

VOLUNTEER POLICY AND PROCEDURES MANUAL

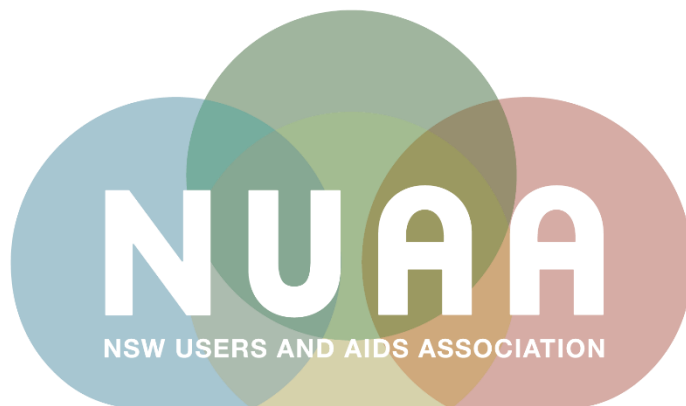


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1. Overview of NSW Users & Aids Association

NUAA is the NSW-based not-for-profit drug user organisation advocating for people who use illicit drugs, particularly those who inject drugs. NUAA was formed in 1989 in response to the growing HIV epidemic by a group of drug users, their friends, families and supporters. The aim was to establish an independent, user-driven community-based organization.

NUAA uses a number of strategies and programs to achieve its aims and objectives focusing on a community development model of self-help and empowerment. The organisations primary aim is to give NUAA's members an opportunity to participate in the decisions and direction of their organisation. NUAA offers its membership base and volunteers an opportunity to:

- Provide peer support and education
- Information and advocacy to users of illicit drugs, their friends, & families
- Debate and advocate for the development of public policies which advance the rights, health, and dignity of people who currently use and those who could potentially use drugs illicitly.

NUAA's philosophy stresses tolerance and acceptance and strongly promotes principals of access, equity, and anti-discrimination and works within a framework to ensure equal access for all members of society.

To work at NUAA you will need an intimate understanding of NUAA's aims and objectives, you will also have to agree to support these aims. If you feel that you are unable to support NUAA's aims then perhaps this program is not for you, please discuss this with the Peer Participation Program coordinator if you have any questions.

NUAA's Vision

NUAA aims to advance the health, rights and dignity of people who use drugs illicitly; provide information, education and support for drug users; promote the development of legislation and policies to improve drug users' social and economic well-being; improve the quality and standards of services available to drug users.

Connecting and strengthening communities through volunteering

NUAA's Values

Our Values— what drives our work

We are committed to:

- Respect
- Inclusiveness
- Self-determination
- Empowerment
- Courage
- Innovation

We actively seek to demonstrate these values in all our interactions with

people who engage in our programs, our members and our stakeholders, and in all our activities.

Board of Directors

NUAA is managed by a Board comprising of six volunteers. All Board members have voting rights.

Role of the Board

The Board's primary role is to effectively translate the needs of financial members into a direction for the future of NUAA.

A Board Member is part of a team which the membership trusts to:

- make informed decisions
- provide strong representation
- provide sound governance
- demonstrate high standards of conduct as befitting the principles of NUAA

Staffing

NUAA employs a Chief Executive Officer, CEO, to oversee the strategic direction of the organisation, whilst other staff oversee direct service delivery. NUAA also employs Coordinators and Project Officers who deliver direct service to the community. A full staff structure is included in Induction training.

Strategic Plan

NUAA has developed a strategic plan that outlines what it hopes to achieve. You can find the latest Strategic Plan on the NUAA Website:

The key action points in the Strategic Plan are:

Action1: Improving the health and human rights of people with a history of drug use

Action Area 2: Using alliances and partnerships to provide targeted interventions and enhanced outcomes

Action Area 3: Advocating for sound public policy and a voice in decision-making

Action Area 4: Keeping NUAA vibrant, reflective and focused.

2. Volunteering at NUAA

NUAA is committed to supporting volunteers and recognises the value volunteers bring to NUAA.

The purpose of this policy is to ensure volunteers are guided by fair and consistent principles and sound administration. The aim is to ensure a positive experience and outcome for both the volunteer and NUAA.

This policy applies to all volunteers at the organisation. The policy encompasses but is not limited to:

- Legal and regulatory responsibilities
- Recruitment and selection of volunteers
- Supervision and management of volunteers
- Termination and resignation of volunteers.

Definitions

Volunteer: an unpaid person who contributes to workplace operations and services on their own volition and/or as a participant in a recognised volunteer program.

Volunteering: an activity which takes place through - not for profit organisations, and is undertaken:

- to be of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions.

Principles

Volunteering is a legitimate way in which community members can contribute to and promote, human rights and equality, while respecting the rights, dignity and culture of others.

Volunteer work at NUAA is unpaid and can significantly benefit and contribute to the development of both the organisation and the volunteer.

Volunteering is always a matter of choice and is not compulsorily undertaken to receive pensions or government allowances.

Volunteer work is not used as a substitute for paid work at NUAA. Volunteers do not replace paid workers or constitute a threat to the job security of paid staff.

Outcomes

Volunteers add value to the work of NUAA.

Service Users' lives are enriched through the work of volunteers.

Employees welcome and support the use of volunteers to contribute to the organisation's work.

Volunteer time and expertise are valued, applied effectively, and appreciated.

3. Volunteer Rights, Responsibilities & Principles

As a volunteer, you have the right:

- to be treated fairly and respectfully and as an equal team member of NUAA
- to be engaged in accordance with equal opportunity and anti-discrimination legislation
- to be adequately covered by insurance (p18)
- to be given accurate and truthful information about the organisation for which you are working
- to be reimbursed for out of pocket expenses
- to be given a copy of the organisations volunteer policy and any other policy that affects your work
- not to fill a position previously held by a paid worker
- to have a job description and agreed working hours (p55)
- to have access to a grievance procedure (p45)
- to be provided with orientation to the organisation
- to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- to be provided with sufficient training to do your job

Principles of Volunteering:

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice and time is freely given
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- Volunteering is a legitimate way in which our community can participate in the activities that benefit all
- Volunteering is an activity performed in the not for profit sector
- 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; and
- Volunteering promotes human rights and equality

Source acknowledgment: VOLUNTEERING AUSTRALIA

4. Services Provided

NUAA delivers a wide array of services, programs and projects that aim to reduce the spread of blood borne viruses and harm from illicit drug use.

Services Include:

PeerLink is NUAA's key peer education and peer support project. In collaboration and consultation with people who inject drugs. NUAA has developed Peer Education training that introduces peers to NUAA and to the concept of peer education, harm reduction and safer using and blood borne viruses prevention. PeerLink also holds regular community consultations.

PeerLink project has been rolled out across several sites in NSW in partnership with local area health services. Key peers are identified and recruited and after completing NUAA peer education training, peers are encouraged to share the information they learn within their peer networks. NUAA then feeds back the information gathered at community consultations to local health district and this information is used to improve services locally for illicit drug users.

Needle and Syringe Program

NUAA runs a Needle and Syringe Program (NSP) at 345 Crown St Surry Hills. The NSP is open 8am-8pm Monday-Friday. NUAA has been operating an NSP service for over 20 years. Running an NSP is an integral part of NUAA's commitment to harm reduction. NUAA's NSP is a peer run, self-serve model where people are encouraged to help themselves to equipment. Staff and Peer Participants are on hand to provide health promotion and peer education to service users. NSP also houses a Vending Machine for afterhours use. NUAA's NSP also provides a nurse led primary health clinic once a week and other weekly health promotion activities.

Publications

Users News has been produced by NUAA since 1989. The magazine has evolved over the years into a mix of user's stories, harm reduction information, opinion pieces, and information and referral to health and support services. Presently 15,000 copies are published three times a year and distributed to a targeted audience of injecting drug users throughout NSW by either direct mail or through services such as NSP's, pharmacotherapy clinics and some pharmacies, community organisations, medical centres, and prisons. Users News relies on contributions from community members, if you have a story, poem or cartoon to share contact the editor at Leahm@nuaa.org.au

Insider News is a new publication developed by NUAA and it solely distributed through NSW Corrections it is only available to inmates. Like Users News, Insiders News is a mixture of user's stories, harm reduction information, opinion pieces and games and puzzles. If you have been recently released and would like to share your experience, contact the editor at Leahm@nuaa.org.au

DanceWize NSW is NUAA's latest harm reduction outreach program.

