



VOLUNTEER HANDBOOK

With the community working together,
we can achieve anything.

October 2021

Volunteer Name: _____

Volunteer Signature: _____ Date: _____



Welcome to Cancer Wellness Support

Volunteers make up a very large portion of our team.

Without your contribution we could not continue to provide our current range of services to local people who are living with cancer.

On behalf of the board, therapists and clients a big thank you to you all!

Bronwen Johnston
CEO

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About Cancer Wellness Support

Cancer Wellness Support Incorporated is a local organisation supporting people with cancer in the Western Sydney community. We provide access to innovative, integrated complementary therapies and support to our clients. All our therapists are fully trained and insured.

Cancer Wellness Support is a registered, charitable organisation with deductible gift recipient status. The organisation is based on the 'Bloomhill' model, located in Buderim, Queensland which has been successfully operating on the Sunshine Coast since 1997.

We are a self-funded organisation and the majority of our income comes from the Op Shops in Katoomba and Penrith. Some extra funds are raised through special events, sponsorships, bequests and donations. Volunteers are essential to the functioning of this organisation.

Vision and Mission

Our Vision

That people in the Blue Mountains and Penrith Valley regions experiencing cancer will have the opportunity to access affordable therapies and services to assist them and their families to cope more effectively with their diagnosis, and to feel supported by their local community.

Our Mission

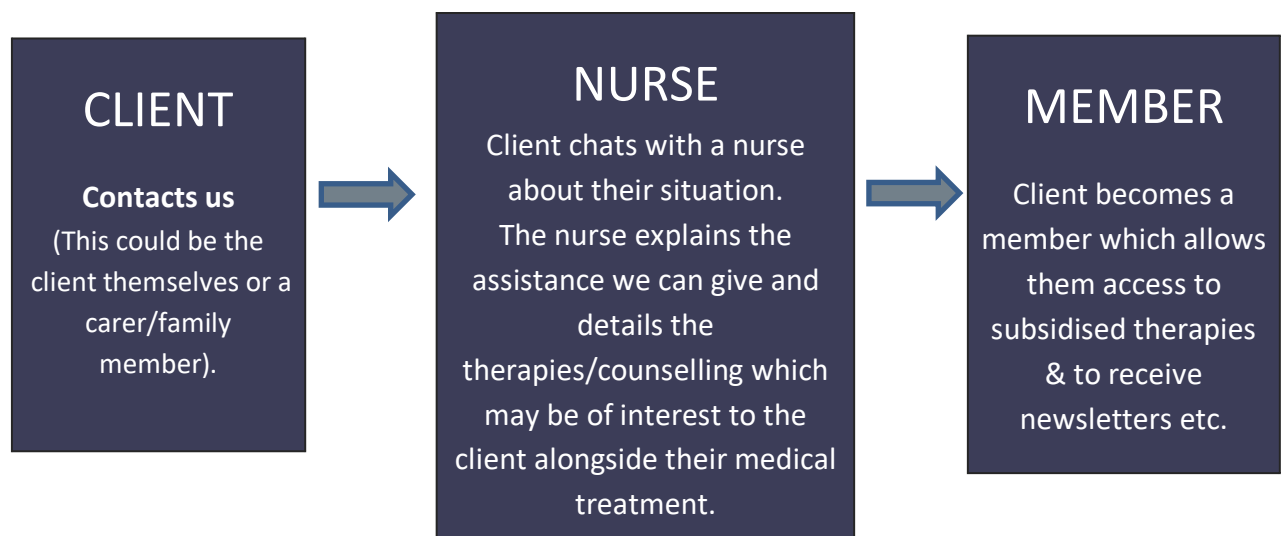
We are a non-profit, non-denominational, charitable organisation, committed to helping cancer clients and their families retain their sense of control and balance through innovative, integrated and holistic therapies and education, whilst at all times giving hope for facing challenging circumstances.

