

OSHClub Volunteer Handbook



Mission Statement


To provide Parents and Schools with peace of mind by providing a safe, fun learning and play environment for children.

Values

We are extremely passionate about providing the highest quality programs to children and their families. We have developed our values to reflect who we are an organization as these values underpin everything that we do as an organization.

Safety	The decisions we make every minute ensure OSHClub is a safe place for all
Fun	The children want to come back to OSHClub again.
Integrity	We are proud of our efforts every day
Caring	We make every child's day a little bit brighter when they come to OSHClub
Education	The children learnt something today about themselves or their peers. There were new activities and experiences that engaged, excited and extended them.

Philosophy



Philosophy

OSHClub provides the highest quality Before School Care, After School Care, Pupil Free Day Care and Holiday Programs for children, parents and the local community. Our programs are designed with working families in mind, ensuring that they can continue in their work environment without concerns about the safety and care of their children.


OSHClub will provide Outside School Hours Care (OSHC) programs which meet the diverse needs of parents and children in the local community.

Goals:

The programs will:

- > Provide a safe, caring and stimulating environment
- > Provide a wide variety of experiences and activities that are developmentally appropriate for the middle childhood phase specifically highlighting the value of play
- > Cater to the social, intellectual, physical, recreational and emotional needs and interests of all children
- > Provide affordable quality care which is accessible by all children and their families including those from culturally and linguistically diverse backgrounds, low income families and those with special needs
- > Ensure that the needs of parents are acknowledged and respected
- > Provide friendly, trained, sensitive and co-operative staff
- > Offer a caring environment that promotes positive attitude, personal growth, high self-esteem and respect for others.

This philosophy is continually under review.





Welcome

Welcome and thank you for choosing OSHClub for your placement. We believe we are the best national provider of Outside School Hours Care and Holiday Programs in Australia, due to our dedicated Team Members.

OSHClub Outside School Hours Care, is all about *happy children learning*. If our children are happy and safe, then then we have been a success.

OSHClub Pty Ltd provides Before School Care, After School Care and School Holiday Programs throughout Australia. This Volunteer Handbook, has been developed to assist you to understand our policies and expectations of an OSHClub Volunteer.

It is important that you read this handbook carefully and understand our expectations and policies to ensure we remain the number one high quality OSHC provider. We hope you have a great experience volunteering for OSHClub and please remember that your enthusiasm and excitement influences the quality of our Programs that our children attend.

Volunteer Policy

Why does OSHClub engage in volunteering?

At OSHClub we have a philosophy of partnering and working with the local communities that we serve. It just so happens that the National Quality Framework also states how crucial volunteers are to the development of children! Quality Area 6 states, "collaborative partnerships with families and communities", this is aligned to our philosophy of engaging with the community and we could not be more proud!

Why is there a volunteer policy?

To ensure that Team Members and volunteers are aligned. It is important that anyone volunteering at OSHClub knows what the expectations are at all times. After reading our Volunteer Handbook you will be;

- Clear on Volunteer roles and responsibilities
- Understand our mission, values, philosophy and volunteer expectations
- Understand the value of volunteering for you and OSHClub
- Learn the importance of good relationships within a team, the company, the school and the community we serve

Purpose of Volunteer Policies

This policy is written to provide overall guidance and direction to volunteers engaged in volunteer activities at OSHClub. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. OSHClub reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the CEO, and must be obtained in advance and in writing. Areas not specifically covered by these policies, shall be determined by the Human Resources Senior Manager in conjunction with the Leadership Team.

Confidentiality & Conflict of Interest Policy

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single Team Member, another volunteer, client, or other person or involves overall agency business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with OSHClub or other corrective action. All volunteers agree upon commencement of their volunteer time with us to abide by all company policies including the OSHClub Conflict of Interest Policy.



Documentation

Volunteers must submit reference contacts from school, teachers and or current or past work references. If the volunteer is under 18 years a letter then a letter from their school or organisation for which they are volunteering for may also be requested by OSHClub. Where required, this will be communicated, to you at point of Induction. All Volunteers must carry with them at all times a copy of their OSHClub "Volunteer Record." The Volunteer record is a record of your WWCC, Blue Card or other (if applicable) and is an outline of your qualifications and documents that ensures OSHClub is compliant under the relevant regulations.