DanceWize NSW utilises peer education to reduce drug-and-alcohol-related harm at NSW dance parties and festivals. Our staff and volunteers attend events in order to: host a chill-out space; discuss safer drug use with peers and disseminate health resources.

Consumer Academy is NUAA's latest peer education program aimed at training people with lived experience of Drug and Alcohol Services to become advocates and peer workers. Consumer Academy looks at training people around topics such as working with Clinical Teams, Advocacy, Using personal stories for change, Community Engagement, and Consumer Participation and more. Consumer Academy is open to anyone who wants to have a say in how Drug and alcohol Services are delivered in NSW.

Training

NUAA also runs training for the health sector "Putting the Pieces Together – Stigma and Discrimination Training" based on training program developed by AIVL. The training focuses on reducing the stigma and discrimination experienced by illicit drug users accessing health services. NUAA can also tailor training to meet service's needs.

NUAA also runs other programs for the community including weekly Women's Group for women who use NUAA's NSP and have experienced intimate partner violence. The group is supported by a Peer Worker and Social Worker.

NUAA is also developing Consumer Academy looking at training people who wish to take up roles as consumer representatives in health services they access.

NUAA work also focus on Blood Borne virus prevention and NUAA is currently running a Buddy Program that looks to support people through Hepatitis C testing and treatment.

5. Recruitment of Volunteers

Recruitment

NUAA NSP Volunteers are recruited from people with lived experience of illicit injecting drug use but NUAA also takes into account factors such as the applicant's qualifications and experience appropriate to the volunteer position; their skills, knowledge and abilities; their potential; and their overall suitability for a volunteer position and the organizational needs.

NUAA will not permit discrimination against applicants or employees on the basis of race, religion, age, gender, sexual orientation, disability, socio-economic background or ethnicity. This applies to all areas of volunteer employment including recruiting, hiring, promotion, assigning of work, provided the individual is qualified and meets the requirements established for the position.

Volunteer Criteria is attached *Appendix 6*

Advertised Positions

Opportunities to volunteer with NUAA are publicised broadly, to ensure that no groups of people are excluded because of inappropriate or inadequate advertising.

NUAA may approach potential volunteers with a designated volunteer position in mind.

All applicants will be advised that their application has been received.

Induction Process

All applicants selected for induction will be advised of the time and date for the meeting. Every endeavour will be made to determine a date and time suitable to the applicant. The volunteer applicant will then need to attend induction meeting and two training sessions. All volunteers will undergo four onsite training sessions in the NSP or in the Office depending on role applied for.

Appointment of Volunteer

Once an appointment has been determined the successful applicant will be advised and subject to acceptance and completion of training will be added to the PPP volunteer roster.

Equal Opportunity Employment

NUAA recognises that people are its most important resource and is committed to equal employment opportunity for all volunteer members.

It supports the objectives of the Equal Employment Opportunity (Commonwealth Authorities) Act 1987 that became Law in 1987 with additions and improvements added in 2016.

This Act prohibits discrimination or other unfair treatment at work based on a person's:

- Race, including colour, national or ethnic origin or immigrant status
- sex, pregnancy or marital status and breastfeeding
- age
- disability, or
- sexual orientation, gender identity and intersex status.

Sexual or racial harassment are also unlawful. This legislation applies equally to all staff and volunteers. NUAA, is responsible for ensuring that NUAA's actions are not discriminatory to others.

The Act prohibits anyone who may complain about their treatment from being singled out or criticised because they have made a complaint.

Any breach of this Act may result in suspension or other actions that may include immediate dismissal depending on the severity.

6. Volunteer Induction & Training

Induction of New Volunteers

NUAA places importance on the induction of new volunteers. An *Induction Check List* is available to assist the Volunteer coordinator to ensure that all aspects of NUAA's operations, policies, programs, procedures and staff member responsibilities are understood.

A copy of the *Induction Checklist* is available as *Appendix 8*.

The Volunteer coordinator will introduce you to staff & volunteers.

Evaluation Surveys

NUAA values volunteer contribution to the organisation, and we would like to ensure that volunteers are satisfied with their role. NUAA will review the volunteer program on an annual basis and seek feedback from volunteers. Please speak with volunteer coordinator or senior staff at any time if you have a concern.

Volunteer Shifts

NUAA tries to meet volunteers needs and tries to accommodate volunteer time requirements. The core hours of operation are based on NSP opening times at present NSP is open from 8.00am to 8.00pm Monday to Friday. NSP Volunteer Shifts are 8am-12pm, 12pm-4pm and 4pm-8pm. However, volunteers may be requested to work outside these hours and days on special occasions. Volunteers are free to say no to any work hours without fear of repercussions. These hours may change if NSP hours change.

Breaks

NUAA recognises the importance of volunteers taking a meal break and encourages volunteers to take a meal break of 15 minutes or up to 30 minutes (dependent on the hours worked). If you work a 4-hour shift 15 minute break. If you work an 8-hour shift 30 minute break is recommended. NUAA aims to assist volunteers by providing food in the NSP and NUAA main office. NUAA also is a member of Food Bank and provides volunteers with a monthly food parcel of staple food items. Volunteers can participate in the program if they choose.

Public Holidays, School Holidays & the Christmas Period

NUAA observes all gazetted NSW public holidays.

NUAA presently either closes down NSP services, or otherwise restricts the delivery of its NSP services over the Christmas/New Year period.

Please let NUAA know if you are able to work over Christmas/New Year period or public holidays.

Reimbursement

NUAA has developed a standard reimbursement schedule for Volunteers. Reimbursement's vary depending on whether a volunteer is completing a volunteer shift, training or attending a meeting.

Volunteers are reimbursed \$30 for each four hour shift they complete with NUAA. Payment is reimbursed at end of shift, not at the beginning or middle unless other arrangements are agreed to with the senior staff or volunteer coordinator. Volunteers are required to fill in a daily sign in sheet which is stored in the NSP office or Admin office. NUAA Consultations where volunteers are providing expert advice are remunerated at \$50.

Volunteers will be reimbursed \$20 for attending meetings and training no longer four hours. Day long training will be reimbursed at \$40 a day. All reimbursements will be paid at the completion of the meeting or training. Reimbursement Schedule is included in the Appendix 5

Dress Code

Volunteers are required to dress in a neat and responsible standard of dress that meet the need of the duties they are required to perform and meet Health Work & Safety standards. For example $\frac{3}{4}$ length shorts for men in summer, enclosed shoes for everyone. There may be occasions when a NUAA logo shirt is required to be worn, for example when attending events. These will be provided by NUAA at no cost to the volunteer.

Keys and Fobs

For security reasons NUAA volunteers are not able to have access to individual fobs and keys. Access to the building is to be gained through NUAA staff. NUAA will provide volunteers with a key to locker so bags and personal belongings can be stored while working. Volunteers must return key to NUAA staff at the end of their shift. All keys are NUAA property and should be treated with respect and returned at end of shift.

Alone in NSP/Office

When alone in the NSP or NUAA office a volunteer should, to ensure their own safety, lock the internal door of NSP and serve through the hatch. If in the Office alone lock the office door. Under no circumstance should service users be allowed into the NSP to wait for staff to return, make coffee, or to use phone or computer. If asked to work alone in the office under no circumstances should someone you don't know be allowed into the office.

Insurance

NUAA has taken out the following insurance policies which offer limited cover to all volunteers:

Public Liability
Volunteer Insurance- Personal Accident

Please ensure you have read this and understand the limitations of the insurance policy. If you have any questions regarding the insurance policy please discuss them with the Volunteer Coordinator.

Personal Accident Insurance

This policy provides cover for Volunteers for accidental injury and or death whilst carrying out volunteer work for NUAA, including travel directly to and from the place of activity. Benefits of this policy are

- Death & Capital benefits of \$100,000.00
- Weekly Benefit \$300.00 for total disablement for 104 weeks
- No age limit
- Refund of ambulance costs if not recoverable from any other source
- Domestic Help Benefits for non-income earners
- Home tuition for full time students
- Reimbursement of funeral expenses following the death of the insured person

Major Exclusions

Any amount that is recoverable under Medicare (including Medicare Gap) or from private health fund.

Any workers compensation claim

5. Training and Development

Training & Development

Induction and training is provided to all first-time volunteers at NUAA and is aimed at introducing them to NUAA. Induction aims to introduce new volunteers to the organisation aims and objectives and to the policies and procedures governing work practices at NUAA.