We treat everyone with compassion, care, confidentiality and respect.

How Do We Support Our Clients?

We work alongside GP's and Specialists to complement existing services such as Community Health, Palliative Care, and other support organisations in the Blue Mountains and Penrith Valley.

Here is a summary of our service:



Therapies provided include:

• Massage	• Yoga	• Lymphoedema management
• Meditation	• Reflexology	• Art therapy
• Acupuncture	• Reiki	• Bowen therapy

Other services provided include:

• One-on-one counselling	• Living Well With Cancer program	• Support Groups
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All therapies are subsidised by Cancer Wellness Support and if necessary some can be carried out at the client's home. Other services include a comprehensive library of books, DVDs, CDs and wigs. Breast prosthesis and various garments are also available at minimal cost.

SECTION 1:

Your volunteer experience.

Please note that it is compulsory to read this section before your first volunteer shift.

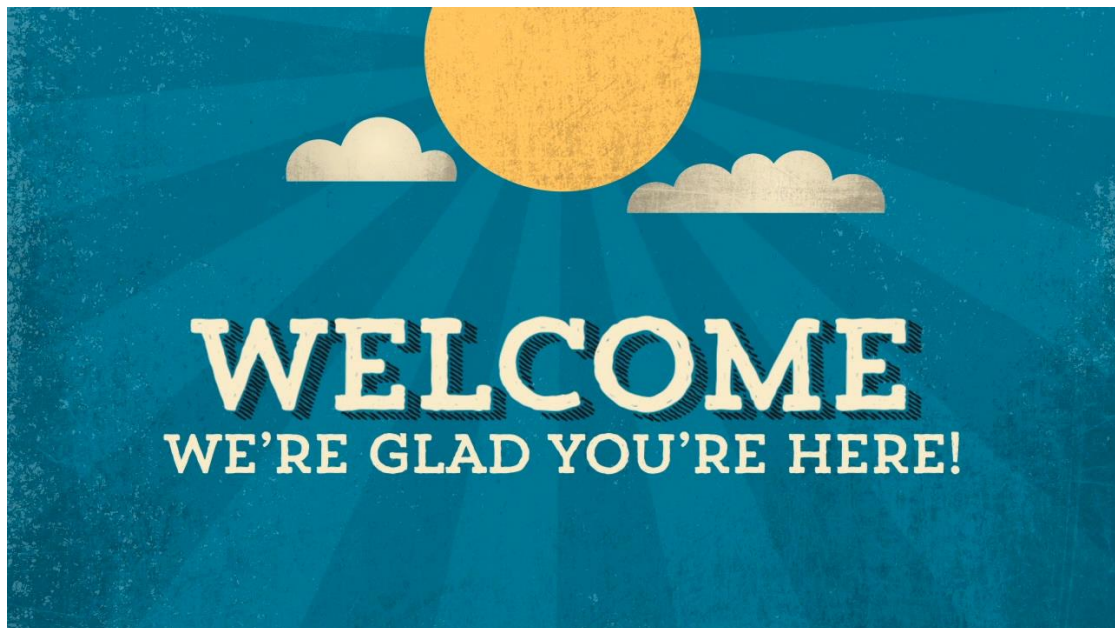
Your Volunteer Handbook

This manual contains relevant information for you as a new volunteer.

We hope your experience with us will be fulfilling and rewarding.

We rely on our volunteers to help keep the organisation running and are truly grateful for the contribution you are making.

Your skills, abilities, attitude and enthusiasm as well as your commitment and dedication are acknowledged and appreciated.





Volunteer Policy Statement

Cancer Wellness Support acknowledges that volunteers have and will continue to fulfil a vital role in ensuring high quality services are provided to clients and customers.

We recognise that the engagement of volunteers must provide a mutually beneficial experience for both the volunteer and the organisation. Volunteers complement existing resources by donating their time and bringing a wealth of experience and diversity, while the organisation provides opportunities for volunteers to utilise their time and skills to support and contribute to the mission and values of Cancer Wellness Support.

