

windana

Drug & Alcohol Recovery



Volunteering Handbook

Windana

definition: an Aboriginal word meaning 'which way?'

Windana refers to a crossroads, a turning point in life. Windana is about offering people choices

to take their lives in new directions.

Welcome

Welcome to our Volunteer Program at Windana. We aim to maximise your volunteering contributions by sourcing opportunities that utilise your talents, abilities and potential. As a volunteer, you support our community and our residents/clients in a useful, productive capacity and your services supplement the basic essential functions of our program. We hope you will find your experience here rewarding and meaningful.

The following information package includes details about our organisation and the roles and responsibilities of our volunteers. If you have any questions, please feel free to contact the Volunteer Coordinator or Team Leader at any time. Once again welcome and thank you!

Our Vision for Volunteering

Volunteers play a vital role in helping us to achieve our aims. Volunteering at Windana can take many forms, from supporting our wellbeing program, to delivering educational modules or caring for our animals or kitchen garden. Please see our website for more information: www.windana.org.au

In return it is hoped that our volunteers will enjoy their time with us, share or develop their skills and support us in helping others to create positive change in their lives.

Who we are

Windana is a leading Melbourne-based drug and alcohol treatment centre specialising in holistic, client-focused recovery services programs. Clients choose from residential and a range of supportive community-based programs. For more than 30 years, we have been helping people rebuild their lives in a safe, caring environment. We support our clients wherever they are in the recovery process.

What we do

Windana offers medically supported withdrawal programs in addition to its pioneering evidence-based, non-medical treatment programs. For Windana, effective recovery is about offering choices for people to take their lives in new, positive directions.

Volunteer Code of Conduct

All volunteers are expected to:

- carry out the duties of their position description to the best of their ability
- be punctual and reliable
- respect confidentiality
- respect the philosophy and goals of Windana

Volunteer Code of Conduct (continued)

- adhere to the organisation's policies and procedures
- deal with conflicts or difficulties as outlined in this handbook
- respect the property of Windana
- be courteous, friendly and cooperative
- be willing to take part in training as requested
- follow through on commitments and advise if unable to work as scheduled
- ask for support when needed
- support other team members
- treat co-workers and clients without discrimination

Equal Opportunities

Windana will strive to eliminate discrimination by taking proactive, reasonable and proportionate measures to eliminate discrimination, sexual harassment, victimisation and bullying in the workplace. Windana will ensure all aspects of the volunteer and employment relationship are based on equal opportunity.

Orientation

All volunteers will be provided with an orientation to the organisation and its policies and practices, including the rights and responsibilities of volunteers.

Position Descriptions

Windana will specify the work of volunteers through Position Descriptions to ensure that roles match volunteers' skills, interests and capabilities. Volunteers have the right to refuse work which is outside their Position Description.

Agreed working hours

It is expected that volunteers be punctual and reliable and commit to the days and times agreed to prior to commencement.

Settling in period

All volunteers will be offered a two week period to settle in, for both Windana and volunteers to ensure that the role is correctly matched.

Induction and Supervision

All volunteers receive an induction to Windana and to their nominated program relevant to their volunteer role. Volunteers receive a level of supervision appropriate to their tasks and are provided with regular opportunities to give and receive feedback.

Insurance

Volunteers are covered by Windana's insurance policy whilst they are engaged in any authorised duties on Windana's behalf. Any incidents that occur during the volunteering activity should be reported to the Volunteer Coordinator or Team Leader on the Accident Reporting Form as soon as practicable of the incident taking place.

Problems

Volunteers have the right to discuss any concerns or grievances they may have with the Volunteer Coordinator or their Team Leader.

If a complaint is received about a volunteer, the Volunteer Coordinator or the Team Leader will first discuss the complaint and the surrounding circumstances with the volunteer to find a resolution. If an amicable solution cannot be found, the complaint may be referred to Management for further consideration. In extreme cases, if the volunteer's behaviour is deemed to be in conflict with Windana's policies, the volunteering position may be terminated.

Confidentiality

Windana will ensure that all confidential and personal information pertaining to volunteers is dealt with in accordance with the principles of the Privacy Act 1988. Volunteers will be bound by the same requirements for confidentiality as paid staff. Where a volunteer is privy to confidential information through their work with Windana, the need for confidentiality will be highlighted.

Leaving Windana

Volunteers have the right to leave their role at any time but we request that at least two weeks' notice is provided. Windana can also terminate a volunteer position at any time. For leave of absence from a volunteering position, Windana requests two weeks' notice.