- Induction

During this session, you will learn about NUAA aims and objectives and the important role Volunteers fill in the organisation.

- Volunteer Training

After induction, you will be asked to attend two training sessions before commencing on the job training. The first session, you will be introduced to the Needle and Syringe Program and introduced to concepts behind NUAA's work such as Harm Reduction, Peer Education, Safer Using and Blood Borne Viruses prevention. The second session will cover practical tips including statistic collection and information, referral and brief interventions and self-care.

Then you will complete four training shifts in the NSP. At the completion of the four training sessions you will meet with the volunteer coordinator to discuss the appropriateness for the role.

- Ongoing Training

If you continue to volunteer with NUAA there will be 4 formal training sessions you must attend within 6 months. These include 2-day PeerLink Training, Brief Interventions, Code of Conduct Training and Consumer Academy. Failure to complete ongoing training will result in you being removed from the PPP volunteer roster until you complete the training.

Monthly Volunteer Meetings will be held second week of every month and all volunteers are expected to attend 80% of the meetings. If volunteer misses 3 meeting in a row, without notice, they will be deemed inactive and removed from the volunteer roster.

Ongoing Support & Supervision

The Volunteer Coordinator will provide ongoing support and supervision. Annually NUAA will review the volunteer program to ensure and determine training requirements and review performance.

Review of Volunteer Job Description

Job description forms will automatically be reviewed during the volunteer's annual support & supervision.

Identified Education and Training Requirements

NUAA encourages volunteers to enhance their knowledge of matters relating to Harm Reduction. Should training needs be identified during the Annual Review or a volunteer identifies an appropriate course, consideration will be given as to what level of support that may be provided by NUAA.

8. Leave Entitlements

Leave and Breaks

Volunteers are required to give the Volunteer coordinator as much notice as possible regarding leave or taking a break.

Please phone the Volunteer coordinator when you are aware you will need to take leave. We request you keep in regular contact with the Volunteer Coordinator so rosters can be managed. Regular contact can be a text or email informing NUAA that you are still interested in returning to volunteer work.

Volunteers are entitled to leave when requested.

NUAA also encourages longer breaks in volunteering if required.

9. Termination

Termination by Volunteer

Should a volunteer wish to resign from their role at NUAA they are requested to give the Volunteer Coordinator as much notice as possible.

All Property of NUAA must be returned.

Termination of Volunteering by NUAA: Gross Misconduct

Gross Misconduct will include breaches of any NUAA policies which warrant instant dismissal.

Examples of gross misconduct include:

- Theft of property or funds from NUAA for example electronic equipment, cash, or gift Cards
- Wilful damage to NUAA's property
- Presenting at work intoxicated through either alcohol or other substances and refusing to leave work when requested to do so by paid staff or supervisor
- Verbal or physical harassment of any other employee, volunteer, Board Member or any service user
- Violating the NUAA core principle of respect, especially in a way that is discriminatory or abusive to people on the basis of race, religion, gender or sexual orientation
- Disclosure of confidential information regarding NUAA to any other party without prior permission from their Supervisor or the CEO
- Falsification of any of NUAA records for personal gain or on behalf of any other employee/volunteer
- Unwillingness or inability to support and further the mission of the organisation and/or the objectives of NUAA.

Immediate dismissal will only take place in the most serious of circumstances. Other instances will result in a suspension.

The Volunteer Coordinator and a Senior Staff will advise the volunteer together.

Procedure:

A volunteer will be suspended until an investigation has occurred. A written report is to be supplied to the CEO outlining recommendation suspension or instant dismissal. A letter outlining the incident and action NUAA will take will be given to the Volunteer.

A copy of the report and letter is kept on the volunteer's file securely.

All property of NUAA must be returned and all staff notified of the dismissal.

Exit Interview and Checklist

When a volunteer terminates their involvement with NUAA their direct Supervisor or Volunteer Coordinator will conduct an exit interview. A record of the interview will be retained.

Why do we ask volunteers to participate in Exit Interview?

NUAA hopes to obtain information that may help us improve the program

Exit Interview help us by

- establishing the reasons volunteers are leaving
- analysing any trends in the reason for leaving
- providing departing volunteers with the opportunity to discuss any issues of concern which may have contributed to their leaving
- gain constructive feedback on the best and worst aspects of the volunteer's job and their time at Volunteering at NUAA

During the exit interview arrangements will be made for the return of all NUAA's property.

10. Grievance Resolution

Grievance Policy

No matter what policies an organisation has in place, conflicts occur. NUAA's grievance policy has been designed to ensure that the organisation hears about any difficulties or conflicts you may have in carrying out your assigned duties. Below is an extract from NUAA's Grievance Policy. While undertaking your duties for NUAA, if you feel you have a legitimate grievance, speak to the Volunteer Coordinator or a senior staff member - they will be happy to assist and support you in finding a resolution.

Before entering the formal grievance procedure, you will be encouraged and supported to attempt to resolve the matter with the other party(ies). The Volunteer Coordinator or senior staff will assist you by holding a meeting with the other party to try and resolve the conflict/grievance informally.

If the informal resolution of a grievance is not possible or the grievance is of such a serious nature that informal resolution is not recommended or appropriate, then you can refer to the grievance procedures: below is an extract:

A full copy of Grievance Procedure is included as a *Appendix*

Grievance Procedure

Step 1. The aggrieved party should notify in writing:

If the grievance is against a staff member(s), the Chief Executive Officer will discuss with the person(s) the nature and details of the grievance, and seek their understanding of what occurred and what resolution they believe is fair. The volunteer can ask NUAA for support in filing a grievance and nominate a staff member of their choice. If the grievance concerns to Chief Executive Officer, a notification of the grievance should be made to the NUAA Board.

Step 2. The notification should include the nature of the grievance, who (or what policy) was involved, and how the aggrieved party would like to see the complaint resolved.

Step 3. After receiving written notification of the grievance, the Chief Executive Officer will reply in writing to the aggrieved party, noting the grievance, within five working days.

Step 4. The Chief Executive Officer may discuss the matter with the aggrieved party to collect any additional information if required.

While the grievance procedure is being followed on any matter, work will continue normally according to existing practice however, if it is considered in the best interests of all parties or for WHS considerations, the Chief Executive Officer (or Board if the grievance is against the Chief Executive Officer) can instruct staff involved to temporarily undertake other suitable duties or suspend them until the grievance is resolved. Neither party will be prejudiced as to the final settlement by the continuation of work with this clause.

Harassment

NUAA will not tolerate any form of harassment or bullying in the work place or any other venue from which its programs are being delivered. Any volunteer who is found to have acted in such a manner may be suspended and required to undertake counselling or may have their voluntary role terminated.

12. General Administration

NSP Housekeeping

Volunteers are requested to ensure that their work area is maintained in a safe, clean and organised manner to ensure their own safety and that of their colleagues.

Duties

Volunteers have responsibility to complete tasks assigned to them on their daily task sheet. To keep accurate record of tasks completed and to let staff know which tasks are outstanding at the end of their shift.

Resources

All volunteers are responsible for ensuring resources in the NSP are up-to- date and current. Please make NSP staff aware when resources are running low so orders can be placed to restock.

Volunteers are also encouraged to add to the NSP referral folder any services that may be beneficial to services users.

13. Internet and Email Access

The primary purpose for access to the internet and email is to assist NUAA volunteers carry out their duties of employment.

Volunteers may use the internet and email access provided by NUAA for any work-related purpose.

Personal Use

Limited personal use is permitted as follows:

- When it is infrequent and brief
- Does not interfere with the duties of the employee, volunteer or work colleagues
- Does not interfere with the operation of NUAA
- Does not compromise the security of NUAA's system
- Does not impact on NUAA's electronic storage capacity
- Does not decrease NUAA's network performance (e.g. large email attachments can decrease system performance and potentially cause system outages]
- Does not incur any additional expense for NUAA
- Does not violate any laws
- Does not compromise any confidentiality requirements of NUAA
- Complies with the above and is used outside of normal working hours – before or after work or at lunchtime.
- If personal emails are opened on NUAA's system NUAA will not be responsible for any security breaches of an individual volunteers email or social media sites.