Definition of Volunteering

Cancer Wellness Support adopts Volunteering Australia's definition of volunteering:

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

Our Commitment to Volunteers

Cancer Wellness Support:

- Values volunteering as integral to its work at all levels and recognises that the 'gift of time' from volunteers is critical.
- Is committed to providing a safe working environment for all volunteers
- Distinguishes volunteering from employment and ensures the work environment is kept flexible and informal
- Appreciates that volunteering must be enjoyable
- Values and respects volunteers from all backgrounds and both listens to and learns from what they have to say
- Will ensure that volunteers are treated as equal co-workers and recognised for work they do. All volunteers are trained during their first shift and offered ongoing training where appropriate.
- All Cancer Wellness Support employees are to treat volunteers with respect and support. Employees are accountable for volunteers under their supervision and must be present, or delegate responsibility, while their volunteers are in the building. No volunteer should be unsupervised.

Conditions of Being a Cancer Wellness Support Volunteer

To be accepted as a Cancer Wellness Support volunteer you must:

- Accept the values of Cancer Wellness Support
- Be willing to work as directed
- Be willing to attend orientation and ongoing training sessions as required.



What is your Relationship with Cancer Wellness Support Staff?

Your Manager

Your Manager will supervise your day to day activities. Their role is to:

- Be clear about your duties and expected hours of work
- Provide guidance and supervision
- Assess the need for any extra orientation/training
- Foster good relationships between paid staff and volunteers
- Monitor the service provided by volunteers

Orientation & Training

Cancer Wellness Support is committed to ensuring that volunteers have the information, skills and support to fulfil their volunteer roles comfortably and effectively.

All volunteers will go through the induction process. You will:

- Be shown the whole workplace and told what happens in each section as well as meeting staff who work in those areas.
- Read and understand the Volunteer Policy & WHS Policy as well as any others that are relevant.
- Be shown the First Aid facilities & be taken through emergency procedures
- Become familiar with potential hazards in the workplace and learn how to report and eliminate them.

If a volunteer is unable to understand the induction due to language or other difficulties, the supervising staff member must find a different way to deliver the information.

What Will Your Hours Be?

Cancer Wellness Support believes in work/life balance.

Volunteers are asked to negotiate hours with their Manager.

You should consider family and personal commitments before allocating time to Cancer Wellness Support.

If you are unavailable for voluntary work due to illness, holidays or other unforeseen circumstances, you should notify your Manager with as much notice as possible.



What Will Your Role Be?

You will be asked to sign a Volunteer Role Description. It is important that you only work on the tasks mentioned in the job description so that your team works smoothly together.

If anything in the Role Description is unclear, please talk it through with your Manager before you start work.

Insurance

All volunteers are covered under Cancer Wellness Support Volunteer Personal Accident and Injury Insurance for injuries sustained while you are actively engaged in voluntary work.

However, please be aware that due to Government regulation Australia wide, Volunteer Insurance is limited. Insurers cannot cover any out of hospital expenses that have a Medicare component. This means that if you need to see the GP, you will be required to pay any gap fee, insurance will not cover it.

If you need surgery and don't have your own Private Health Cover, you will go on a standard Public Hospital waiting list. You are entitled to up to \$1000 in out of pocket expenses for non-Medicare services such as Physiotherapy.

What Should I Wear?

Shops: Comfortable clothing, and closed-toe shoes. An apron & name badge will be provided and must be worn.

Office: professional, smart-casual clothing.

How Do You Store My Personal Information?

Be assured that your personal information, such as contact details, will be kept confidential in a secure place at Cancer Wellness Support Head Office, and will not be released to anyone without your permission.

Celebration & Recognition

Volunteers are to be included, where possible and appropriate, in relevant staff meetings, discussions and celebrations. Every effort is made to provide a special annual celebration to thank volunteers for their contribution.

