



CatholicCare
Social Services

WHADDUP Volunteer Handbook



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WELCOME TO CATHOLICCARE WHADDUP!

Welcome to *CatholicCare's WHADDUP*. This handbook contains all you need to know to get started with our WHADDUP program, and provide you with an understanding of CatholicCare's Mission, work environment and policies and procedures.

This handbook and accompanying workshops will provide you with information on the ethical and legal responsibilities of both CatholicCare and yourself as a volunteer. We appreciate your time in reading through this information as you begin volunteering with us.

We appreciate your involvement in our programs, and the support you are providing to CatholicCare and its participants, as we know that our volunteers are the heart and strength of our WHADDUP community.

If you have questions or concerns or would like additional information, please speak with the WHADDUP Coordinator at any time on **1300 477 433**.

WHADDUP and CatholicCare

WHADDUP began as a group of community leaders concerned about the situation some of the young indigenous people were experiencing in the early 2000s. Initially beginning as part of the PCYC program, it quickly moved to a space where it focussed solely on the needs of indigenous youth, one of whom named it 'WHADDUP'. During its history, it has received sporadic government funding and community funding and is now 100% fully reliant on CatholicCare for its funding.

WHADDUP runs each Friday night out at the Jack Martin Centre and provides a range of sporting and cultural activities for its participants to enjoy, including:

- Basketball
- Arts and Crafts
- Visiting guests from a variety of support services (eg Carbal, Goolburri, DDHSS, QAS, QPS and ATSILS)
- And dinner!

WHADDUP as a program delivered by *CatholicCare*, operates under the Mission and Vision of *CatholicCare*.