Unacceptable Use

A volunteer may not use the internet or email (including internal email access) provided by NUAA to:

- Create or exchange messages that are discriminatory, offensive, harassing, bullying, obscene or threatening
- Knowingly visit websites containing illegal, objectionable (including pornographic), or criminal material
- Exchange any confidential or sensitive information held by NUAA (unless in the authorised course of their duties)
- Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies)
- Use internet-enabling activities such as gambling, gaming, conducting a business or conducting illegal activities.
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email
- Play games during work time

14. Telephones

Telephone System

It is therefore important that telephones are answered promptly, politely and in an efficient manner. All messages received must be emailed or passed on immediately to the person concerned. Example “good morning/afternoon NUAA’s NSP, your name, speaking””

Using Phones by Service Users

Service Users may request to use NUAA phone to make calls to other services, especially organisations NUAA has referred them to. It is preferable that volunteers or staff dial the number for the volunteer. Service Users may not use the NUAA phone to make personal calls or to ring mobile phones. Mobile and STD blocks have been placed on the NSP phone lines.

Personal Mobile Phone Use

When using personal mobile phones in NUAA’s NSP, volunteers are requested to ensure that the calls are of a short duration and the ring tones are kept at a level that does not adversely impact on the working environment. Volunteers are also requested to leave the NSP if personal calls are disruptive to the business of the NSP. NSP staff will determine if the phone call is disruptive.

Personal Use of Work Telephones

- Volunteers may use the phone for personal calls when it is infrequent, and brief and does not interfere with the duties of the volunteer or work colleagues or interfere with the operation of NUAA
- Volunteers cannot make personal calls to STD, interstate, overseas or mobile phones.

16. Petty Cash

Purchasing

NUAA does maintain a small petty cash float for emergencies, but before you make a purchase on behalf of NUAA, please ensure you have received approval to do so or NUAA may not be able to reimburse you for the expenditure.

Prior to the purchase of any goods and services volunteers and staff should seek approval from a senior staff member.

NUAA buys tea, coffee, sugar, milk in bulk for a month if it runs out before the end of the month you need to wait for the next order. NUAA will not reimburse you for any purchase outside the monthly order.

17. Communication

Meetings

Volunteer meetings will be held monthly. All volunteers are expected to attend a minimum of 8 meetings per year. Volunteers will be notified of the meeting date by the Volunteer Coordinator one week prior to the meeting. All volunteers are welcome to attend the following All of Team which occurs after the Volunteer Meeting.

Updates

NUAA uses a variety of social media sites to keep members, staff and volunteers up to date. All volunteers are required to provide NUAA with an email and mobile number so NUAA can email PPP volunteer roster out as well as meeting, training times etc. If you are unable to supply NUAA with a current email address, NUAA may deem you inactive until you have a current email as NUAA cannot send PPP rosters out individually.

Website and Social Media

NUAA has a website, Face book page and Twitter account. Volunteers are encouraged to view these sites on a regular basis. NUAA uses these sites to keep the community updated on our current work and upcoming events. Follow us on www.nuaa.org.au www.facebook.nuaa [twitter@nuaansw](https://twitter.com/nuaansw).

18. Work Health and Safety

Safety in the Workplace

Workplace health and safety is important in ensuring the work place environment is both safe and encourages practices that reduce risk.

NUAA is committed to ensuring a healthy and safe work place for all staff, volunteers, and service users. NUAA encourages that all staff members and volunteers regard accident prevention as a collective goal rather than someone's else's responsibility.

If you should see a safety risk or witness an incident at NUAA it is important that you report the hazard immediately to your supervisor or NSP staff member. So that that action can be taken immediately to fix the situation or warn people of the hazard.

Should an accident or injury occur it must be immediately reported to the senior staff member or volunteer coordinator who will ensure that appropriate action is taken. NUAA's incident form is to be completed by witnesses and filed in Elizabeth St. An Incident Form is attached.

If a volunteer becomes ill and requires medical attention while at work NUAA will endeavour to organize transport to either a doctor or hospital and contact volunteers nominated next of kin as stated in their personal file.

Any volunteer who has a medical issue which may require urgent medical treatment should make the Volunteer coordinator or immediate supervisor aware of the situation and what possible action may be required.

Emergency Procedures

Emergency procedures for NUAA's office in Elizabeth and NSP in Crown St are clearly outlined.

In the event of a fire and or alarms at NUAA's NSP or Elizabeth St office volunteers are to follow staff to the nearest exit and evacuation site. You need to leave what you are doing and do not go back for personal belongings or handbags. Wait with staff in the designated evacuation area until NUAA's Warden tells you it is safe to return.

No one is exempt from taking part in organised emergency activities.

Break-In Procedure

In the event of an out of working hours break-in at NUAA's NSP or Elizabeth St office the following procedure is to be implemented:

- In the first instance, contact staff and they will contact a Senior Staff at NUAA.

- NUAA staff will attend the building in the company of another person and call the police if a break-in has occurred.
- If no break-in has occurred the NUAA staff will secure the premises.
- Under no circumstances are volunteers to enter the building without notifying Senior Staff first.
- Volunteers are encouraged to lock bags and personal belongings in lockers provided while on roster as there have been thefts in the past.

Abusive Behaviour

Abusive behaviour will not be tolerated by NUAA. It is imperative that the views of others are respected, and any abusive behaviour displayed by volunteers may result suspension and in counselling or if serious immediate dismissal. Examples of abusive behaviour are:

- raising your voice,
- insulting a colleague or service user,
- any form of physical violence,
- being critical of others work without offering constructive advice,
- using intimidating body language such as pointing and other angry gestures,
- gossiping about your colleagues
- acting on personal grudges within the workplace
- banning or otherwise excluding a service user without consultation with the CEO via the Volunteer Coordinator

Drug and Alcohol in the Workplace

NUAA is committed to ensuring the ongoing safety of the organisation by adhering to all legislation. This includes not smoking on work premises and not taking or selling illicit drugs on the premises. Volunteers and employees who present to work impaired will be sent home. If you present to work in an impaired state on three successive occasions, you will be suspended from the program. Failure to comply with this policy may result in a volunteer being suspended or terminated.

Working Alone

When alone in the NSP a volunteer should take steps to ensure their own safety. For example lock the internal door and serve through the hutch. After 6pm even when there a two staff in the office the internal door should be locked and service users should be served through the hutch. Don't let service users in to make coffee or to wait for paid staff.

Professional Support Services

NUAA has arrangements with a private provider to provide counselling services to staff members and volunteers as required known as EAP, Employee Assistance Program.

Please discuss this option with the Volunteer Coordinator or Senior Staff Member or CEO.

Children in the Workplace

NUAA provides a caring work environment for all volunteers and is supportive of family values but it is not considered appropriate for children to be in the work place for extended periods of time.

In exceptional circumstances, the Chief Executive Officer may determine if it is appropriate to waive this policy.

19. Promotion of NUAA Services

Promotional Material

All NUAA promotional material flyers are to be approved by the Chief Executive Officer, CEO, to ensure that the design and content are consistent with NUAA's publications.

Media – Delegated Authority

The Chief Executive Officer has sole responsibility of determining what media interviews and other promotional opportunities are undertaken on behalf of NUAA.

Should a staff member or volunteer be approached by the media or are informed of a promotional opportunity they should immediately advise the Chief Executive Officer to determine if the request is appropriate and who should speak on behalf of NUAA.

Should the Chief Executive Officer not be available senior employees will have the delegated authority to determine urgent requests.

Press Releases

All draft press releases must be submitted to the Chief Executive Officer, CEO, for approval prior to release.

Should the CEO not be available the Deputy CEO has the delegated authority to approve urgent press releases.

Conflict of Interest

All staff, volunteers must declare any conflict of interest between their work at NUAA and external organisations. A conflict of interest occurs when your personal interests conflict with your responsibility to act in the best interests of NUAA. Failing to make staff aware of a possible conflict of interest can have a negative impact on NUAA's ability to:

- fundraise and ask for donations
- recruitment and retention of staff and volunteers
- public and community trust and confidence in NUAA.

Being honest and upfront if you feel that there might be a conflict of interest will avoid these problems.

20. Privacy Policy

Privacy in the workplace

NUAA strives to act with the highest integrity and offer the best possible service to volunteers, other organisations and people who access our services. To provide the highest standard of service to all its service users, from time to time NUAA needs to collect personal information. Personal information entrusted to NUAA is treated with appropriate degree of privacy.

Personal information is any information that can lead to an individual's identity being easily identifiable.

NUAA privacy policy and procedures are reviewed in accordance with changes in the law.

