

Community

Volunteer Handbook



Quantin Binnah
Community Centre

www.qbcc.org.au

Quantin Binnah Community Centre

Volunteer Handbook

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1. Welcome

1.1 Introduction:

Quantin Binnah Community Centre opened on the 30th of September 1992 and began providing services on the 5th of October 1992. Our café and its community space were built later as an addition to the front of the building in 2010. At Quantin Binnah we understand that volunteers are an integral part of any community centre and without volunteers the centre and those affiliated would be affected negatively. Volunteers aid in so many more ways than most people realise. They are the reason communities continue to grow, strive and the reason Centre's run smoothly. A community is made stronger by their volunteers.

1.2 Acknowledgment of country:

Quantin Binnah acknowledges the Bunurong people as the Traditional Custodians of this land on which we operate today. We also acknowledge their neighbours, the Wadawurrung people. We pay respect to the wisdom and diversity of Ancestors and Elders who always have, and always will care for Country and Community today and for future generations.

1.3 What Makes QB different?

Quantin Binnah aims to put our children, families and community first. We have been in operation for over 30 years and our experienced educators, carers and staff pride themselves on our nurturing approach. We love to hear about how our children, families and community experience our services and any ideas our children, families and community may have about how we can support them. Our Holistic Community Hub Model means that we provide services from birth to later years. This includes maternal and child health services, childcare, mother's support groups, playgroups, 1 st Yr. kindergarten, 2nd Yr. kindergarten Long Day Care and before and after - school care and Vacation Care. In addition, we provide a range of community and adult education programs. We seek feedback from our children, families and community about our service direction in the following ways: 1. Our children provide input into program planning and choosing activities based on their interests and monthly themes 2. Our parents and community provide feedback via OWNA, Facebook, Newsletters, Surveys and email This ensures our programs and services meet changing community needs.

2. Volunteering at QB

2.1 Why volunteer?

There are several positives for the people who are willing and able to volunteer. When volunteering you become a part of a team and meet people who have similar interests to you. Volunteering allows you to learn and try new activities whilst contributing to the community and ultimately gaining experience and confidence. As there are many roles and opportunities, there is guaranteed something for everyone. There are plenty of tasks that will provide physical, social and mental health benefits. Volunteering at Quantin Binnah can look very different from person to person, the time and frequency of volunteering is determined by the volunteer. Volunteering is a great asset to further your career as it can be added onto resumes and can help improve many people's skills and open up career opportunities. Quantin Binnah aims for their volunteers to help accomplish, have a sense of purpose and feel appreciated throughout.

2.2 Why QB needs you:

Volunteers are an integral part of any community centre and without volunteers the centre and those affiliated would be affected negatively. Volunteers aid in so many more ways than most people know. They are the reason communities grow and centres run smoothly. Quantin Binnah Community Centre prides themselves on being community driven. Volunteers allow Quantin Binnah continue to grow and offer more services to the community as a whole.

3. Organisational Summary and Background

3.1 Introduction

Quantin Binnah Community Centre Inc. is a not-for-profit Centre "Multi-purpose Integrated Facility" that offers a variety of services and programs to residents of Werribee and the surrounding community. These include Playgroup, 1st Yr. Kindergarten, 2nd Yr. Kindergarten, Long Day Care, Before School Care, After School Care, Vacation Care, Adult Community and Further Education, a variety of Community Development programs, Maternal and Child Health services and Cafe QB. Quantin Binnah is managed by the Community and has an elected Board of Governance who are responsible for setting the directions for the service and ensuring that its goals and objectives are met in line with its constitution, and all legal and regulatory requirements. The Board who is elected by the members of the Quantin Binnah Association, is accountable to its members, the community, our clients, stakeholders and legal bodies. The Board employs a CEO who oversees the Operations of the Centre, its staff and services. Quantin Binnah employs in excess of 120 qualified, experienced and dedicated staff who operate our services. Our staff strive to provide all children with the best educational and service opportunities by working in partnership with parents, career's and the community.