Birthdays will be celebrated on a monthly basis.



Cancer Wellness Support Code of Conduct

Cancer Wellness Support expects appropriate, respectful behaviour from all staff and volunteers. The organisation reserves the right to withdraw a volunteer from their role, either temporarily or permanently, if their behaviour is observed or reported to be inappropriate.

Professional Boundaries

All Cancer Wellness Support volunteers are responsible and accountable for maintaining professional boundaries - this is a 'job' demanding a professional manner.

- Volunteers must not disclose inappropriate personal information
- Volunteers must not give advice, even if they have medical knowledge, or a social work or psychology background
- Volunteers may not provide services outside their volunteer position description.
- If you are concerned about the work or behaviour of another volunteer, you must speak to either your Manager or the Volunteer Coordinator.
- Volunteers are not to be in the cash register area or handle cash. This is the responsibility of staff
- When price labelling, prices must be in accordance with shop guidelines as given by the Op Shop Manager. Goods can be purchased from the store by Volunteers 24 hours after they are displayed, there will be no special pricing applied
- Donated goods may not be collected by volunteers throughout their shift to purchase.

Confidentiality

- All volunteers are to maintain absolute confidentiality concerning any client or organisational information
- If a volunteer is uncomfortable with any information they have been given they should talk to their Manager
- Confidentiality shall be maintained even after the volunteer or the client is no longer connected to Cancer Wellness Support.

Duty of Care

Volunteers are bound under a legal duty of care to their colleagues. This means that you are responsible for carrying out your duties with due care and consideration for the safety and well-being of others.

You have a responsibility to report accidents, incidents or near misses to your Manager.

Discrimination & Equal Employment Opportunity (EEO)

Cancer Wellness Support is committed to the principles of the Anti-Discrimination Act (NSW) 1977. The Act promotes equality of opportunity for everyone by protecting them from unfair discrimination, sexual harassment and workplace bullying. This includes discrimination in relation to:

- Race (colour, nationality, ethnic/religious background, or national identity)
- Pregnancy
- Marital status
- Sexual preference
- Physical, intellectual or psychiatric disability or illness
- Age
- Transgender / trans-sexuality
- Carer responsibility

Cancer Wellness Support has a zero tolerance for breaches of this legislation.

Bullying and Harassment

Volunteers are encouraged to speak to Management if they feel that they are being bullied or harassed in the workplace by either staff or clients. This may be done anonymously.

Management and supervisors have a legal responsibility to monitor staff and prevent these behaviours. Staff have a moral obligation to report others who are either harassing or bullying their colleague/s.

Please refer to the Cancer Wellness Support Bullying & Harassment Policy if you need more information.

Workplace Grievances (Dispute Resolution)

Cancer Wellness Support is committed to maintaining good relations amongst clients, staff, volunteers and management. A grievance may arise from perceived discrimination, workplace bullying, harassment or a decision that an individual thinks is unfair, unjust or upsetting.

If a grievance is reported it will be taken seriously and treated with confidentiality by either the Manager or the Volunteer Coordinator.

Statements to the Media

Volunteers may not make any statement to the media regarding policies, activities or clients. Media enquiries should be directed to Head Office for response by the Chair or CEO.

Your Probation Period

All volunteers have a period which suits both suitability and mutual management.



an initial three (3) month probation provides time for assessment as to the satisfaction of the volunteer and

Resignation/Termination

Resignation:

Should you need to leave the organisation, you are asked to give as much notice as possible to your Manager.

Grounds for termination of volunteer services:

- Breach of confidentiality
- Inability to work within the service guidelines or to follow directions
- Inappropriate interactions e.g. lack of respect of customers, manager or other volunteers
- Theft
- Wilful damage to property
- Not meeting the conditions of being a Cancer Wellness Support volunteer as outlined within this handbook
- Neglecting to abide by Cancer Wellness Support's expectations of volunteers as described in this handbook.

