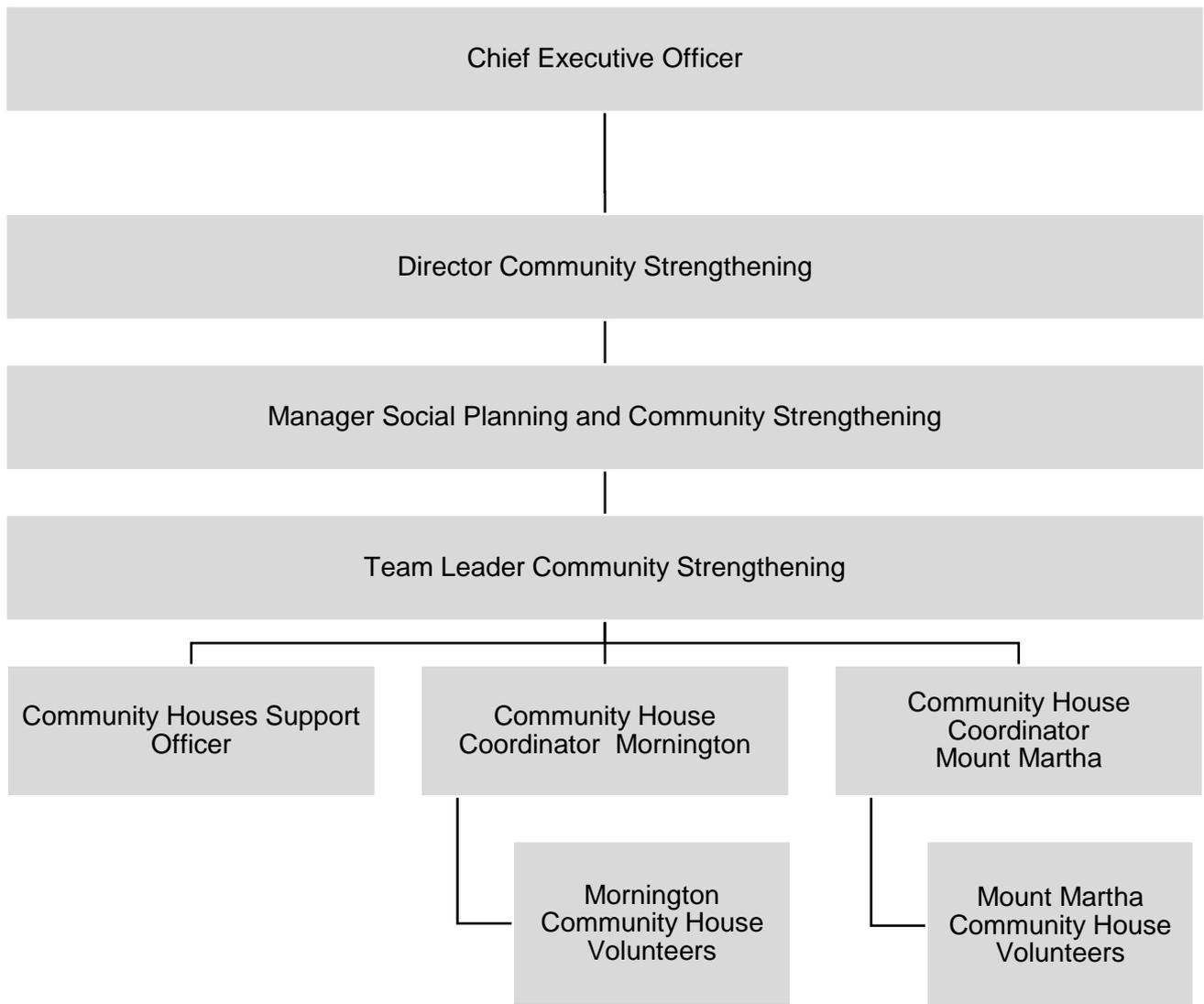
The Shire currently has 13 Community Houses/Centres, also sometimes referred to as Community Hubs across the Mornington Peninsula in the townships of Mt Martha, two in Mornington, Mt Eliza, Dromana, Capel Sound, Rye, Sorrento, two in Hastings with one in Wallaroo (Hastings), Somerville as well as Crib Point, with a new house commencing in the Red Hill.