3.2 Quantin Binnah Vision, Mission, Values and Philosophy

Vision:

To Create Connection and Nurture a Sense of Belonging

Mission:

To provide inclusive education and care for children, young people and adults to be accessible and responsive to meet our diverse community needs by offering a wide range of services to inspire collaboration and connection between community groups and local organisations.

Values:

In all the work we do at QB we strive to demonstrate:

1. Community Collaboration
2. Connection and Accessibility
3. A Nurturing Approach
4. That we cultivate a sense of Belonging 12



Philosophy:

The Quantin Binnah staff and management worked collaboratively to develop the service philosophy:

In relation to all Children, Families, Community Members and Staff, Quantin Binnah strives to:

- Promote a safe and secure environment.
- Encourage all service users to respect each other, the property of QB and the equipment contained within.
- Aspire to provide equal opportunity to all.
- Develop strong trusting connections and open communication.
- Cultivate a sense of belonging
- Provide a nurturing environment and programs that are inclusive and that respect diversity
- Have awareness, sensitivity and compassion for additional and individual needs
- Cater to individual needs
- Promote and explore all avenues of creativity.
- Seek out and explore all avenues of social enterprise, partnerships and networks.
- To support sustainability and respect for our environment and planet.

3.3 Statement of Purpose:

At Quantin Binnah, we value community above all else. For us, this means celebrating each individual in our community, nurturing group connections, honouring our similarities and differences and helping each other learn and love each day.

The main purpose of this organisation is to operate for public benefit to support vulnerable members of the community. QB provides a range of services from birth to aging well activities to support community members of all ages and abilities to build life - long connections and enhance their social capital. In addition, the revenue from these services subsidise and support QB's principal purpose.

For further information regarding the Quantin Binnah Public Institution Charitable purpose please visit:

<https://www.qbcc.org.au/our-charitable-status-purpose-and-values>

3.4 Communication

Regular communication is sent:

1. Via the CEO to Service Leaders who share as appropriate to their teams.
2. Via the CEO to all Staff to ensure all are equally informed and updated on relevant information
3. Via the line Manager/ CEO to all families where important information is to be shared - (QB external Correspondence is vetted by the CEO to ensure a consistent message is provided including Emails, Our Online Enrolment Platform, Website, Facebook and Newsletters).

QB now produces a regular newsletter for all staff, families and community members. The QB Quarterly Newsletter is distributed every three months and includes contributions sought from all QB Programs and with key information and dates. Activities are planned around our Organisation Monthly Themes and the newsletter outlines a description of these activities and outlines plans for the next quarter and also invites parents/ carer's and all staff to contribute to the planning of these themed events.

3.5 Quantin Binnah Service Overview

Please see the QB Organisation Chart on the website at: <https://www.qbcc.org.au/our-team>

Quantin Binnah Community Centre is a Community Hub located on Thames Boulevard in Werribee, provides and administer services including:

1. Playgroup
2. 1st Yr. Kindergarten and 2nd Yr. Kindergarten (Previously known as 3 yr. and 4 yr. Kindergarten)
3. Long Day Care at Woodville and Quantin Binnah
4. Before School, After School Care for West Grove, Bethany, Carranballac P-9 College, St Leo the Great, St Martin de Porres, Corpus Christi, Our lady of the Southern Cross and St John the Apostle
5. Vacation Care Programs: Quantin Binnah, Corpus Christi and Carranballac P-9 College and St Leo the Great
6. Maternal and Child Health Services
7. Supported and Senior Adult Education
8. Targeted Exercise for Frail and Disabled
9. Activities for adults living with disabilities
10. Food Relief and Clothes Swap Programs
11. Breakfast club
12. Social Enterprise Café and volunteer programs
13. Psycho-social therapeutic groups
14. Community Connection Programs – Chatty Café