Mission Statement

**Our Mission is to empower individuals, families and communities
to meet the challenges of life and relationships.**

Vision Statement

A community of kindness and justice reflecting Christ's mission

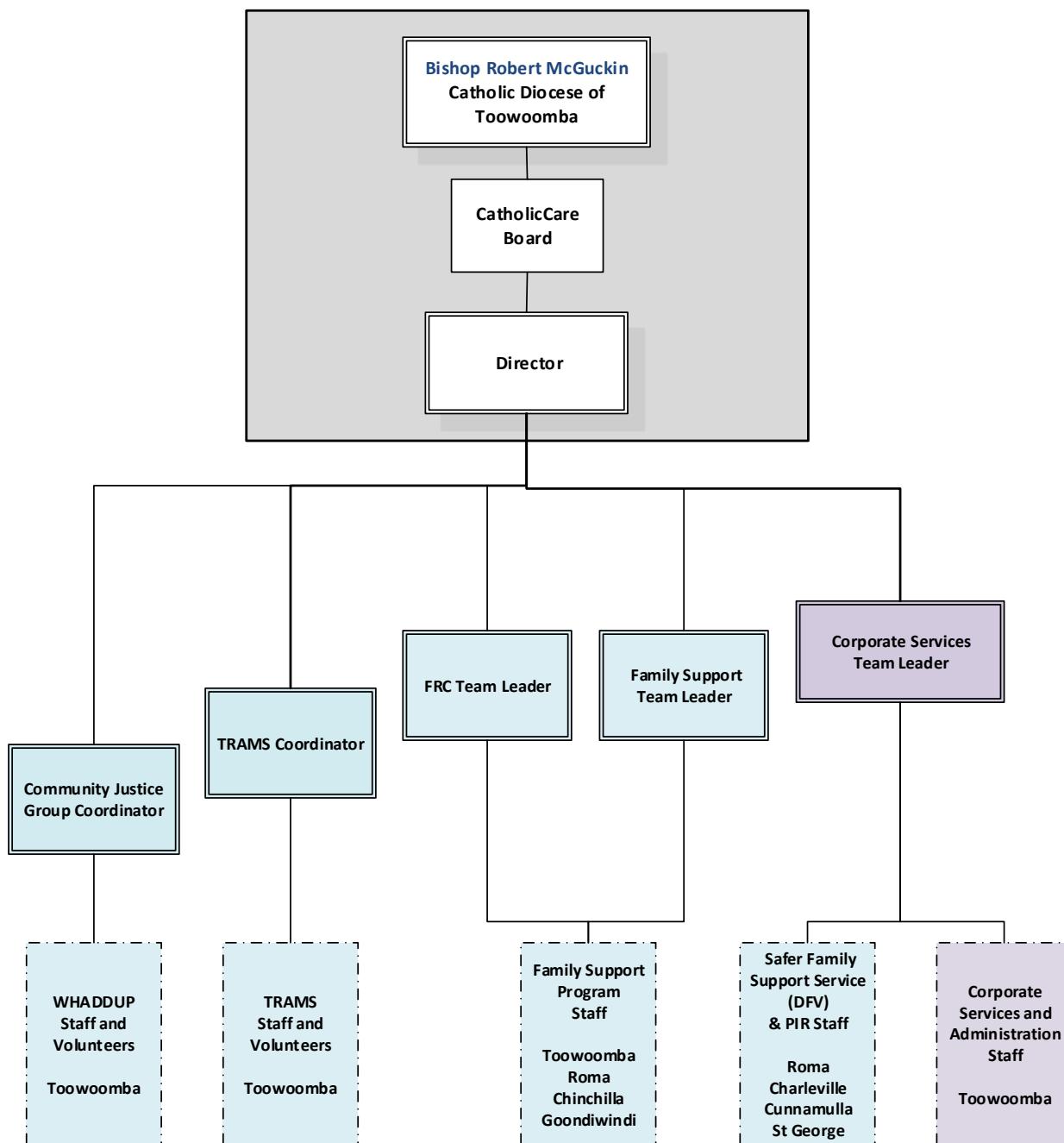
CatholicCare Values

Our values inform the way that our people relate to the community, those we serve and to each other:

- ◆ Compassion
- ◆ Respect
- ◆ Integrity,
- ◆ Justice
- ◆ Hope



CatholicCare Organisational Structure



WHADDUP Volunteers

Signing in and out

Volunteers are asked to sign in and out when they work in their volunteering role. The visitor's book used for this purpose is located near the front door. This book is used in case of emergency so we can account for everyone on the premises. It also enables us to account for the time you have given in your volunteering role at WHADDUP and to confirm who was present for different sessions.

Identifying volunteers

While volunteers are at WHADDUP they need to wear the volunteer shirt provided. Identification will vary depending on the specific role filled by each volunteer.



Unable to attend scheduled session

If a volunteer is unable to attend their usual session, we ask that they contact us as soon as possible to advise us. If a replacement is required, we will make every effort to find one.

Privacy and Confidentiality

All volunteers are required to sign the *Volunteer Code of Conduct & Ethics Declaration* that contains Privacy and Confidentiality provisions.

- Your obligations regarding privacy and confidentiality apply while you are a CatholicCare volunteer and continue after you have ceased being a CatholicCare volunteer.
- Confidential information is to be secured in the appropriate confidential filing system at the end of each day.
- In terms of CatholicCare's operations and staff, you are to keep confidential information that is not public knowledge.
- The privacy and confidentiality of participant information is of vital importance: Volunteers should not reveal whether individuals are participants or not of CatholicCare. Volunteers are not to access information about participants that is not relevant to them. They must ensure that participant information is not left unattended or in a manner that it can be seen by unauthorised people (hard copy and electronic form).
- CatholicCare has in place strict regulations about when participant information may be released to a third party. Volunteers are to take care that the security of participant information is preserved when transmitting information.
- Should you receive a request for participant information of any kind (including a subpoena), you must immediately advise your Coordinator, who will inform the Director. CatholicCare will fully investigate the appropriateness of releasing information.

Child and Participant Safety

CatholicCare is committed to the safety and well-being of children, young people and all participants accessing our services. We support the rights of these vulnerable people and will act without hesitation to ensure a child- and participant-safe environment is maintained at all times. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants in CatholicCare activities.