Dependant on the severity of the volunteer's actions, they may be warned about his/her failure to meet workplace standards, or their services may be terminated immediately.

Can you help us Improve our Service?

We operate in a collaborative environment and encourage you to share your suggestions for improving the Cancer Wellness Support service. Please speak to your Manager or a Board member, but understand that sometimes there are reasons why your ideas cannot be implemented.

Where can I find copies of Cancer Wellness Support Policies & Procedures?

It is the responsibility of all volunteers to be familiar with Cancer Wellness Support Policies and Procedures. You will be shown where to find them during your orientation.

Contact Details

Head Office

Address: 104 – 105 Railway Parade,
Leura, NSW 2780
Postal: PO Box 18,
Katoomba NSW 2780
Phone: 02 4784 2297
E-mail: headoffice@cancersupport.org.au
Web: www.cancersupport.org.au

Penrith Centre

Address: 56 Warwick Street,
Penrith NSW 2750
Phone: 02 4784 2297
E-mail: penrith@cancersupport.org.au

Katoomba Op Shop

Address: 2/27 Whitton Street
Katoomba, NSW 2780
Phone: 02 4784 2297

Penrith Op Shop

Address: 201-211 High Street
Penrith, NSW 2750
Phone: 02 4784 2297



SECTION 2:

The relationship between our organisation and its volunteers.

Principles of Volunteering

Cancer Wellness Support adopts these principles of volunteering as defined by Volunteering Australia:

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not-for-profit sector only.
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.



Engaging Volunteers

The organisation will:

- interview and engage volunteers in accordance with anti-discrimination and equal opportunity legislation
- provide volunteers with appropriate levels of support and management, orientation and training
- provide volunteers with a healthy and safe workplace, and appropriate and adequate insurance coverage
- provide clear position descriptions
- not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs
- ensure volunteers are not required to take up additional work during paid staff shortage
- meet the requirements of the National Standards for Volunteer Engagement
- provide volunteers with a copy of policies which refer to them
- provide volunteers with information on grievance and disciplinary policies and procedures
- acknowledge the rights and contributions of volunteers
- comply with all state and federal legislation and regulations, and
- review its volunteer management systems to ensure best practice is followed.

Cancer Wellness Support volunteers must be aged 18 years or over.



What are your rights as a volunteer?

- To work in a safe and healthy environment
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- To be covered by adequate insurance
- To be given a copy of this Cancer Wellness Support Volunteer Handbook and any other policy that affects your work
- Not to fill a role previously held by a paid employee/do the work of paid staff
- To have a clear volunteer position profile stating the purpose of the position and the tasks to be undertaken
- To have agreed volunteering hours
- To be provided with information on Cancer Wellness Support's grievance and disciplinary procedures
- To have confidential and personal information dealt with appropriately
- To be provided with orientation to Cancer Wellness Support, sufficient training and the necessary equipment to do the work
- To be given ongoing education and training
- To be asked for permission for the organisation to access any references, police or other checks
- To be kept informed of organisational changes and the reasons behind them
- To have your suggestions heard
- To be valued and treated as a co-worker, not just free help
- To be aware of lines of accountability, and have access to appropriate support.

What rights does the Organisation have?

- To make a decision as to where the volunteer would best fit
- To receive equal effort from a volunteer as from a paid worker
- To expect prompt, reliable and enthusiastic assistance
- To have Cancer Wellness Support privacy and confidentiality respected
- To express opinions about poor volunteer effort in a diplomatic way and suggest a change to another volunteer position
- To release an unsuitable volunteer

What are your responsibilities as a Volunteer?