3.6 Quantin Binnah Organisation Documents

3.6.1 Annual Report - <https://www.qbcc.org.au/annual-reports>

3.6.2 Strategic Plan <https://www.qbcc.org.au/annual-reports>

3.6.3 QBCC Business Continuity Plan (latest version saved at OneDrive - Quantin Binnah Community Centre Inc\Documents - QB Policies - COVID Info and Business Continuity Plans

3.6.4 QB Organisational Chart

3.6.5 QB Flow Chart Reporting Process

3.6.6 National Quality Standards

3.7 Communications

Transparent and clear communication is essential to support a healthy environment. Equally important is a clear reporting structure. All reporting is as per our Flow Chart for Reporting found at <https://www.qbcc.org.au/staff-documents> and section 5.1 All Staff have a QB email address and all QB communication (excluding payroll summaries) is sent to the QB email address. This is important for our IT security management. The QB email is deactivated immediately as part of the off – boarding process. Where appropriate for the role, all QB staff are required to use their outlook calendar to indicate their daily activity in particular if they are out of the office. This is a safety requirement. In addition, regular communication is sent: 1. Via the CEO to Service Leaders who share information as appropriately to their teams. 2. Via the CEO to all Staff to ensure all are equally informed and updated on relevant information 3. Via the Line Manager/ CEO to all families where important information is to be shared - (QB external Correspondence is vetted by the CEO to ensure a consistent message is provided including Web Site, Facebook and Newsletters) 4. QB now produces a regular newsletter for all staff, families and community members. The QB Quarterly Newsletter is distributed every three months and includes contributions sought from all QB Programs and key information and dates. Activities are planned around our Organisation Monthly Themes

and the newsletter outlines a description of these activities and outlines plans for the next quarter and also invites parents and all staff contribution to the planning of these themed events.

3.8 Room Bookings

Staff are required to use the Room Booking System to enable effective communication about the use of rooms and to support planning.

Rooms available for bookings are:

Chirnside 1 – front of the hall

Chirnside 2 – back of the hall

Chaffey 1 – right side community room

Chaffey 2 – left side community room

Peppercorn 1 – front of the Café

Peppercorn 2 – back of the Café

Azolla – last office near childcare rooms

The process to book a room is as follows:

1. Go to the room calendar and check the date and time you need is available
2. Go to the selected date
3. Click on the selected start time
4. Click on New Meeting
5. Invite your requested participants (including yourself as the room booker) by selecting their email address in the “To” ...space
6. Enter the Subject of Your Meeting including the name of the person making the booking
7. Enter the required Rooms in the Location
8. Confirm the finish time
9. In the blank space at the bottom enter your meeting information including your name and contact number
10. Press Send

Your invited participants can then accept or decline a meeting request.

To accept an invitation for a meeting you have been invited to:

1. Open the email with the meeting request
2. Click on Accept
3. Click on Do Not Send Response (this will accept the meeting and put the time on your personal calendar but will not email the person who invited you to the meeting)

As permissions to book the room are only for admin and Line Managers, if you require the use of one of our rooms, you will need to ask your Line Manager to make a booking on your behalf.

3.9 Marketing and Branding

In August 2021 we formally launched the new QB Brand. QB commenced a re-branding process and as part of the 2021 – 2026 Strategic Plan. This involved a series of workshops with the staff and the Board. When time permits QB will be developing a comprehensive marketing plan incorporating a competitor analysis. This re-branding process created a consistent theme and look for all QB Marketing Collateral. The result has been a website with a new look and expanded functionality. In addition, a new logo has also been

developed. Completed QB Marketing Collateral master templates can now be found on the Forms and Templates Drive for email signatures, business cards, newsletters, letterhead etc. A style guide has also been developed so as all staff are aware of the appropriate representation of the brand. This can be found on the Forms and Templates Drive. Newly Branded uniforms have also been part of the Re – Brand

Quantin Binnah Activities Calendar

4.1 Public Holidays

Public Holidays are listed on our Quantin Binnah Activities Calendar on our website at: <https://www.qbcc.org.au/newsandevents> or at <https://business.vic.gov.au/business-information/public-holidays>