Dismissal of a Volunteer

Volunteers who do not adhere to OSHClub rules, policies and or procedures or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Human Resources Senior Manager and or the Operations Manager. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of OSHClub or school property, abuse or mistreatment of other Team Members, children and or other volunteers, and failure to satisfactorily perform assigned duties as requested by Program Coordinator.

Open Door Policy & Grievance Procedure

Open and honest communication is critical to your success and that of OSHClub. To facilitate this communication, we have developed our Open Door Policy to provide you with an easily accessed process for expressing dissatisfaction, fostering sound Team Member-manager relations in resolving work related issues.

You are responsible for ensuring you understand our Open Door Policy and you feel free and without fear of retaliation relating to job security, promotional opportunity for job advancement.

OSHClub is committed to trying to resolve all of your complaints to the mutual satisfaction of yourself and the company. OSHClub believes the most effective way to resolve concerns are to address them as directly as possible with those who know the situation best. We prefer to communicate with individual Team Members directly, and will continue our efforts to listen to any concerns you may have.

A complaint is defined as dissatisfaction in relation to the administration of company policies, perceived unfair or inequitable treatment of disciplinary action or other conditions of employment.

Grievance Resolution Process

1. If you have a complaint, you should first approach your direct line manager and explain your concern openly, honestly and in a professional manner. If the complaint/issue remains unresolved, you may bring your complaint to one of the following: Area Manager, Area Manager – Team Lead, Operations Manager, or Human Resources Senior Manager.
2. If you feel that your complaint has not been clarified once the Human Resources Senior Manager has become involved, then your complaint may be escalated to the CEO.
3. It is preferable that all complaints are submitted in writing. If a written complaint is not possible, a verbal complaint is acceptable. To help you in resolving your complaint we ask that you provide the following information:
 - Date(s) and time(s) of the occurrence(s) causing the complaint
 - Where the problem happened, who was involved, and what caused the problem
 - What steps have been taken to date to try to resolve the problem
4. Once your complaint has been received, the information you submitted will be reviewed and responded to by the person to whom it was addressed, generally within five business days of receipt.



- If you are still unsatisfied with the response, you may submit the written or verbal complaint, with all of the above facts included, to the Human Resources department. A committee consisting of managers and/or Leadership Team Members may be formed to review the complaint. You may be asked to provide further input. A recommendation will be made to you regarding the resolution of the problem. The committee or a designated representative will discuss with you what the recommendation is, as soon as feasible, after the committee has met.

Frequently Asked Questions – Volunteers

What is a volunteer?

A "volunteer" is anyone who, without compensation or expectation of compensation performs a task at the direction of and on behalf of OSHClub. A "volunteer" must be accepted and inducted by OSHClub, prior to attending any OSHClub Program. Unless specifically stated, volunteers shall not be considered as "Team Members" of OSHClub.

What does the volunteer application process involve?

After you have applied via our website, you will be required to complete the volunteer application on line. If your interview is successful;

- we will conduct referee checks
- we will ask you to obtain a Volunteer Working with Children Check (if you don't already have one) or relevant check

Who can volunteer?

In order to become a Volunteer at OSHClub you must:

- Have a current Volunteer Working with Children Check (WWCC) or a current Police Check (see below table for individual state requirements) – volunteering with a WWCC receipt/Police Check application will not be allowed
- Have no criminal history of violence, drug offences, sex offences or crimes against children
- Be able to make a weekly commitment of at least 1 hour per week
- Be able to commit to working at one Program

Volunteer WWCC requirements

State	Requirements (Under 18)	Requirements (18 and over)
ACT	Volunteer Working with Vulnerable People check	Volunteer Working with Vulnerable People check
NSW	National Police Check	Volunteer Working with Children Check
QLD	National Police Check	Unpaid Blue Card
SA	Current Child Related Employment Screening	Current Child Related Employment Screening
VIC	Volunteer Working with Children Check	Volunteer Working with Children Check
WA	National Police Check	Volunteer Working with Children Check

Are parents able to volunteer at OSHClub?

