

Fishability VOLUNTEER Manual Appendix 1

Policies and Procedures

Accidents and First Aid

Any accident which occurs during the course of your voluntary service must be reported to the Program Coordinator as soon as possible and a *Hazard/Accident/ Incident Report Form* completed. See [here](#).

First aid equipment must be on hand at all Fishability activities.

At every activity, at least one volunteer must hold a current First Aid certificate.

Alcohol and Other Drugs

No volunteer is to report to work whilst under the influence of alcohol or illicit drugs.

Branding and Representation

Volunteers are an integral part of the team, being the 'face' of Fishability in the community. As such, the following should be adhered to:

- At all times, exhibit professional behaviour, a neat appearance and a good image to participants and the community. Being well groomed will help to establish your credibility;
- Do not smoke in the immediate area, swear, or look unhappy;
- You are expected to be reliable and punctual in the performance of your duties;
- Volunteers must not publicly criticise Fishability. If you have a complaint, this should be addressed to the Program Coordinator or the next in the chain of command, either verbally, or in writing;
- Participants, the general public, and all Fishability volunteers should always be treated with respect;
- Smile! Be friendly, enthusiastic, patient and approachable;
- Speak clearly and maintain a sense of humour.

You can access Fishability's *Code of Conduct* via the website. See [here](#).

Confidentiality and Privacy

Volunteer's personal information will be treated with confidentiality. The volunteer database will remain under the control of Fishability and volunteer's information will not be made available to another party without prior consent from the volunteer.

You are also expected to maintain privacy and confidentiality with any information you gain regarding participants and carers in the Fishability Program.

You can access Fishability's complete *Privacy Policy* via the website. See [here](#).

Equal Opportunity

Principles

Fishability is committed to equal opportunity and its effective implementation; Fishability is opposed to discrimination on the basis of sex, race, age, physical or mental disability, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, industrial activity, pregnancy, victimisation, physical features or social and cultural backgrounds.

Policy

Applicants will be considered for voluntary positions in Fishability solely on the basis of skill, aptitude and relevant qualifications;

Fishability is committed to the equal participation of women and men in the organisation, including avoidance of sexist language and provision on non-sexist voluntary position advertising, recruitment and selection process.

Grievance Procedures

-Grievance Resolution

- Fishability is a community organisation and it is hoped that all disputes can be solved through discussion with concerned parties;
- Every effort should be made to achieve cooperative and effective resolution informally and at the lowest levels of supervision before presenting them in writing as a formal grievance;
- Resolution should occur as quickly as possible to avoid the negative effects of ongoing problems;
- A volunteer with a complaint or grievance should convey this to their Program Coordinator. This process can be done verbally and appropriate action will be determined by the Coordinator;
- If the grievance involves another volunteer – the volunteer is encouraged to deal directly with the person(s) involved. The presence of the Program Coordinator in this situation is encouraged;
- If the grievance involves the Program Coordinator, the volunteer may speak with the Fishability Executive Officer or Board of Management who will determine appropriate action;
- All grievances will be treated in a professional and confidential manner.

-Harassment

Fishability will not tolerate harassment of any kind to staff or volunteers. Any harassment claims should be taken to the Program Coordinator or the Executive Officer as soon as possible. All claims will be treated with confidentiality.

Sexual Harassment

Fishability will not tolerate sexual harassment. Sexual harassment is unacceptable and unlawful. Claims of sexual harassment will be handled promptly, confidentially and in a manner that is fair to all involved in the complaint.

Holidays / Leave

To ensure the smooth running of your region's fishing activities, early notification to your Program Coordinator of upcoming holidays is encouraged, and immediate notification of illness is required. This will enable suitable relief to be organised if needed.

No activities will be scheduled for public holidays.

Hours of Attendance

You will be advised of the time commitment required by the fishing activities by your Program Coordinator (as per the fishing roster). If you have difficulty working within that commitment or have extra time available, please discuss with your Program Coordinator.

Fishability collects and stores information relating to volunteer attendance for purposes such as:

- Personal Accident Insurance;
- Emergency Evacuation Situations;
- Recognition of service and time contributed by volunteers;
- Reporting on volunteer programs.

Identification

After the induction process you will be supplied with a name badge. This must be worn at all times whilst representing Fishability.

Illness

Volunteers should absent themselves from their duties if they are unwell with an illness to ensure the health of participants is not compromised. Please notify your Program Coordinator if you are unable to attend your scheduled activity.

Induction

Once you have been appointed, you will receive a copy of the *Fishability Induction PowerPoint Presentation*. See [here](#).

Insurance

Fishability has a current Voluntary Workers Personal Accident insurance policy. The policy will insure all volunteers while engaged in unpaid voluntary work officially organised and under the control of Fishability including necessary direct travel to, from or during such voluntary work.

You can access Fishability's complete *Voluntary Personal Accident Insurance Policy 2017 to 2018* via the website. See [here](#).

Job Performance

-Unsatisfactory Performance

Skills and duties for the Fishability voluntary position are listed in the volunteer position description. If it is deemed that a volunteer is not able to fulfil the duties in the position description adequately, the Executive Officer will ensure more training is offered, when available, to allow the volunteer to improve their skills to a suitable level to be able to adequately perform the duties required. The volunteer has the option of going through the Volunteer Grievance Resolution process if they feel that are being treated unfairly and have been in a volunteering position for more than three months.