4.2 Terms and Dates

For term dates please see our website News & Events page at: <https://www.qbcc.org.au/newsandevents>

4.3 Quantin Binnah Activities Calendar

Quantin Binnah's annual activities calendar with important dates and our monthly themes can be found on our website at: <https://www.qbcc.org.au/newsandevents>

5. Volunteers Code of Conduct

5.1 Code of conduct:

The Volunteer Code of Conduct outlines the responsibilities and expectations of all Volunteers at Quantin Binnah to ensure that volunteers support our Child Safe Community and understand how to support our Quantin Binnah Philosophy which is to: In relation to all Children, Volunteers, Families, Community Members and Staff, Quantin Binnah strives to:

- Promote a safe and secure environment.
- Encourage all service users to respect each other, the property of QB and the equipment contained within.
- Aspire to provide equal opportunity to all.
- Develop strong trusting connections and open communication.
- Cultivate a sense of belonging
- Provide a nurturing environment and programs that are inclusive and that respect diversity
- Have awareness, sensitivity and compassion for additional and individual needs
- Cater to individual needs
- Promote and explore all avenues of creativity.
- Seek out and explore all avenues of social enterprise, partnerships and networks.
- To support sustainability and respect for our environment and planet.

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of Quantin Binnah Community Centre. All volunteers are asked to read and acknowledge the

following Code of Conduct and apply these guiding principles in all dealings and interactions with members of the Quantin Binnah Community.

5.2 Volunteers should:

Volunteers should maintain the highest standard of behaviour in the performance of their duties by:

- Performing their volunteer role to the best of their ability in a safe, efficient and competent way
- Following Quantin Binnahs policies and procedures as well as any instructions or directions reasonably given to them
- Acting honestly, responsibly and with integrity
- Treating others with fairness, equality, dignity and respect
- Raising concerns about possible wrongdoings
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made
- Acting in a way that is in line with the purpose and values of Quantin Binnah and that enhances the centre.
- Communicating respectfully and honestly at all times
- Reporting any health and safety concerns
- Directing any questions regarding Quantin Binnahs policies, procedures, support or supervision to the volunteer's co-ordinator
- Keeping confidential matters confidential
- Exercising caution with any documents, material or devices, containing confidential information and at the end of their involvement with Quantin Binnah returning any such documents, material in their possession.
- Seeking authorisation before communicating externally on behalf of Quantin Binnah
- Maintaining an appropriate standard of dress and personal hygiene

5.3 Volunteers should not:

- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role
- Engage in any activity that cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability or race)
- Be affected by alcohol, drugs or medication which will affect their abilities to carry out their duties and responsibilities
- Engage in any activity that may damage property
- Take unauthorised possession of property that does not belong to them
- Engage in illegal activity while carrying out their role

5.4 Failure to Follow the Code of Conduct:

Management will respond to those volunteers who fail to abide by the Code of Conduct. Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct may result in the volunteer's position being terminated. Volunteers acknowledge that no employment relationship is created in the context of their role within Quantin Binnah.

5.5 Amenities and Staff Rooms

We ask all staff to contribute to keeping our shared spaces, bathrooms and staff rooms clean and safe. When using the staff room, be mindful to wash any dishes you use and then dry them and put them away. Wipe down the table after you have finished and make sure you clean the microwave or sandwich press if you have used them. It is also helpful if staff can advise admin when supplies such as tea, coffee and milk are running low in the staff room. When using staff bathrooms at your service, please make sure you keep the bathroom in a tidy manner. Replace toilet paper on the holder and dispose of any rubbish. Also, all staff are responsible for keeping shared storage places such as storerooms and cupboards neat and tidy and making sure that things are put away where they belong when you are finished with them. If you see any mess, spills, rubbish etcetera in your rooms, foyers or at your venues, please take the time to clean them up or report issues to admin.

5.6 Car Park Safety

Please remember to drive safely in our car parks. Make sure you are aware of people using the car park with small children and maintain slow driving speeds. Below 5km as per signage in Car Park. Remember to park in allocated car spaces according to parking regulations (i.e. only park in handicapped spaces if you are permitted to do so). Where possible, please park in designated staff parking areas.