As a representative of CatholicCare do:

- Actively seek to be a positive role model to all.
- Abide by organisational policy, procedures and work instructions in relation to the safety and appropriate treatment of children, young people and all participants.
- Treat all young people and participants with respect and be mindful of their reactions and respond sensitively and appropriately.
- Raise all child and participant safety concerns with your Coordinator as soon as possible in accordance with the *Working with Children Policy*.
- Be aware of the nature of the relationship you have with young and/or vulnerable participants. This includes being aware of the power imbalance between you and the participant, and the need for them to be empowered.



As a representative of CatholicCare do not:

- Engage in any behaviour that involves inappropriate touching, contact or teasing that may result in offence, embarrassment or intimidation.
- Hold, kiss, cuddle or touch children or participants in an inappropriate and/or culturally insensitive way. Any touching must:
 1. Be only in response to the need of the child/participant and not the need of the worker;
 2. Be only with child's/participant's permission – resistance must be respected;
 3. Avoid breasts, buttocks and groin;
 4. Be open and non-secrective.
- Make sexually suggestive comments to any person, even as a joke.
- Do things of a personal nature that a child, young person or other participant can do for themselves, such as assistance with toileting or changing clothes.
- Initiate communication with child/ren (external to your role at CatholicCare); only communicate with parent/guardian or sibling (over 18 years), where absolutely necessary.
- Spend time alone with a child without having another responsible adult present on the premises that is aware of the child/young person's whereabouts. Take a child or participant to your home, participate in or encourage arranged personal meetings outside the designated service delivery.
- Take (or allow the taking of) any visual records (photos, videos, etc) on personal devices. If taken, then these records are to be treated as confidential information, as described under 'Ethical Standards' below.

Refer to CatholicCare's Policies for further information or speak to the WHADDUP Coordinator.

Volunteer Boundaries

Transport

Volunteers are NOT to transport child/youth participants without having the relevant permission forms signed by their guardian/parent and only if specifically requested by staff as part of volunteer duties. If it is necessary to transport adult participants, it must be done only in exceptional circumstances as the focus is to promote independence as much as possible. Private vehicles cannot be used to transport participants.

Receiving and Giving Gifts

Volunteers must be careful when providing gifts to participants, otherwise participants can think that gift-giving is part of the volunteer activity.

Volunteers must not provide money, goods or household items as this is outside the volunteer role. If a volunteer believes there is a need, then they are to speak to the WHADDUP Coordinator.

Likewise, if volunteers are offered gifts from participant, they are to speak to the WHADDUP Coordinator.

Personal Relationships

Children and young people are vulnerable and will look to volunteers and staff for guidance, help and friendship. The role of the volunteer is to provide assistance and support as per the position description, and therefore volunteers must be careful not to enter intimate personal relationships. Volunteers need to be aware that if these professional boundaries are crossed it is an abuse of the volunteer/participant relationship and will have to be followed up by the WHADDUP Coordinator.

Photographs

It is not appropriate for volunteers to take photographs of participants on personal devices. If a volunteer is aware of something happening during a session that would make a great photograph, please let staff know and a CatholicCare camera can be provided for use.



Social Media

Volunteers must be very cautious about the use of social media with regard to their work at WHADDUP. Confidentiality must always be maintained. It is not appropriate for volunteers to be friends with WHADDUP participants on social media.

Grievances and Disputes

As a WHADDUP volunteer you are expected to follow CatholicCare's Staff Grievance policy. In following the attitudes and behaviours prescribed, the event of grievances and disputes should be minimised.



However, should a dispute or grievance arise between you as a volunteer and another CatholicCare staff member, volunteer or participant then the matter should be resolved as quickly as possible. A grievance should attempt to be resolved firstly following informal procedure.