-Inappropriate Behaviour and Volunteer Dismissal

All volunteers are expected to act in a suitable manner at all times. Fishability will provide a positive and safe environment and expect all staff and volunteers to uphold these standards. Volunteers who do not adhere to the Fishability policies and procedures, or who fail to satisfactorily perform their volunteer activities, are subject to dismissal. Dismissal is difficult for all concerned and volunteers will be given the same respect and treatment as if they were paid staff – including the right not to be wrongfully dismissed.

Dismissal of volunteers will be a 'last resort' applied only when other available and appropriate approaches have been attempted and failed. Dismissal will only take place after consultation between the Program Coordinator, the Executive Officer and/or Board of Management and the volunteer concerned.

Volunteer dismissal should follow these guidelines:

- An informal discussion between the Program Coordinator and the volunteer outlining the problems, and agreed measure to fix these problems;
- A written outline of the problems by the Program Coordinator if the behaviour has not improved;
- If the behaviour still continues the Program Coordinator (in conjunction with the Executive Officer) can ask the volunteer to hand in their uniform and equipment for an agreed time period and this may eventually lead to the volunteer being asked to leave the program;
- A final dismissal will be made in writing by the Chairman of the Board and should include proper explanation and support. It must be recognised that adequate opportunity has been given to the volunteer, to meet the requirements of the organisation.

Volunteers have a right to expect:

- Supportive and constructive comments;
- Clear details regarding inappropriate or unsatisfactory performance/behaviour;
- Suggestions regarding what improvements are required, how to carry them out and time and opportunity to demonstrate them;
- Written records of unsatisfactory performance;
- A formal written opportunity to show "just cause" why they should not be dismissed.

-Immediate Dismissal

There may be times when a volunteer's behaviour is so dangerous, harmful or otherwise inappropriate that it may warrant an immediate response, bypassing the normal guidelines for volunteer dismissal.

Volunteers may be suspended without warning if there is 'just cause'. Fishability has the right to request a volunteer to suspend activities immediately. Grounds for volunteer suspension may include, but are not limited to:

- Gross misconduct or insubordination;
- Being under the influence of alcohol or drugs while performing volunteer activities;
- Theft of property or misuse of organisation funds, equipment or materials;
- Illegal, violent or unsafe acts;
- Abuse or mistreatment of co-workers, including organisation staff and other volunteers, and program participants;
- Failure to abide by organisation policy or procedure;
- Unwillingness or inability to support and further the objectives of the organisation and/or the objectives of the volunteer program.

The offending volunteer shall be immediately suspended from all volunteer duties. The volunteer must be advised of the reasons why dismissal is being contemplated and must have a formal written opportunity to show 'just cause' why they should not be dismissed.

Immediate dismissal will take place only in the most serious circumstances and must have the approval of the Chairman of the Board of Management.

Media and Publicity

No volunteer is entitled to make any statement to the media concerning Fishability. If you have any questions regarding media please speak to your Program Coordinator.

However, Fishability communicates a range of information to the public through various media sources. This includes maintaining a Facebook page. Volunteer input for this is encouraged and often requested.

Media and Photographic Approval and Consent

Due to the nature of the organisation and the vulnerability of our participants no images can be taken of our participants or published without media approval and written consent.

As a volunteer you will be asked to sign a consent form for the use of your image in Fishability promotional material and publicity.

Mobile Phones

- Mobile phones can be issued to Program Coordinators and are to be used for the purpose of Fishability business only;
- All mobile phones remain the property of Fishability;
- All possible care should be taken with the phone;
- Mobile phones being used on jetties or vessels should be kept in a waterproof pouch;
- A lost or stolen phone should be reported to the Program Coordinator immediately.

Personal Details

Keeping up to date records is important. Please advise your Program Coordinator of any change of name, address or phone number.

Personal Property

Please bring minimal valuables to any fishing activity you are involved in. This will minimise risk of loss or theft.

The Program Coordinator will advise you where to leave your personal belongings. Fishability does not accept any responsibility for any loss or damage to a volunteer's personal belongings in situations where the advice/recommendation of the Program Coordinator has not been followed.

Police Checks

Police Checks are current at the time they are issued. Fishability carries out verifying the validity of police clearances every 2 years.

Reimbursement of Expenses

Volunteers are not paid or otherwise remunerated for their activities unless prior approval by the Executive Officer is made on purchases relevant to the organisation.

Resignation

Volunteers are an invaluable resource to Fishability but it is recognised that due to changing circumstances a volunteer may need to resign from their voluntary position. Fishability asks all volunteers to give as much notice as possible to the Program Coordinator before leaving Fishability.

Fishability is committed to constantly improving the Volunteer Program and all feedback regarding the volunteer's experience at Fishability would be appreciated. If the volunteer is leaving due to any sort of problem or dissatisfaction with Fishability it would be beneficial to Fishability if they notified the Program Coordinator as to their reasons.

Smoking Policy

Smoking is not permitted by volunteers during any fishing activities in a restricted area.

Training

Volunteers are encouraged to develop and expand their personal skills to maintain and enhance the Fishability effectiveness. Specific training for volunteers will be provided where appropriate and financially possible.

Vehicles and Trailers

All vehicles and trailers remain the property of Fishability and will be operated according to the relevant Fishability policy.

You can access Fishability's complete *Association Vehicle Policy V4* via the website. See [here](#).

Vessels

For operation of any Fishability vessel please refer to the relevant policies.

Fishability's *Vessel Policy* is coming soon.

Fishability's *Nev Thomas Manual* (Perth volunteers only) is coming soon.

Working with Children Check

Working with Children Checks are valid for three years. The process for renewal will be discussed as required.