6. Induction

6.1 Volunteer Induction

Volunteers will be provided via email a

Volunteers Induction PowerPoint to complete a self – guided induction and questionnaire and attend an induction session prior to commencing their volunteering, where they will be provided with all necessary onboarding information including Work Health and Safety. You will also be provided all documentation to be completed and returned prior to commencement.

7. Work Health and Safety

7.1 WHS group

Quantin Binnah has a strong commitment to the safety of our community and all our services. To this end we have a WHS Group which has representatives from all sites, including all satellite sites. The WHS group undertakes quarterly site audit checklists with specific site audit tool including all child safety components. These audits take place in Feb, April, July and Oct each year and ensure that all sites systematically investigate site risks and plan mitigation and maintenance strategies. In addition, each quarter evacuation drills are undertaken to cover all of the potential threats and to prepare the staff to manage in a range of emergency situations. In addition, each quarter the WHS representatives meet to ensure a coordinated approach and to ensure that Quantin Binnah Community Centre is compliant and meets all safety standards.

The CEO and the HSR also meet quarterly to review the site audit summaries.

All WHS documents can be found at: OneDrive - Quantin Binnah Community Centre Inc\Documents – WHS

7.2 Staff injuries and near misses

The reporting of staff injuries is as per the reporting process outlined in the flowchart. As per this process please report your injury to your Line Manager who will use the appropriate forms. Documents can be found at <https://www.qbcc.org.au/staff-documents> Your Line Manager will then provide a copy to you and to the HR Administrator who will copy to your HR file and add the details to our register.

7.3 Site Evacuation Maps

OneDrive - QBCC\Documents - WHS\Emergency Evacuation Maps

Volunteers Disciplinary and Grievance Procedures

8.1 Volunteers Grievance Procedures

Grievances can occur in all workplaces and handling them properly is important for maintaining a safe, healthy, harmonious and productive work environment. Documented grievance procedures are important because: Staff and visitors need to know a process exists for receiving and managing grievances and complaints fairly, impartially, promptly and thoroughly.

- They help to ensure small issues or problems do not escalate.
- Supervisors and managers need to be aware of issues causing conflict.
- Documentation provides evidence and a record of the grievance and the outcome.
- Complaints facilitate continuous improvement of Service operations.

For more information see the Grievance and Complaint Management Policy at:

<https://www.qbcc.org.au/policies>

8.2 Volunteers Disciplinary Procedures

Disciplinary action, except in cases of serious misconduct, may be an incremental process which can be terminated at any stage. This can be in response to a specific incident or series of incidents. Where there is no improvement in the volunteer's performance or conduct as required by each warning, the due process is that two (2) warnings will be given before termination is considered or undertaken. As performance and/or conduct must be assessed on a case-by-case basis, it will not always be appropriate to provide two (2) warnings before considering termination of a volunteer. Management retains the right to provide fewer than two (including zero) warnings before terminating a volunteers contract with the Organisation.

9. Child Safety Frameworks

9.1 Organisation Statement

Quantin Binnah is a committed Child Safe organisation and has zero tolerance for child abuse. Every child and young person accessing Quantin Binnah has the right to feel safe. All Quantin Binnah employees,

volunteers, contractors and community representatives have a responsibility to understand and activate their role in preventing, detecting, responding and reporting any suspicions of child abuse to the relevant authorities and maintaining a child safe culture.