Procedure for Informal Staff Grievance

1. Volunteer with concern/issue speaks with another work-related person to whom the grievance relates. The issue may be able to be resolved if the Volunteer is able to discuss issue/concern with other party and requires no further action. Ideally the issue should be discussed as soon as possible, after the event or issue has arisen.
 2. Volunteer speaks to the WHADDUP Coordinator in the first. If the Volunteer speaks to WHADDUP Coordinator, then that person will have a vested interest in resolving any issues that arise. They will address the grievance with a view to resolving the issue promptly. The matter may be resolved. All parties are to maintain complete confidentiality at all times.
- Staff Grievance Register to be completed by the WHADDUP Coordinator.

Should this fail, the grievance should be resolved by following formal procedure as set out in the Policy.

If the Volunteer would prefer not to speak with a staff member at WHADDUP regarding their concern, they can contact CatholicCare directly on **1300 477 433**.

Workplace Health and Safety

All Staff (employees and volunteers) are responsible for:

- Identifying all existing or potential hazards/risks they may be exposed to and taking the required action to prevent them or the job being impacted by that risk;
- Reporting all breaches of requirements and risk exposures in accordance with CatholicCare procedures;
- Attending training to improve their knowledge and understanding of compliance and risk management; and
- Obtaining information about job requirements and potential risks to themselves and the environment.

Volunteer Responsibilities:

- Observe **CatholicCare's** health and safety policies and procedures;
- Act with due care for themselves and others;
- Co-operate with employers to enable them to fulfil their legislative responsibilities;
- Use any equipment and protective clothing in accordance with instructions on its safe and proper use;
- Report hazards and work related injuries and/or incidents;
- Attend annual training in Workplace Health and Safety;
- Not wilfully place at risk the Workplace Health and Safety of another person.

Safe Work

- You are only asked to do work which you can perform safely. If you feel you cannot do a job safely or have any safety issues, please discuss with the WHADDUP Coordinator immediately.

Reporting Hazards

- Should you see a hazard, or you become aware of something that might injure you or someone else and you can rectify the hazard immediately then do so e.g. moving the trip hazard from a pathway. If the hazard cannot be rectified easily it will need to be reported to the either the WHADDUP Coordinator.
- If you are involved in an incident or near miss or sustain an injury, please report the matter as soon as possible to the WHADDUP Coordinator.

Illicit Drugs and Alcohol

- The consumption or use of illicit drugs or alcohol is prohibited whilst performing work related tasks.
- The responsible consumption of alcohol is permitted at special celebrations or events.

Housekeeping

- Please leave all work areas clean and tidy. The building is used by a variety of people and may include children, elderly and disabled.
- Walkways and corridors are not storage areas and shall remain free from obstacles and clutter.

Refer to CatholicCare's Policies for further information or speak to the WHADDUP Coordinator.

Contact Details

Robyn Silcox (WHADDUP Coordinator)
 Stacey McCarthy (CJG Coordinator)
 Lyn Tate (Corporate Services Team Leader)
 Kate Venables (Director)



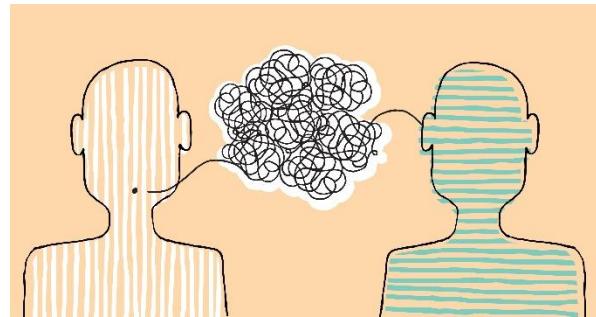
Contact Us

502 Ruthven Street, Toowoomba
 Phone: **1300 477 433**

Tips for Clear Communication

Aspects of communication to be mindful of (will vary from culture to culture and individual to individual):

- ❖ Personal space
- ❖ Appropriateness of touch e.g. hand shake, hand on arm
- ❖ Eye contact
- ❖ Gender of person you are speaking to
- ❖ Use of silence
- ❖ Non-verbal communication
- ❖ Expression of emotions
- ❖ Appropriate topics of conversation