Yes, as long as the parent meets the relevant criteria in relation to volunteering. Parents will be unable to volunteer at the same Program that their child attends. Unless you are considered a visitor, see definition of a volunteer.



What is the difference between a visitor and a volunteer?

A visitor is defined as a member of the community visiting the Program for a specific reason for a defined period of time. The visitor is attending the Program to share and or present a topic to the children attending the program. For example, it may be a tribal elder coming in to visit, a community member i.e.: police, ambulance etc. or a parent coming in to show the children how to make noodles.

Can I undertake my Community Service or Duke of Edinburgh Award requirements at OSHClub?

Yes, as long as OSHClub all the required documentation from the school detailing what the requirements are for the relevant community service award. The Program Coordinator will be accountable for the volunteer at their Program and will ensure all volunteers are supervised at all times.

What are the job tasks of a volunteer at OSHClub?

Volunteering at OSHClub covers a wide variety of activities, of which involves contact with our children and our Team Members. Volunteer activities may include:

- Providing a warm welcome to parents and children
- Work as part of a team
- Assist Team Members with setting up activities
- Engage with children during play
- Assist in the supervision of children
- May assist with housekeeping at the Program

What are the expectations of a volunteer?

- Be punctual, reliable and inform the Program Coordinator if you are unable to make your volunteer shift
- Respect children’s and family’s privacy, confidentiality and cultural differences
- Maintain standards of safety standard and ensure compliance with all directions, policies and procedures
- Wear your volunteer name badge and vest whilst volunteering
- Wear appropriate clothing and footwear as per OSHClub Dress Code Policy
- Register arrival and departure for each shift to the Program Coordinator who will need to add you onto Rosterlive
- Remember to always have fun. If you are having fun then the children will have fun.
- Arrive just prior to the commencement of your shift so that you ready to commence your shift on time.
- At every program where you volunteer, get to know the children, this is beneficial for you and the children.
- Use your initiative to help and support other Team Members and volunteers
- Communicate with children in a positive and supportive manner.
- Under no, circumstances are you touch or use violence of any nature on a child.
- Under no circumstances are you to make sexually suggestive remarks or comments to any child.
- Turn mobile phone off during your time volunteering. If you are waiting on an important call please speak to the Program Coordinator.
- All children must be within eyesight at all times. Children must not play behind buildings, trees or any unlicensed areas etc. Seek Program Coordinators assistance where required.

Do I have to submit a timesheet?

- Yes, or we will not be compliant with the regulations. The regulations state; “ Section 149 Volunteers and students
 (1) The staff record must include the full name, address and date of birth of each student or volunteer who participates in the centre-based service.

 (2) The approved provider of a centre-based service must also keep a record for each day on which the student or volunteer participates in the service, the date and the hours of participation.



- It is the volunteer's responsibility to ensure that Program Coordinator complete the volunteer's timesheet correctly. All timesheets will be entered and submitted by the Program Coordinator each fortnight.

Can I volunteer at different Programs once I have commenced?

We encourage a change of Programs about every 1-2 years if there are vacancies. This must be authorised by the Area Manager in conjunction with Human Resources.

Can I smoke when volunteering?

No. There is no reason why any volunteer should be smoking at any time on any school's premises.

What does OSHClub do for volunteers?

Our volunteers are highly valued. Each year we acknowledge the volunteer at their anniversary each year and provide certificates of service.

What is the Dress Code Policy?

We want you to be comfortable at work while maintaining a professional and family focused environment. You are expected to come to work dressed appropriately, using good judgement, thinking about the role you play at work, keeping children, parents and the wider school community in mind when deciding what professional and comfortable attire to wear, to work.

You need to maintain the highest standards of regular personal hygiene. Your hair must be clean and neatly groomed, and moustaches and beards must be properly trimmed and groomed. It is expected that you maintain moderation and good taste in your appearance. Elaborate make-up and hairstyles and hair colour are out of place at OSHClub when working with children. Jewellery must be tasteful, non-offensive and not breach safety regulations.