Full copy of NUAA's Privacy Policy is attached in Appendix 5

21. Confidentiality

Confidentiality in the workplace

Except when expressly authorised by NUAA a volunteer will not directly or indirectly reveal or cause to be revealed to any third party any confidential dealings, finances, transactions or affairs of NUAA or any of its clients which may come to their knowledge during their period of working or volunteering.

Volunteers will not, unless expressly authorised by NUAA, use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to NUAA.

Any changes, innovations and ideas initiated by volunteers in the course of volunteering with NUAA will belong to NUAA and volunteers must do everything necessary to completely vest ownership of such matters to NUAA.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteers in the course of their role with NUAA must be returned to NUAA on demand or otherwise no later than upon the termination of their role.

Volunteers will not disclose confidential information to any other employee not authorized to receive such information.

A volunteer's obligation in these matters continues to apply after the termination of their role without limits in time.

Appendix 2 includes an extract of the confidentiality policy.

Appendix 1 - Code of Conduct

PREAMBLE

NUAA strives to create a positive environment for staff, consumers, volunteers, visitors, Board members and contractors. The organisation requires professional behaviour, a responsible attitude toward work and respect for people, premises and property. Failure to comply with the Code of Conduct may lead to disciplinary action being taken.

Background

- 1.1.1 Volunteers, like paid employees are the public face of NSW Users And AIDS Association, NUAA, they represent and even though they give their time freely, they are still an integral part of the organisation.
- 1.1.2 Rights and responsibilities set the standards of a volunteer program within any organisation and assist both NUAA and each volunteer to abide by the philosophy and ethics of NUAA.
- 1.1.3 NUAA has a significant commitment to its volunteers and has substantial responsibilities towards them including recognising the National Standards for Involving Volunteers in Not for Profit Organisations. Volunteers also have rights which are contained in legislation.
- 1.1.4 Volunteers have the same level of responsibility as the paid staff with regard to their behaviour whilst at work and activities while carrying out their duties for NUAA.
- 1.1.5 Volunteering is work which is:
 - Of benefit to the community
 - Done of one's own free will, and
 - Done without monetary reward

Volunteers play an integral role within the community in general by initiating and enhancing the services provided by employed staff, without being a substitute for paid staff.

1.2 Purpose

This document sets out the standard of conduct expected of all volunteers registered with NUAA.

1.3 Scope

The standards outlined in this document relate to all volunteers registered with NUAA

DEFINITIONS

- 1.4 Volunteer means a person who willingly provides unpaid help in the form of time, service or skills through the NUAA's Peer Participation Program, DanceWize or Enhanced volunteer program.

1.5 References

- 1.5.1 NUAA Privacy Policy 2017
- 1.5.2 The Anti-Discrimination Act 1977 (NSW)
- 1.5.3 The Privacy Act 2001 (Commonwealth)
- 1.5.4 Legislation Governing NSP's 2006 (NSW)
- 1.5.5 Racial Discrimination Act 1975 (Commonwealth)

- 1.5.6 Work Health and Safety Act 2012 (NSW) (WHS Act);
- 1.5.7 Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations (2001).
- 1.5.8 Volunteer Protection Act (2001)

CODE OF CONDUCT

1.6 General duty of volunteers

In addition to all legislative requirements and any specific directions or guidance provided by NUAA, volunteers should recognise the requirements of this Code of Conduct as the standards to be adopted in the performance of their role.

1.7 Principles of this Code of Conduct

There are three broad principles that underpin the ethics and standards of conduct of conduct by volunteers engaged by NUAA these include:

- 1.7.1 integrity;
- 1.7.2 respect; and
- 1.7.3 accountability.

Integrity

- 1.7.4 Volunteers must act in a fair, honest and proper manner according to the law when carrying out their duties. This includes but is not limited to:
 - (a) behaving in a reasonable, just and non-discriminatory way;
 - (b) acting in good faith and not for improper or ulterior motives;
 - (c) adhering to the guidelines that relate to the acceptance of gifts and gratuities;
 - (d) being able to formally identify themselves as a registered NUAA volunteer at all times.
- 1.7.5 Volunteers must act with reasonable care and ensure they follow assigned procedures when working at NUAA, ensuring they:

- (a) Follow all lawful policies, instructions and decisions of their designated supervisor, for example paid NUAA staff member, in a respectful manner;
- (b) perform their duties to the best of their abilities. Volunteers will not attempt to undertake work beyond their capacity, competence or training.
- (c) in so far as is reasonably practical, based on individual experience and training, perform to the best of their ability tasks they are responsible for.

1.7.6 Volunteers must guard against a conflict of interest by:

- (a) abiding by NUAA's guidelines and policies regarding receiving gifts, benefits or reimbursements; Not accepting gifts over \$15 and recording in the gift register any gifts received and sharing them with all staff.
- (b) by abiding by NUAA's guidelines and policies regarding not developing friendships and/or sexual relationships with service users.
- (c) ensuring that personal interest does not improperly influence the way in which they carry out their duties; for example not letting personal grudges influence treatment of service users
- (d) declaring any known conflict of interest and not participating in any decision-making process where they may have a conflict of interest. Letting NUAA know before you start if there is a conflict of interest, (for example relationship with a service user) another staff member or volunteer. NUAA can deal with the situation to ensure all treatment is equal and above board.

Respect

1.7.7 Volunteers must be fair, honest and transparent in their dealings with service users and other organisations and behave in a manner that makes all contact between NUAA, its staff, other volunteers and the community, fair, honest and transparent. .

1.7.8 This means volunteers will:

- (a) Treat all members of the community honestly and fairly;
- (b) demonstrate courteous and sensitive behaviour that does not discriminate against people;
- (c) be aware of and tell paid staff about any situation that may create conflict between their voluntary roles and their personal interests;
- (d) guard against the misuse of a volunteer's position to gain an advantage for themselves or others;
- (e) be punctual and reliable for volunteer shifts, training and meetings
- (f) advise the nominated supervisor or NUAA office in a timely manner if unable to work or perform the designated role for any reason.

1.7.9 If representing NUAA in the community, volunteers will:

- (a) provide an accurate and fair representation NUAA

- (b) abide by NUAA media policy;
- (c) conduct themselves in a manner that will not reflect unfavourably on NUAA or bring the organisation into disrepute;
- (d) only make public comment in relation to their duties when specifically, authorised to do so by the CEO, and restrict such comment to factual information and or professional advice.
- (e) dress appropriately and to the safety standard for their role for example closed in shoes for needle syringe program.

1.7.10 Volunteers will seek to achieve a team approach in an environment of mutual respect, trust and acceptance of their different roles in achieving NUAA's objectives by:

- (a) seeking to develop a relationship with fellow volunteers and staff that is cooperative, productive and constructive and based on mutual trust and respect;
- (b) treating other staff and volunteers with courtesy and respect; This includes for example not telling sexist or racist jokes in the workplace
- (c) acknowledging the value of diversity and the right of all points of view to be heard and considered; For example, not talking over others at meetings or brief intervention
- (d) contributing to a working environment that is free from harassment or bullying.

Accountability

1.7.11 Volunteers understand that:

- (a) information obtained by a volunteer because of their role at NUAA is confidential. It is not to be disclosed to any external organisations for any purpose that may result in a negative impact on NUAA; For example do not gossip about what you learn at NUAA
- (b) volunteers will not make comments to the media unless authorised by the CEO or appropriate delegate as outlined in the Media Policy;
- (c) Volunteers must respect and maintain the confidentiality of information that volunteers have as a result of their role at NUAA (for example, information that is not generally available to the public) and acknowledge this obligation extends to even you when no longer volunteer at NUAA
- (d) upon leaving NUAA, volunteers have no right to any information contained in NUAA's e-mail or network file systems.

1.7.12 Volunteers must use NUAA's resources in a proper and responsible way by:

- (a) being mindful of the way in which resources are used;
- (b) giving consideration to budget provisions and guarding against wasteful practices;
- (c) ensuring that resources are used in the community's best interest; and

- (d) avoiding the wilful damage of NUAA property including information technology systems.