Community Houses provide 50 hours of programs and activities per week for the community to enjoy ranging from a variety of programs, courses, groups as well as services which can include playgroups, childcare and kindergarten.

The Shire partners with the Department of Health and Human Services (DHHS) to support local ownership through individual committees governing each house and/or a Non-Government Organisation operates the house, which is the case at Good Shepherd Wallaroo Community House.

The Shire stepped in to manage both Mt Martha House and Mornington Community House due to local committees no longer operating onsite.

Community House Coordinators are the key contacts for Community house volunteers and fit within the following Shire organisational structure.



The Shire's Customer Service Number is **5950 1000** and email for enquiries is [customer.service@mornpen.vic.gov.au](mailto:customer.service@mornpen.vic.gov.au)

## 1.2 Valuing our Volunteers

The Shire is committed to enhancing the health and wellbeing of individuals, families and our communities. We do this by providing important social connections through the many programs, activities and events held at our community houses that bring people together and create a sense of belonging to their community.

As volunteers we know, through the vast amount of research, that the volunteering is a rewarding role that all increase the individual volunteer's health and wellbeing.

Should you require assess to any of the Shire services and/or support with your own personal goals that requires further training and development please speak to the Community House Coordinator.

Should you need to volunteer for 15 hours per week to assess Centrelink payments, please have a confidential conversation with the Community House Coordinator can assist you.

As a volunteer you have the right to:

- Information about the organisation for which you are volunteering
- Understand whom you are accountable to
- Be treated with respect and recognised as a valued team member
- Be supported and supervised in your role and provided with opportunities for learning, growth, orientation and training
- Be provided with a healthy and safe working environment
- Be given meaningful and enjoyable tasks that match the needs of the House and where possible, the knowledge, interests and skills of the volunteer
- Say no if you are asked to do a task that you are not comfortable doing
- Kept up to date with changes and developments at the House and be provided with timely communication, support and advice
- Be made aware of the grievance procedure within the organisation
- Compensation for pre-approved expenses incurred from volunteering (i.e. use of car)
- Access the Shire's Employee Assistance Program
- Be covered by appropriate insurance/s

### **1.3 Volunteer Responsibilities**

As a volunteer you have a responsibility to:

- Be reliable; we would hope that you would provide 2 weeks' notice before leaving
- Respect confidentiality
- Be accountable

- Be committed to the organisation and comply with the Shire's relevant policy/s.
- Undertake training as requested.
- Ask for support when you need it
- Ensure the provision of a reasonable standard of care
- Value and support other team members
- Refrain from making public statements on social media or to the media concerning work or the work environment naming Mount Martha House Community Centre
- Notify the Shire of any changes to your circumstances and contact details including changed banking details.
- If you volunteer for driving duties, advise of the loss of a current Victorian driving licence or roadworthy car.
- Report any criminal conviction.
- Advise of any personal or private interest (e.g. fundraising or other advocacy activity) that might be seen to compromise the integrity of your Volunteer role or create a conflict of interest.
- Advise of any identified risks to your health and safety associated with your volunteer work.
- Report any accident or injury.

## 1.4 Dress Code

What to wear! We want you to be comfortable and the main thing is to wear a Smile :)

- Reception: neat casual
- Garden / Handy Person: sturdy footwear with covered toes and tough clothes or overalls to protect your clothing is recommended.
- Children's activities- covered toes and loose-fitting comfortable clothes suitable for outside and floor play are recommended.
- Kitchen: covered toes is required, comfortable clothes recommended.
- Community Houses are SunSmart work environments. During the months of September to April all volunteers working outdoors will be requested to wear hats and other protective clothing and sunscreen.

For further information on SunSmart, please see: <http://www.sunsmart.com.au/> and the relevant Shire policy.