Acceptable work attire:

- Full length trousers or pants, jeans, or tracksuit/sweat pants for sporting activities, all skirts must be at *or* below the knee, dress shorts, capri/three quarter pants, short and long sleeve t-shirts and shirts.
- Head coverings for religious purposes are acceptable.
- All shoes and clothing must be clean and in good repair. Shoes with laces or Velcro straps are acceptable.
- Tattoos must be covered during work.
- Shirts and T-shirts must be considered sun smart and must have a sleeve.
- OSHClub Vest must be worn at all times and left at work for next shift.

Not acceptable work attire:

- Excessively long nails/ acrylics or otherwise. (Excessively long nails whilst at work will not be permitted. As a team member you are engaging in active play with children from kinder to primary school age, long nails whilst at work therefore is a safety concern. Gloves must be worn when preparing food, with long nails you are not able to guarantee that they will not tear through, torn gloves is a health and safety hazard and a breach of our policy expectations in relation to food preparation/handling and cleanliness.)
- As a Program team member and a company representative, the school community and the children see you as a mentor and coach, when at work we expect your appearance to be professional and respectful - excessively long nails have no place in a children's services environment.
- Cargo shorts, cargo pants, leggings/stirrup pants/ spandex pants, cut-off jeans, ripped jeans, cut off shorts or other type of cut-offs, hot pants and miniskirts.
- Bandanas, scarves or any other type of head covering.
- For safety reasons and for reasons of professionalism, slippers, ballet shoes, any soft/ thin soled shoes, sling backed crocs, open toed crocs, slip on shoes, open toed sandals/footwear, sling backs, slides, UGG boots, high heels, moccasins, thongs, tank tops, strapless tops, tops with spaghetti straps, off the shoulder tops, singlet's,



personal underwear and undergarments must not be exposed, chains or studs on clothing or belts are not acceptable whilst working at any OSHClub Program.

- Clothing with wording or logos that are offensive and violent in nature.
- Any visible facial piercings and tongue piercings and adornments are not acceptable whilst working at any OSHClub Program

Will volunteering help me get a job at the OSHClub?

Volunteering can make you a more competitive applicant but there is no guarantee that it will get you a job at OSHClub.

If I do not meet the criteria and still want to volunteer what can I do?

Your local council can also advise you of volunteering opportunities in your area

Interested? Here's how to apply.

- We require all prospective volunteers to apply via the OSHClub website, and complete a volunteer application at www.oshclub.com.au and click on 'volunteers.' You can then make a decision about whether we are the right place for you and whether you can commit to our policies and expectations of a volunteer.



OSHClub Volunteer Declaration

All volunteers at OSHClub will be expected to agree and sign;

I have reviewed the OSHClub Volunteer Handbook, I understand that:

- I acknowledge that I have reviewed the OSHClub Volunteer Handbook. I further acknowledge that it is my responsibility to read this information and abide by and observe all of the information and policies explained therein, including future changes or additions to the OSHClub Volunteer Handbook. I also understand that it is my responsibility to ask questions of my Program Coordinator or contact Human Resources if I do not understand any of the information. I further understand that these policies are intended as a guide only and do not create either an expressed or implied contract.
- I understand that sections of these policies may be changed or deleted from time to time at the sole discretion of OSHClub Pty Ltd.
- I understand and acknowledge that volunteering with OSHClub is for a specified period, OSHClub may terminate my volunteer relationship, at any time with or without notice.
- In the event of serious misconduct or breach of any OSHClub company, policy or breach of the Education and Care Services National Regulations or any other Australian legislation OSHClub may terminate my volunteer relationship, with or without notice.
- I am aware that during the course of volunteering, confidential information may be made available to me and I agree not to disclose confidential information to anyone other than OSHClub authorized individuals.
- Whilst I am engaged in volunteering at OSHClub, I agree and abide by the Conflict of Interest Policy at all-times.
- I agree that I will not volunteer at any other OSHC company that the Company may be a competitor to.

This handbook supersedes any previous oral or written policies of OSHClub and no manager, or other Team Member is authorized to make representations to the contrary unless it is expressed in writing and signed by the CEO.

I, _____ (print your name), have read and understand the OSHClub Volunteer Handbook, and will act in a manner consistent with these policies and any subsequent additions, modifications, or deletions, which may be implemented by OSHClub.

Volunteer Name: _____

Volunteer Signature: _____

Program: _____

Date: _____

Human Resources: Please place the original signed document in the Volunteer Records file