Compliance with this Code of Conduct

- 1.7.13 Volunteers are personally responsible for ensuring their own compliance with this Code of Conduct.
- 1.7.14 NUAA staff supervising volunteers are responsible for monitoring volunteer compliance with this Code of Conduct.
- 1.7.15 If an allegation is made against an individual volunteer by other volunteers, NUAA staff, and or members of the community regarding breaching this Code of Conduct. The matter will be investigated by the Senior Staff and referred to the Chief Executive Officer, CEO, or their nominee, in accordance with NUAA's complaints handling process.
- 1.7.16 Volunteers will be notified either in writing or in person that an allegation of breaching the code of conduct has been made. The matter will be investigated the volunteer will be required to attend a meeting to discuss the allegation they are entitled to ask a support person attend. Depending on the seriousness of the allegation volunteer may be suspended while the allegation is investigated.
- 1.7.17 Investigations undertaken by NUAA regarding compliance with this Code of Conduct will be kept confidential except where there is a legal requirement to report information relating to the investigation.
- 1.7.18 The consequences of breaching the Code may result in a written warning which will be kept on file for 12 months. If a volunteer has 3 written warnings in 12 months they will either be suspended for 3 months or terminated depending on severity of the breaches. With the first written warning will lead to a probation period of 3 months, 2nd written warning will lead to suspension of duties for 1 month, 3rd written warning will lead suspension for 3 months or to termination of volunteer engagement. If a volunteer is found to have committed Gross misconduct it may result in 'termination effective immediately'.
- 1.7.19 In relation to this policy Gross misconduct refers to;
 - Theft – stealing from NUAA, a service user or staff member.
 - Fraud – including wilful and deliberate dishonesty.
 - Assault – including assault of service users, other volunteers or staff.
 - Breach of duty of care – including breaches of the Privacy Act, the ethical standards required by NUAA and breaches of WH&S legislation.
 - Serious Harassment – including bullying (verbal abuse) and sexual harassment.
 - Threats of violence – to another volunteer or any person or persons the volunteer shall come into contact with in a professional capacity.
 - Malicious Damage – to NUAA property of the property of NUAA staff, service users, board members or members.

Training

NUAA is committed to providing information and training to its volunteers to ensure that they understand the requirements of this Code of Conduct.

RIGHTS AND RESPONSIBILITIES

Volunteers have the right to:

- 1.7.20 be treated fairly and respectfully and as an important member of the NUAA team
- 1.7.21 be recruited in accordance with equal opportunity and anti-discrimination legislation;
- 1.7.22 be given accurate and truthful information about the volunteer program;
- 1.7.23 work in a healthy and safe environment in accordance with the Work Health and Safety Act;
- 1.7.24 be provided with appropriate personal accident insurance coverage
- 1.7.25 be given or have access to any NUAA policy or procedure that affects their roles;
- 1.7.26 have a current written job description and agreed hours of contribution;
- 1.7.27 be provided with training relevant to their assigned or agreed roles,
- 1.7.28 have their confidential and personal information dealt with in accordance with the principles of the NUAA's privacy policy
- 1.7.29 be provided with appropriate training, supervision and support to carry out their roles;
- 1.7.30 not to fill a position previously held by a paid worker;
- 1.7.31 feel confident to decline or withdraw from their volunteer role at any time
- 1.7.32 feel confident and not fear any reprisals for refusing volunteer duties.

Volunteers have a responsibility to:

- 1.7.33 become familiar with and work within NUAA's policies and procedures
- 1.7.34 provide current personal details including mobile numbers and emails, to NUAA in order for NUAA to undertake the selection and registration of volunteers and administer their duty of care responsibilities
- 1.7.35 accept any direction and supervision from appropriate/and or supervising NUAA staff
- 1.7.36 be reliable and accountable for their actions;
- 1.7.37 respect and maintain confidentiality at all times
- 1.7.38 carry out the role according to the role description;
- 1.7.39 agree to work in a safe manner and not put others at risk
- 1.7.40 be committed to NUAA's aims and objectives and its volunteer philosophy;
- 1.7.41 undertake training as required by the NUAA;
- 1.7.42 attend PPP meetings and All team meetings and performance reviews as required by NUAA;

- 1.7.43 give reasonable notice before leaving the NUAA's volunteer program;
- 1.7.44 value and support other team members;
- 1.7.45 have respect for the organisation, NUAA premises and NUAA's equipment;
- 1.7.46 comply with the requirements of this document.

NUAA has a right to:

- 1.7.47 Retain personal information of volunteers in line with best practice standards
- 1.7.48 make decisions about the placement of volunteers and number of shifts each volunteer is allocated each month;
- 1.7.49 review volunteer performance according to NUAA policies and procedures;
- 1.7.50 expect volunteers to perform given tasks to the best of their ability;
- 1.7.51 expect that all volunteers will be respectful and courteous towards service users, paid staff and other volunteers and other stakeholders NUAA works with;
- 1.7.52 establish the parameters and guidelines of volunteer roles;
- 1.7.53 refuse a volunteer placement or to end a placement if:
 - there is a perceived risk to the service users' or volunteer's health or welfare;
 - suitable volunteer duties are not available or no longer available;
 - the volunteer does not comply with NUAA policy and procedures, including this Code;
 - the volunteer does not comply with the role or position statement;
 - the volunteer is not covered by NUAA's personal accident insurance or other relevant insurance.

NUAA has a responsibility to:

- 1.7.54 Implement a volunteer management system that meets the best practice management of volunteers and meets audit and legislative requirements; Ensure the staff supervising volunteers have the skills and capacity to do so effectively
- 1.7.55 Retain volunteer personal information in a secure and safe system to ensure volunteer privacy
- 1.7.56 provide any necessary training to volunteers or staff with the responsibility for managing volunteers;
- 1.7.57 set clear lines of communication about complaints and conflict resolution procedures;
- 1.7.58 provide working conditions that meet safe work standards;
- 1.7.59 include volunteers in relevant decision-making processes;
- 1.7.60 provide supervision and support by an appropriately skilled staff member;
- 1.7.61 provide emergency procedures guidelines;
- 1.7.62 provide clear policies relating to the role of volunteers and their management within NUAA.

1.7.63 Recognise the vital role volunteers have within their organisation including Volunteer Recognition Program

Privacy and Confidentiality Policy

1. Purpose and Scope

NUAA is committed to protecting the privacy and confidentiality of consumers, Members, staff, volunteers and stakeholders in the way information is collected, stored and used.

This policy provides guidance on NUAA's legal obligations and ethical expectations in relation to privacy and confidentiality.

NUAA holds two types of information which are covered by this policy, personal and organisational information.

2. Definitions

Privacy provisions of the Privacy Act 1988 govern the collection, protection and disclosure of personal information provided to NUAA by consumers, members, staff, volunteers, students and stakeholders.

Confidentiality applies to the relationship of confidence. Confidentiality ensures that information is accessible only to those authorised to have access, and is protected throughout its lifecycle. Confidential information may be marked as such or deemed confidential by its nature, e.g. it is information that is not available in the public domain.

Consent means voluntary agreement to some act, practice or purpose. Consent has two elements: knowledge of the matter agreed to and voluntary agreement.

Individual means any person such as a consumer, staff member, Board member, volunteer, student, contractor or a member of the public.

Organisational information includes publicly available, and some confidential, information about organisations. Organisational information is not covered in the Privacy Act (1988) but some organisational information may be deemed confidential.

Personal information means information or an opinion (including information or an opinion forming part of a database) about an individual (Office of the Federal Privacy Commissioner, 2001). It may include information such as names, addresses, bank account details and health conditions. The use of personal information is guided by the Federal Privacy Act (1988).

The public domain in relation to confidentiality is “common knowledge,” i.e. information that can be accessed by the general public.

3. Principles

NUAA is committed to ensuring that information is used in an ethical and responsible manner.

NUAA recognises the need to be consistent, cautious and thorough in the way that information about consumers, stakeholders, staff, students and volunteers is recorded, stored and managed.

All individuals including consumers, stakeholders, staff, students and volunteers have legislated rights to privacy of personal information. In circumstances where the right to privacy may be overridden by other considerations (for example, child protection concerns), staff act in accordance with the relevant policy and/or legal framework.

All staff, students and volunteers are to have an appropriate level of understanding about how to meet the organisation’s legal and ethical obligations to ensure privacy and confidentiality.

4. Outcomes

NUAA provides quality services in which information is collected, stored, used and disclosed in an appropriate manner complying with both legislative requirements and ethical obligations.

All staff and Board Directors understand their privacy and confidentiality responsibilities in relation to personal information and organisational information about NUAA, its consumers, staff and stakeholders. This understanding is demonstrated in all work practices.