## 1.5 Driving / Driving License

Volunteers are reminded that all vehicle drivers need to be appropriately licensed and follow all road rules relating to driving, parking and use of mobile phones. The vehicle they drive must also be roadworthy.

Volunteers are responsible for the maintenance, registration, insurance and roadworthiness of their vehicles (comprehensive vehicle insurance is recommended). As well as for the payment of any driving or parking fines.

Volunteers will receive information on basic vehicle inspection so this task can be undertaken periodically.

Should you have an accident, in the first instance address your health and safety and the health and safety of those around you. Follow road rules relating to what is expected of drivers involved in accidents. Advise the Shire Officer at your earliest convenience of any accident.

Volunteers are required to immediately inform the Shire Officer if they are disqualified from driving a motor vehicle. Any other loss of a current Victorian driving licence or roadworthy car should also be reported.

## 1.6 Liability and Insurance

A volunteer is covered by the Shire's insurance for any injury incurred whilst performing approved volunteer work subject to the terms and conditions of the Shire's insurance policy.

For insurance purposes, volunteers are required to sign an attendance sheet when starting and ending each session of volunteer work. Insurance cover may include any reasonable travel time to and from an approved volunteer work event but will not cover any non-volunteer who may be with you.

### **Public Liability Insurance:**

Volunteers are covered with no age restrictions.

### **Personal Accident Insurance:**

Volunteers are covered within the following age ranges:

*16 years to 74 years*

Full cover as set down by the Shire's insurance policy

*75 years to 84 years*

Conditional cover up to \$25,000 as set down by the Shire's insurance policy

*85 years and over*

Conditional cover up to \$10,000 as set down by the Shire's insurance policy

The full terms and conditions of the Shire's insurance policies are available from the Shire officer.

## Vehicle insurance

Volunteers' cars will not be covered by the Shire's insurance policy. A volunteer is responsible for their own car insurance.

For accidents related to approved volunteer work, the Shire may cover a car insurance excess amount up to a maximum of \$500.

## 1.7 Ideas and Suggestions

Volunteers are welcomed, much-needed and appreciated. The roles of volunteers at Community houses can be dynamic please feel free to provide any ideas or suggestions on programs and or 'best practice' to your Community House Coordinator.

## 1.8 The Shire's Council Plan

The Shire has a 4 year Council planning cycle involving extensive community consultation and laying the foundation for our work. Please as your Community House Coordinator for a copy and/or see the Shire's website for an e-copy.

## 1.9 Code of conduct

The Shire has a Code of Conduct (Policy 4.12 Employee Code of Conduct) to guide and assist all employees, volunteers, contractors, consultants and other representatives of the Shire in the conduct of their duties and in their dealings with colleagues, internal and external stakeholders and members of the public.

A copy of the Code of Conduct is available in hard copy at each Community House, please take the time to read this important information.

The Shire supports, encourages you to work safely, to be customer focused and to use resources, technology as well as assets effectively and efficiently. The Code of Conduct affirms the Shire's commitment to the health and wellbeing of all, our legal responsibilities and Child Safety.

The objective of the code is for everyone including Shire Volunteers to act appropriately and to conduct themselves fairly, honestly and professionally, according to applicable laws, regulations, organisational values and policies. Our five core organisational values are integral to everything we do.

All volunteers, as well as Shire officers, are expected to bring these values to life in their work.

If you are uncertain about your role, your responsibilities, information you have received, conduct or inappropriate behaviour please contact your Community House Coordinator.



	<h3>Integrity</h3> <p>We take ownership and responsibility for our decisions; keep our promises; and hold each other accountable to the highest standards of performance.</p>
	<h3>Courage</h3> <p>We give honest advice; make tough calls with conviction; stand by our decisions; admit if we get it wrong; and challenge ourselves to explore new ways of thinking.</p>
	<h3>Openness</h3> <p>We share knowledge and learning for the benefit of all; actively engage with our community; and are transparent in our decision making.</p>
	<h3>Respect</h3> <p>We treat everyone with dignity, fairness and empathy; look out for our safety and wellbeing; and nurture positive and inclusive relationships.</p>
	<h3>Excellence</h3> <p>We provide exceptional customer service; strive for innovative team outcomes for the betterment of our community; and step up to lead where we recognise an opportunity for improvement.</p>

## 1.10 Legislation and other policies and procedures

The Shire has a range of policies that are referred to in the Code of Conduct. They guide and provide information on areas of work within the Shire's many units and

community services. Some of the policies that you may want access to are listed below. Please feel free to ask your Community House Coordinator for a copy.