9.2 Quantin Binnah Summary Child Safety Plan

Standard 1

Quantin Binnah has established a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued

Standard 2

Child safety and wellbeing is embedded in Quantin Binnah's leadership, governance and culture

Standard 3

Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously at Quantin Binnah

Standard 4

Families and communities are informed, and involved in promoting child safety and wellbeing at Quantin Binnah

Standard 5

Equity is upheld and diverse needs respected in policy and practice at Quantin Binnah

Standard 6

At Quantin Binnah people working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

Standard 7

At Quantin Binnah processes for complaints and concerns are child focused

Standard 8

Staff and volunteers at Quantin Binnah are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training

Standard 9

Physical and online environments at Quantin Binnah promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

Standard 10

Implementation of the Child Safe Standards is regularly reviewed and improved at Quantin Binnah

Standard 11

At Quantin Binnah policies and procedures document how the organisation is safe for children and young people

9.2.1 Quantin Binnah Child Safety Documents Summary

1. Quantin Binnah CC Organisation Statement of Child Safety
2. Quantin Binnah CC Child Protection Policy and Child Safe Policy
3. Quantin Binnah CC Pledge to Families, Children and Young People
4. Quantin Binnah CC Pledge to Young Children
5. Quantin Binnah CC Code of Conduct for Volunteers
6. Quantin Binnah CC has a policy for the delivery and collection of Children

7. Quantin Binnah CC has a Medical Conditions Policy
8. Quantin Binnah CC consults with Families and Children as a complimentary part of the Programs and Activities
9. Quantin Binnah CC has a COVID Policy and a COVID Safe Plan

9.3 Child behavior

Educators follow our policies, providing consistency of expectation in all Services. Our policies and philosophy allow children to develop self-discipline, a respect for others and for property and respect for one's self.

Our aims are:

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, along with honesty in dealing with peers and caregivers
- To be taught to respect the rights and needs of others by foreseeing the outcome of their behaviour and the consequences of their behaviour
- To encourage the social development of each individual child

9.4 Mandatory reporting

Quantin Binnah Community Centre is committed to child protection and child safe environments. This policy is to ensure all employees take their responsibility to protect children from any type of harm very seriously, understand their reporting obligations and are aware of our risk management strategy which includes practices designed to ensure that the safety and wellbeing of each child is paramount.

10. Privacy

10.1 Privacy Policy Statement

Quantin Binnah Community Centre recognises that every individual has the right to ensure their personal information is accurate and secure, and only used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed openly and transparently in a way that protects an individual's privacy and respects their rights under Australian privacy laws.

For more information see the Privacy and Confidentiality Policy at <https://www.qbcc.org.au/policies>

10.9 Diversity and Equity

Quantin Binnah Community Centre operates under the following principle: an awareness, tolerance, acceptance of, and respect for other cultures, values, lifestyles, physical abilities and gender, by integrating an anti-bias approach. Therefore, Quantin Binnah works to ensure that all persons are treated equitably and with a level of mutual respect, eliminate bias and prejudice, develop practices that actively counteract bias or prejudice, promote inclusive practices and encourage all persons to communicate respectfully and fairly. Quantin Binnah Community Centre is committed to multi-cultural education, developing programs that reflect the culture of all children, their families and the wider community.

11. Lost Property

Quantin Binnah has sought feedback from our Community about their ideas to manage lost property and has subsequently developed a policy on managing lost property. Quantin Binnah does our best to manage, however we continue to have lots of unmarked clothing, school uniforms and toys left at our services. It is of particular concern in relation to our school age care program as we are not permitted to return the lost property and uniforms to some of our schools. As we are unable to continue to store the lost property we have now set limits on the time keep lost property. Quantin Binnah will hold lost property for a limit of 2 weeks and at the end of that period if it is unclaimed it will be donated to charity. Please visit our website for our Lost Property Policy. <https://www.qbcc.org.au/policies>

12. Community Development Programs and Adult Education

Quantin Binnah offers a wide range of community activities, programs and adult education. Please see our website for more information: <https://www.qbcc.org.au/community-support> and view our latest activity booklet at: <https://www.qbcc.org.au/community-groups>

Prepare

Plan

Timetables

Health & Safety Guidelines

Holidays

Curriculum

Community starts here.

Uniforms and Clothing

Drop-off and Pick-up Guidelines

Food Restrictions and Allergies

Fees



Quantin Binnah
Community Centre

www.qbcc.org.au