GRIEVANCE POLICY AND PROCEDURE	
RESPONSIBLE OFFICER	Chief Executive Officer
APPLICATION	This policy applies across the entire organisation.
AUTHORISATION	Chief Executive Officer, Board of Governance
EFFECTIVE DATE	
MODIFICATIONS	
REVIEW	Review to be Conducted by Corporate Services and Chief Executive Officer by June 2009
ASSOCIATED DOCUMENTS	Code of Conduct
DOCUMENT NUMBER	
FILE PATHWAY	G:\Policy\OrganisationalPoliciesandProcedures\C WorkingEnvironment\CodeofConduct\Grievance Policy.doc

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2. Implementation

2.1. Procedures

- a. Staff Grievances
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3. Review

1. PREAMBLE

1.1 Purpose

The Purpose of this policy is to lay out the processes by which grievances can be made against Staff or Volunteers, including the Board of Governance, in relation to NUAA's Code of Conduct.

2. IMPLEMENTATION

2.1. Procedures

Before entering the formal grievance procedure, an aggrieved party/ parties should attempt to resolve the matter with the other party/ parties. If the informal resolution of a grievance is not possible or the grievance is of such a serious nature that informal resolution is not possible or appropriate then:

Step 1. The aggrieved party should notify in writing:

- the Chief Executive Officer if it is against a staff member (except the Chief Executive Officer) or if it is between two or more staff members. the
- NUAA President in all other cases - except if it is against the President,
- in which case the grievance should be made to the Vice President. (In this instance, the President would stand down from the Chair of the Board of Governance if the grievance proceeded to Board of Governance stage).

Step 2. The notification should include the nature of the grievance, who (or what policy) was involved, and how the aggrieved party would like to see the complaint resolved.

Step 3. After receiving written notification of the grievance, the Chief Executive Officer, President or Vice President will reply in writing to the aggrieved party, noting the grievance, within five working days.

Step 4. The Chief Executive Officer, President or Vice President may discuss the

matter with the aggrieved party to collect any additional information if required.

a. Staff Grievances:

- (i) If the grievance is against a staff member(s), the Chief Executive Officer will discuss with the person(s) the nature and details of the grievance, and seek their understanding of what occurred and what resolution they believe is fair.
- (ii) The Chief Executive Officer will then call a meeting between the two (or more) parties to the grievance with their advocates/observers (if desired by the parties to the grievance), and will attempt to resolve the conflict including the use of professional mediation if appropriate. A written report will be made of this meeting and all parties will be asked to sign this report.
- (iii) If the grievance remains unresolved, the person making the complaint has the right to ask for the matter (including the written report of the above meeting) to be referred to the NUAA Board of Governance for a final decision on the grievance. The process below (b) outlines the process the NUAA Board of Governance will follow if a grievance is referred to them for a final decision.

While the grievance procedure is being followed on any matter, work will continue normally according to existing practice however, if it is considered in the best interests of all parties or for WHS considerations, the Chief Executive Officer (or President if the grievance is against the Chief Executive Officer) can instruct staff involved to temporarily undertake other suitable duties or suspend them on pay until the grievance is resolved. Neither party will be prejudiced as to the final settlement by the continuation of work with this clause.

b. All Other Grievances (including grievances involving members, Board of Governance members, Reference or Steering Group members, etc):

Organisational disputes between NUAA Member Organisations (between one member organisation and another) or disputes between a Member Organisation. The following procedure outlines the process the NUAA Board of Governance will follow if any grievance is referred to them for final decision.

- i. The written complaint will be sent out to every member of the Board of Governance and will also include any other information or material relevant to the grievance.
- ii. The Board of Governance will consider the matter at the next normal meeting of the Board of Governance following the receipt of the written grievance by the President/Vice President. The Board of Governance can decide to call an extraordinary meeting to

- specifically deal with the grievance if the matter, in the view of the Board, requires urgent attention.
- iii. If the grievance directly relates to any member(s) of the Board of Governance that member(s) will not be involved in the decision making in relation to the grievance.
 - iv. The Board of Governance may decide to invite those parties involved in the grievance to address the Board directly. If this occurs, the Board of Governance may defer a final decision on the matter to the next normal meeting of the Board following the meeting with the parties involved.
 - v. The Board of Governance will decide how NUAA should respond to the grievance taking into consideration the nature of the grievance, how the aggrieved party said that they would like to see the complaint resolved, the responses of those involved and the capacity and ongoing reputation of the organisation.
 - vi. The President/Vice President or their nominee from the Board of Governance will write to the aggrieved party/ parties to inform them of the decision of the committee in relation to their complaint within one week of the meeting to finalise the matter.

The Board of Governance decision will be final, binding, and conclusive and will be given effect to by all persons within NUAA. (Nothing in this clause requires parties to act in a way that is inconsistent with relevant legislation and will not abrogate the rights of parties to refer the matter to outside bodies for conciliation and/or arbitration, in accordance with relevant legislation).

3. REVIEW	
FILE PATHWAY	G:\Policy\OrganisationalPoliciesand Procedures\C Working Environment\CodeofConduct\Grievance Policy.doc
DATE APPROVED	November 2008
DATE OF LAST REVIEW	November 2008
DUE DATE OF NEXT REVIEW	June 2009
This Policy and Procedure will be reviewed every three years, or in accordance to changes to other relevant internal policies.	

Appendix 4: Privacy Policy

Background

NUAA is committed to protecting the privacy and confidentiality of all our members' staff and volunteers. In adopting best practice privacy principles, NUAA ensures that the personal information it collects meets the NSW Privacy and Personal Information Protection (PPIP) Act 1998.

Purpose

The purpose of this policy is to protect the privacy of those individuals and partner organisations about whom NUAA collects and/or holds information. The policy outlines the guidelines which must be observed when collecting, storing and using personal and confidential information.

Protecting your privacy

Amendments to the Privacy Act require NUAA to ensure the privacy of personal information NUAA collects and stores on members, volunteers, staff, and organisations that NUAA works in partnership with. NUAA is committed to protecting and maintaining the privacy, accuracy and security of the personal information we collect. When NUAA collect's personal information, NUAA aims to ensure that individuals are informed why we collect this information and how NUAA intends to use it. All NUAA staff and volunteers sign confidentiality agreements in accordance with our policy.

What is Personal Information?

Under the NSW Privacy and Personal Information Protection (PPIP) Act (1998) personal information is defined as: "any information or opinion about an individual or which is reasonably capable of identifying an individual".

Why does NUAA collect my personal information?

NUAA only collects personal information of Members, Volunteers and Staff as outlined in our Constitution. Personal information can only be collected directly from the person no one can supply personal information on someone else's behalf. When you are asked to supply personal information you will be told why NUAA collects the information, how NUAA uses the information and where it is stored, who will have access to it and what it will be used for. Members are encouraged to update their information at any time or annually when Memberships are renewed.

Is my personal information stored safely?

NUAA takes all reasonable steps to ensure the personal information that it collects from Staff, Volunteers, and Members is stored securely. NUAA uses up-to-date work procedures to ensure NUAA meets all its professional and ethical codes and standards to ensure that an individual's personal information is kept secure and confidential at all times.

Access to this personal information is restricted to NUAA staff that require access to this information to perform their jobs. NUAA will not disclose personal information to any other service or organisation about Members, Volunteers or Staff without their permission, unless the law says we have to.

Can you access your personal information?

NUAA Staff, Members, and Volunteers have the right to request to see what personal information NUAA has on file. All requests to see information collected by NUAA must be made in writing. NUAA will provide an opportunity for individuals to see their personal information within 14 days. NUAA provides opportunities for Staff, Members and Volunteers to make changes to their personal details which must be done in writing by the individual requesting the change this cannot be done on someone's behalf.

Volunteers and Members also have the right to withdraw their personal information from NUAA mailing lists including service updates, subscriptions and Membership. All requests to be removed must be in writing.

How can I access or make changes to my personal information?

NUAA will take all reasonable steps to ensure the information collected is accurate and up to date. NUAA encourages Staff, Volunteers and Members to update their information on a regular basis. If you wish to update your information contact NUAA on nuaa@nuaa.org.au

Changes to this Privacy Policy

NUAA reserves the right to review and update our Privacy Policy. Revised versions will be posted on our website.

Communications Officer

If you have any questions or comments about this Privacy Policy, want a copy of this Privacy Policy, or wish to request access or update or correct your personal information, as a matter of good practice, NUAA has designated Communication Officer to whom members, staff and volunteer or members of the public can direct any queries or complaints to in the first instance. You can contact Communications Officer on nuaa@nuaa.org.au

Volunteer and Peer Reimbursement Policy and Users News Payment Guide

Development Date: May 2016

Review Date: June 2017

This guide applies to:

- NUAA NSP Volunteers
- Key Peer Educators
- Participants in NUAA consultations and community engagement (e.g. Users News, Resource Development, surveys)
- Participants in external projects or forums where NUAA organises recruitment or payment

Aims:

To provide a fair and equitable system for the reimbursement of NUAA volunteers
To acknowledge the expertise that the NUAA community provides to our work and establish an equitable system to reimburse costs involved in taking part in NUAA projects.