<ul style="list-style-type: none"> <li>• Incident &amp; Hazard Reporting &amp; Investigation Policy</li> <li>• Incident &amp; Hazard Reporting &amp; Investigation Procedure</li> <li>• Employee Assistance Program</li> <li>• Gifts, Benefits and Hospitality</li> <li>• Drugs and Alcohol in the Workplace</li> <li>• Privacy Policy and Confidentiality</li> <li>• Working with Children Check</li> <li>• Racial and Religious Tolerance</li> <li>• Manual Handling Policy</li> <li>• Cash Handling and Banking</li> <li>• No Bullying Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Social Media Policy</li> <li>• Workplace behaviour - Sexual Harassment Policy</li> <li>• Occupational Health and Safety Policy</li> <li>• Smoke Free Work Environment Policy</li> <li>• Grievance Policy</li> <li>• Employee &amp; Volunteer Code of Conduct</li> <li>• Working in Isolation Policy</li> <li>• First Aid Policy</li> <li>• Sun Smart Policy</li> <li>• Equal Opportunity Policy</li> <li>• Working in the Public Domain Code of Practice</li> <li>• Child Safe Policy</li> <li>• Councillor Communications Protocol</li> </ul>
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Complying with these policies is important in helping to fulfil Council's obligations under the following legislation, as may be amended from time to time.

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|---|--|
| <ul style="list-style-type: none"> <li>■ <i>Local Government Act 1989</i> (Victoria)</li> <li>■ <i>Occupational Health and Safety Act 2004</i> (Victoria)</li> <li>■ <i>Fair Work Act 2009</i> (Commonwealth)</li> <li>■ <i>Charter of Human Rights and Responsibilities Act 2006</i> (Victoria)</li> <li>■ <i>Australian Human Rights Commission Act 1986</i></li> <li>■ <i>Equal Opportunity Act 2010</i> (Victoria)</li> <li>■ <i>Privacy and Data Protection Act 2014</i> (Victoria)</li> <li>■ <i>Freedom of Information Act 1982</i> (Victoria)</li> <li>■ <i>Public Records Act 1973</i> (Victoria)</li> </ul> | <ul style="list-style-type: none"> <li>■ <i>Protected Disclosure Act 2012</i> (Victoria)</li> <li>■ <i>Crimes Act 1958</i></li> <li>■ <i>Crimes Amendment (Bullying) Act 2011</i> (Victoria)</li> <li>■ <i>Crimes Amendment (Protection of Children) Act 2014</i> (Victoria)</li> <li>■ <i>Working with Children Act 2005</i> (amended 2014) (Victoria)</li> <li>■ <i>Children, Youth and Families Act 2005</i> (Victoria)</li> <li>■ <i>Family Violence Protection Act 2008</i> (amended 2014) (Victoria)</li> <li>■ <i>Health Records Act 2001</i> (Victoria)</li> </ul> |
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## **1.11 Volunteer Position Description (Appendix B)**

Finally, again welcome to Volunteering with the Mornington Peninsula Shire, please refer to your Position Description for a detail description of your role.

Thank you for your voluntary work that enables the Shire to delivery a variety of services to our community ranging from essentials services, creating social connections, Library Services, Arts and Culture, activities events, fairs and Neighbourhood House Coordination Programs at our Community Houses.

We trust you enjoy your role, that not only enables our community services to be delivery but also has mutual health and wellbeing benefits to those who volunteer.

**Appendix A - Mt Martha House, information specific to the house**

or

**Appendix A - Mornington Community House, information specific to house**

**Appendix B – Volunteer Position Description for Community Houses**