Keys to being a successful cross-cultural communicator:

- ❖ Be aware of your own culture
- ❖ Have awareness that cultural factors be operating in any given situation. Try not to make assumptions or to be easily offended by the different way someone may approach an interaction.
- ❖ Always approach others with an attitude of respect and compassion
- ❖ Ask questions where appropriate. It may be appropriate to explain that you do not wish to offend them and ask a question about what they would prefer you to do in that situation e.g. whether to remove shoes or not when at someone's home. Avoid direct personal questions about a person's past experiences, giving respect to potential experiences of trauma.
- ❖ Manage your emotions

Trauma

What is trauma?

"We use the term 'trauma' to refer to the pain, distress, suffering and other physical, psychological or social consequences that our participants experience prior to, or arising from, their forced-migration journey.

It can result from an actual experience such as war or civil conflict but can also be caused by witnessing or hearing about a traumatic event or being the target of actual or threatened death or injury. Trauma is commonly characterised by the person feeling overwhelmed, helpless and fearful at the time of the trauma.

Refugees and people from refugee-like backgrounds may have been through many traumatic experiences, including torture, as a result of the actions of other human beings in the context of war and persecution that could have a long-term



traumatic impact. For many there is ongoing trauma due to the fears they hold for loved ones who remain in situations of risk, such as the country of origin, refugee camps or other countries where their rights and safety are in jeopardy."

(Taken from the QPASTT website: <http://qpastt.org.au/what-we-do/counselling/>)

Although trauma will impact each individual differently, impacts may include:

- sleeping difficulties, nightmares, excessive tiredness
- often unexplained general aches or other pains
- always on alert for danger or easily startled, even in relatively safe environments
- difficulty concentrating, remembering and learning new things
- confusion
- anxiety, sadness, fear, anger, irritability, guilt, shame, self-blame, numbness
- persistent thoughts or memories of the event, "flashbacks", fears for the safety of loved ones
- changed sense of self, beliefs, loss of trust, disempowerment, loss of self-esteem
- social withdrawal or isolation

Signs/impacts of trauma on children:

- aggression/ persistent anger
- out of control behaviour
- crying a lot
- shyness or withdrawal/ apathy
- poor school attendance
- frequent illness related to stress
- sleep problems, nightmares
- easily upset
- developmental delays, regression to an earlier developmental stage, or acting younger or older than their age
- low self-confidence
- "clinginess"
- poor concentration
- stealing or hoarding e.g. food, books, clothing



Such impacts may be observed immediately following a traumatic experience or may not be apparent until many years later.

As a WHADDUP volunteer, please give consideration to the following as you work with participants:

- **Participants may or may not have experienced trauma.** If a participant chooses to share their experiences with you, please listen with compassion and respect and treat this information confidentially. Please do not explicitly ask a participant about trauma they may have experienced. If you have any concern about a participant, please speak with WHADDUP staff.
- **Trauma experiences may impact on the way a participant engages with you or others, their ability to concentrate and learn, the way they respond to situations.** Be mindful of this in your interactions with participants and as you work together.
- We can help to support those who have experienced trauma by:
 - **Helping to restore safety, predictability and control**
 - By providing a predictable and safe environment

- By always being trustworthy in our interactions with participants e.g. maintaining confidentiality
- By giving choices and promoting/encouraging independence where appropriate
- **Fostering connections**
 - By developing trusting, continuing, and predictable relationships
 - By encouraging and providing opportunity for links with community
 - Providing opportunity to share about culture and being curious about cultural beliefs and practices
- **Helping to restore purpose and meaning**
 - Providing opportunity for and encouraging participation in activities that give meaning and purpose
 - Modelling human encounters that are predictable, respectful, of genuine concern and which have limits
- **Enhancing dignity and self-respect**
 - By being respectful of difference and always treating people with respect
 - Forming warm, genuine and trusting relationships