- Understand the purpose and philosophy of Cancer Wellness Support
- Be loyal to Cancer Wellness Support
- To agree to your volunteer hours
- To understand and work within the organisation's behavioural guidelines which also apply to all staff
- Work within the guidelines of the signed volunteer job description
- Reliability and punctuality
- Accept guidance, supervision and direction in the workplace
- To participate in planning and feedback about your role
- To ensure that you are suitably dressed and wearing comfortable, closed in shoes
- To always inform your supervisor if you are unable to attend
- To attend orientation and ongoing training when required
- To notify Cancer Wellness Support of any changes in your personal details e.g. email/phone no.
- Sign on and off when attending the workplace
- Wear the apron and name badge when on duty in the shops
- Perform your volunteer role to the best of your ability
- Work in a manner that ensures the health and safety of self and others

What are the Organisation's responsibilities?

- To provide a written Volunteer Position Description for each Volunteer.
- To orientate all Volunteers by providing information about Cancer Wellness Support, its purpose, structure, policies and procedures.
- To ensure the safety of all volunteers by maintaining policies and procedures
- To keep written records of volunteer orientation and training
- To include volunteers in decisions which affect them
- To communicate clear expectations and provide suitable supervision and support
- To acknowledge volunteers' efforts, both formally and informally
- To regularly review the effectiveness and efficiency of volunteer positions

SECTION 3:

Volunteer Role Descriptions

ROLE DESCRIPTION - OP SHOP VOLUNTEER

CANCER WELLNESS SUPPORT

POSITION:	Op Shop Volunteer
LOCATION:	Either Katoomba or Penrith Shops
WHEN:	As designated/agreed
COMMITMENT:	One morning/afternoon Weekly, Fortnightly, Monthly
DURATION:	Ongoing
PURPOSE:	<p>The shops are the main funding source for Cancer Wellness Support. A Manager and Staff are employed in each shop and Volunteers undertake work as directed by the Manager.</p> <p>Thus each Volunteer contributes to this income source and plays a vital role in making Cancer Wellness Support viable.</p>
RESPONSIBILITIES:	<ul style="list-style-type: none"> • Unpacking, sorting, culling, tagging, pricing and displaying donated items. • Maintain shelves and merchandise in an orderly manner • Deal with the public in a professional and appropriate manner • Dust, sweep, vacuum and empty bins as required • Ensure staff room, staff toilet and client change rooms are satisfactorily maintained (include toilet paper, disposable hand towel, soap) • Report maintenance issues • Report any suspicious behaviour • Work in a manner that ensures health and safety of self/others (as required under Work Health and Safety Act 2011) • Participate in orientation and ongoing work safe education as required
REQUIREMENTS:	<ul style="list-style-type: none"> • Pleasant manner and ability to work cooperatively with others. • Ability to work unsupervised when needed • Dependable, reliable, flexible • Good work ethic • Accept guidance, supervision and direction as needed • Follow policies and procedures • Participate in orientation and ongoing education as needed
REPORTS TO:	<ul style="list-style-type: none"> • Op Shop Manager

ROLE DESCRIPTION - HEAD OFFICE VOLUNTEER

CANCER WELLNESS SUPPORT

POSITION:	Head Office Volunteer
LOCATION:	Cancer Wellness Support
WHEN:	As designated/agreed
COMMITMENT:	One morning/afternoon Weekly, Fortnightly, Monthly
DURATION:	Ongoing
PURPOSE:	<p>Head office conducts the core business of Cancer Wellness Support which is to interact with clients, therapists and members of the public. Cancer Wellness Support staff require support in order to conduct this business effectively.</p> <p>Thus each Volunteer contributes to the smooth running of Cancer Wellness Support and plays a vital role in making it viable.</p>
RESPONSIBILITIES:	<ul style="list-style-type: none">• Answering phone and taking messages• Interacting with clients and members of the public at the reception desk• Assisting with photocopying/scanning• Managing library and wig library• Assisting staff with fund raising or other projects as necessary• Dust, sweep, vacuum and empty bins as required• Ensure kitchen and toilet are satisfactorily maintained• Report maintenance issues• Work in a manner that ensures health and safety of self/others as required under Work Health and Safety Act 2011)• Participate in orientation and ongoing work safe education as required
REQUIREMENTS:	<ul style="list-style-type: none">• Pleasant manner and ability to work cooperatively with others.• Ability to work unsupervised when needed• Dependable, reliable, flexible• Good work ethic• Accept guidance, supervision and direction as needed• Follow policies and procedures• Participate in orientation and ongoing education as needed
REPORTS TO:	<ul style="list-style-type: none">• Manager of the day for daily activities.

ROLE DESCRIPTION - TRUCK DRIVER ASSISTANT VOLUNTEER

CANCER WELLNESS SUPPORT

POSITION:	Truck Driver Assistant
LOCATION:	Blue Mountains and Penrith
WHEN:	As designated/agreed
COMMITMENT:	One morning/afternoon Weekly, Fortnightly, Monthly
DURATION:	Ongoing
PURPOSE:	To assist the truck driver who is responsible for picking up and delivering donated goods to the two Cancer Help Op Shops, in Katoomba and Penrith.
RESPONSIBILITIES:	<ul style="list-style-type: none"> • Assist the driver to pick up donated goods including clothing, bric a brac and furniture and place in shops as directed • Assist the driver to deliver goods including furniture to customers' homes from shop as directed • Assist the driver to remove rubbish from shops and dump at Council tip as directed • Work with driver to comply with Work Health and Safety Act 2011 when picking up and delivering goods. Use trolley and skate to move furniture as required. Always use safe lifting techniques and wear a safety vest. • Carry out duties in a timely, cooperative and courteous manner at all times. Respect our donors and be courteous at all times • Report maintenance issues • Participate in orientation and ongoing work safe education as required
REQUIREMENTS:	<ul style="list-style-type: none"> • Physical capacity to load and unload truck. No history of back or other medical problems that could compromise working in such a role. • Good interpersonal communication and customer service skills. • Well-presented and tidy at all times. • Accept guidance, supervision and direction as needed • Follow policies and procedures • Participate in orientation and ongoing education as needed
REPORTS TO:	<ul style="list-style-type: none"> • Op Shop Manager

Space for your notes



Robyn Yates OAM, Founder

1951 – 2020

Robyn founded the organisation in 2005 and has worked tirelessly to achieve major outcomes for cancer wellness in the Blue Mountains and Nepean communities. With a great vision in mind, Robyn leased a space in Katoomba and opened an Op Shop to fund her work. Within days, someone had donated the contents of a late relative's home and the RSPCA gave her a cash register and shelves to sell. The word spread, the shop expanded and a second shop began successfully operating in Penrith in 2009. This community based model today, annually provides over 5,000 subsidised therapies, supporting people who are experiencing cancer, including counselling, lymphoedema management, massage, yoga and art therapy.

In 2015 Robyn's work was recognised with the Order of Australia Medal *"for service to community health through support for people with cancer"*. In an interview with the Blue Mountains Gazette in recognising Robyn's OAM, she said, *"The thing that really floats my boat is when I see a person transformed from someone who is anxious and vulnerable when they come in the door. And then, when they start accessing our services or going to groups, they regain control and confidence and can actually see a future for themselves. Blue Mountains Cancer Help tries to offer a sense of hope. It's empowering to discover there are many things you can do to improve your healing capacity."*

On the 11th May 2020, with Robyn in attendance, Cancer Wellness Support celebrated 15 years in operation with the vision being to provide affordable, subsidised therapies to people living with cancer, their carers and families throughout the Blue Mountains and Penrith Valley regions. As a celebration of this milestone, our Leura Centre, was named the Robyn Yates Centre, Cancer Wellness Support recognising the outstanding achievements of Robyn in establishing and expanding this vital community organisation that support people undergoing treatment and living with cancer.