Objectives:

Apply the associated payment schedule in a consistent way across all NUAA projects that are supported by volunteers.

This schedule will also apply with other service providers who engage NUAA peers. NUAA does not encourage the provision of vouchers in lieu of cash payments.

Considerations:

NUAA staff members or their families with ongoing employment are not eligible to be paid additional money for taking part in NUAA activities including contributions to Users News.

Casual staff are not in the first instance eligible for volunteer payments, this will be decided by their line supervisor.

Cash payments must be appropriately accounted for and signed for with consideration to the anonymity of participants.

Other agencies requesting support from NUAA volunteers will cover costs relating to transportation and meals if required.

Payment/reimbursement guide:

Activity	Time Commitment	Amount	Comments
NSP Shifts	4 hours	\$30	
Monthly meeting and staff meeting	up to 2 hours	\$20	Catering included
Peer Link Training	8 hours over two days	\$80	Catering included, payment at end of second day
Short Training	Up to 4 hours	\$20	
Snowball recruitment		\$10	
Consultation	Up to 1 hour	\$50	
Short surveys	Up to 20 min	\$10	
Longer surveys	>30 mins	\$20	
Focus Group Participation	Up to 1 hour	\$50	
Committee participation		\$50	
Users News Article		13c per word	electronic or print as published
Letters		\$30	
Interviews		\$30	up to one hour
Graphics - Cover		\$300 - \$400	Art work remains property of NUAA
Other graphics		\$300	Full page
		\$150	Half Page
		\$75	Quarter Pages
Cartoon Spread - Large		\$100	per page
Writing Workshop		\$30	Catered

Associated Documentation:

Purchase Requisition – Xero
Peer Link Monthly Feedback Form
External Request Form
Budget
Users News Copyright Authorisation



Criteria for NUAA’s Peer Participation Program

NUAA is a Community Organisation whose main aim is to advance the rights and dignity of people who use drugs illicitly. We are a peer based organisation which means our organisation exists to be part of and work with the drug using community to provide services that are relevant to their needs, which includes involving our peer/membership base within the organisation as volunteers and peer participants.

NUAA values the contribution that our peers make as volunteers/peer participants and believes that volunteering/participating should be a mutually beneficial experience. In as far as NUAA benefits from the skills, enthusiasm and experience of Volunteers/participants we believe that volunteers/participants should also benefit positively from their association with NUAA.

NUAA understands each volunteer/participant is an individual whose application to become a volunteer/ peer participant will be individually judged for the benefit of both NUAA and the volunteer/peer participant.

NUAA understands each volunteer/participant is an individual who willingly gives to NUAA without expectation of compensation beyond reimbursement, and willingly performs all delegated tasks for NUAA of their own free will for the sole benefit of a NUAA and its aims and objectives.

Criteria

Special Case Volunteers: NUAA does not accept as volunteers/ peer participants students who are participating in student community service activities, student placements, corporate volunteer programs, and other volunteer referral programs. Student placements who meet the peer participation criteria will be considered but final decision will be made by the Chief Executive Officer

Employees and Relatives as Volunteers NUAA does not accept the services of staff as volunteers. Family members of staff are allowed to volunteer with peer participation program when they meet the peer criteria or are organisational allies. They will not be allowed to nominate for Board or Advisory positions. When family members, nominate themselves for volunteer/peer participant opportunities, they will not be placed under the direct supervision or within the same team as other members of their family who are employees.

Service Users and Relatives as Volunteers NUAA’s service users are accepted and encouraged to become volunteers/peer participants, as long as their participation doesn’t cause any conflict or limit access to NUAA services by other service users. Relatives of service users may also serve as volunteers/peer participants, as long as

they meet the peer criteria or are organisational allies and their participating doesn't cause a conflict of interest or limit service users accessing NUAA services. When service users and their relatives volunteer/participate together they will not be placed within the same team.

Two Hat Policy Members of the NUAA's Board are not accepted as direct service volunteers with NUAA.

Conflict of Interest No person who has a conflict of interest with any activity or program of the NUAA, whether personal, philosophical, or financial shall be accepted or serve as a volunteer/peer participants within NUAA.

Filling in membership form or volunteer/peer participation application form does not guarantee a volunteer position with NUAA. All applications

5. Recruitment of Volunteers



**PEER PARTICIPATION
PROGRAM**

Position Title: NSP Peer Educator

Classification: Voluntary

Reports: Communications and Volunteer Coordinator

This position is entirely voluntary therefore receives no monetary payment

NUAA's Objectives

1. To ensure NUAA's NSP is staffed by people with lived experience
 2. To ensure NUAA's NSP provides up to date information and resources
 3. To ensure NUAA's NSP is stocked with appropriate equipment required by people who inject drugs,
 4. To ensure NUAA's NSP is stocked with appropriate equipment to stop the spread of BBV's and STI's
 5. To ensure staff deliver health promotion activities and peer education
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Particular PPP Tasks

1. To ensure shelves are stocked and necessary equipment is available for NUAA service users
 2. Assist staff in creating pre made fit packs as per instructed by staff
 3. To keep accurate records of every interaction and keep all statistics up to date
 4. To make yourself familiar with and to follow all of NUAA's policy and procedures especially policies related to your work in the NSP
 5. To ensure that the confidentiality of NSP users is respected
 6. Assist NUAA's staff provide service users with up to date information
 7. Assist staff with brief interventions by finding resources and referrals options for staff to give NSP users
 8. To ensure NSP is tidy and welcoming
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Selection Criteria/Desirable

1. Ability to follow direction
2. Lived experience and willingness to learn new harm reduction techniques
3. Willingness and readiness to learn new skills
4. Ability to talk to range of people from different backgrounds
5. Ability to use Computers, or willingness to learn – email, internet searches
6. Support NUAA's aim and objectives

Appendix 8 – Induction Checklist

1. Prior to the commencement date of new volunteer the Volunteer Coordinator will ensure that:
 - Y The work station is identified, set up ready for use and is correctly equipped for Admin volunteer.
 - Y That NSP staff are advised of the new volunteers training shifts and will ensure that the NSP staff have all documents required for training new volunteers.
 - Y Ensure that all staff been advised of the new volunteer's name, position, and commencement date.
2. When the new volunteer reports for duty the Volunteer Coordinator or the person delegated to undertake the induction will:
 - Greet the new volunteer, welcome them to NUAA and where possible introduce other staff and volunteers.
 - Conduct a tour of NSP or Elizabeth St office with emphasis placed on emergency procedures, amenities and entering and leaving the building.
3. The volunteer will be shown their work station and advised of the correct manner of using the telephone, IT systems as well as the location and use of office equipment.

Special attention will be placed on the use of the:

 - Where to find NSP templates for example stat forms
 - If working in Elizabeth St then emphasis will be on photocopier, phone system
4. A detailed confirmation of the new volunteer's duties will be undertaken and a brief overview of the roles of other volunteers provided.
5. Discussion on the contents of NUAA's Policy and Procedures document will be undertaken. A hard copy or information, or where to find the document on the system, will be provided. Particular attention will be placed on the following sections:
 - Volunteer related issues
 - Office administration
 - Internet and e-mail access
 - Reimbursement
 - Occupational health and safety
 - Confidentiality
 - Drug and Alcohol use in workplace
9. Check the following training has been completed or book in:
 - Y PeerLink Training
 - Y Get Bloody Serious
 - Y Brief Intervention
 - Y Computer Training
 - Y Work Readiness Training

Ensure all personal information required is recorded and all forms necessary for the payment of reimbursement .

Appendix 9 – Incident Report Form

INCIDENT REPORT FORM

Please complete the details below and attach all relevant documentation

Name:

Telephone No:

Email address:

Postal address:

DETAILS OF INCIDENT

When did the incident occur?

Date: _____ **Time:** _____

Where did it occur?

What happened?

Was first aid treatment provided? By whom?

YES NO



If yes – please give details:

Was medical treatment required?

YES NO

Were there any witnesses? Who else was present?

YES NO

If yes – Name of witness:

Address:

Telephone No:

