

Volunteer Handbook



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Cancer Council WA is a non-government,
community supported organisation

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Welcome to Cancer Council WA

This handbook has been designed to provide you with the information you need to successfully perform your tasks in your volunteer role.

Use this handbook as a reference whilst you are volunteering for us.

If you have any questions regarding volunteering at the Cancer Council, please feel free to discuss any issues with your supervisor.

Cancer Council has comprehensive policies and procedures to ensure we meet our statutory and legal obligations to our staff, volunteers and the community we serve. All policies and procedures are available on the intranet; your supervisor can make these available to you at your request.

We hope that your work with the Cancer Council WA is rewarding and we thank you for your valuable contribution.

Organisational Overview

Cancer Council Western Australia (CCWA) is the leading non-government cancer organisation in Western Australia and is dedicated to reducing the impact of cancer on our community.

CCWA aims to do this by funding cancer research projects, educating the community about cancer prevention and by providing support for cancer patients, their families and loved ones.

CCWA relies on the generosity of the community to fund its programs and services and relies on the goodwill and benevolence of volunteers to achieve its mission.

Established in 1958, Cancer Council has a proud history of advocacy and action on cancer issues and policy.

Cancer Council Western Australia is a member of Cancer Council Australia and the International Union Against Cancer (IUAC) and so participates in the national and international effort to control cancer. It is an independent incorporated association with a Board responsible for corporate governance. Under TCCWA's Constitution, the Board is elected from Cancer Council's membership, with the provision for up to three invited members.

On behalf of the Board and staff of CCWA, thank you for volunteering your time and energy for the benefit of those affected by cancer.

Our Vision

Our vision is to achieve a cancer free future for the people of Western Australia.

Mission Statement

Cancer Council Western Australia aims to minimise the incidence and impact of cancer on our community through advocacy, research, education and by providing people affected by cancer with support to enhance their quality of life.

Our Values

- We will serve the people of Western Australia to reduce the impact of cancer
- We will improve our services to the people of Western Australia based on the best available evidence and practice
- We will respect and value the community, volunteers and our staff
- We will work toward our vision and mission through teamwork and collaboration
- We will act with integrity and honesty
- We will strive to achieve equity in the provision of programs and services
- We will manage and apply funds entrusted to us by the community in the most effective way

Why Do People Volunteer?

Most volunteers will tell you they get as much out of volunteering as they give.

People are motivated to volunteer because they wish to:

- Participate in their community
- Have fun
- Stay active
- Learn new skills
- Maintain existing skills
- Meet people/make new friends
- Get out of the house
- Build self confidence
- Be of service
- Be needed
- Pursue a hobby or special interest
- Support a cause they believe in

Volunteers are fundamental to the successful provision of our much needed services and program. The vital contribution of volunteers enables us to reach out to more people and, by reducing costs, ensure that maximum funds are directed towards research, cancer prevention and patient support.

As a Volunteer You Have a Right to:

- Information about the organisation for which you are volunteering
- A clearly written job description
- Know who you are accountable to
- Be recognised as a valued team member
- Be supported and supervised in your role
- A healthy and safe working environment
- Be covered by insurance
- Be informed and consulted on matters which directly or indirectly affect you and your work
- Be made aware of the grievance procedure within the organisation (see page 10 Grievance Procedure)
- Participate in orientation and training

As a Volunteer Your Responsibilities Are To:

- Respect confidentiality
- Be reliable
- Carry out the specified job description
- Be accountable
- Be committed to the organisation and its values
- Undertake training as requested
- Ask for support when you need it
- Give notice before you go on holidays or resign/retire
- Value and support other team members
- Carry out the work you have agreed to do responsibly and ethically

PART A - General Information

Accidents

Any accident which occurs in the course of your voluntary service or on your way to or from your voluntary assignment irrespective of how minor it may appear, must be reported to your supervisor immediately and an incident report form completed.

Alcohol & Other Drugs

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

Breaks

Volunteers may take a meal and tea break as appropriate. Timings will vary depending on your assignment. Suitable times should be discussed with your supervisor. Tea and coffee making facilities will be available at your work area.

Car Parking

Your supervisor will discuss parking arrangements with you at your site orientation.

Confidentiality

In your position you may have access to private and confidential information about the Cancer Council and the people who use our services. Please take the time to familiarise yourself with the Privacy Policy. (CORP: HR: 011). You will be expected to keep this information in trust and entirely confidential.

A declaration of confidentiality must be signed by every volunteer as part of the application process. Breaches of this agreement may result in dismissal.

Courtesy

The reputation of Cancer Council WA depends largely on the manner in which we relate to our community. As a representative of Cancer Council, be proud of our reputation and help maintain it by showing courtesy and respect to all members of the community.

Diversity

Cancer Council WA is committed to reflecting the diversity and nature of the community we represent. The diversity of our staff, volunteers and members of our community are reflected in our values, goals, policies, procedures and practices. Refer Diversity policy (CORP: HR: 008).

Energy Conservation

The prevention of waste, whether it is material, or of services such as water, gas or electricity can mean significant savings to the Cancer Council WA. All volunteers are asked to conserve and prevent all forms of waste.

Emergency and Fire Procedure

You are required to know what to do in the event of an emergency or a fire. Your supervisor will orientate you to the procedure in your work area. Please ensure you are completely familiar with the safety practices associated with your assignment and the relevant OS&H policies. Refer to Part B, Occupational Safety & Health.

Food Handling

In line with the Food Safety Standard Australia New Zealand 2002, Cancer Council WA has food safe guidelines for volunteers dealing with food preparation. Please familiarise yourself with these guidelines if your role involves food handling. Refer to Part B of this document, Occupational Safety & Health.

Grievance Procedures

If you feel that there is a problem that makes your position as a volunteer uncomfortable, or that you have been unfairly treated, please discuss the issue with your supervisor. The Divisional Director is always available to discuss any issue that you may have if you feel that the issue has not been resolved with your supervisor. Cancer Council WA has a formal policy on Grievance Procedures that applies to both staff and volunteers. Refer Grievance Policy (CORP: HR: 014).

Holidays/Leave

To ensure the smooth running of your division, your early advice of upcoming holidays (if possible) and immediate notification in case of illness is essential, so that suitable relief can be organised.

Hours of Attendance

You will be advised of the time commitment required by your particular assignment at your initial placement interview. If you have difficulty working within that commitment or have extra time available, please discuss the matter with your supervisor, so that alternative arrangements can be made. You will be required to complete an attendance register at the beginning and end of your volunteer duties.

Cancer Council WA collects and stores information relating to volunteer attendance for purposes such as:

- Personal Accident Insurance
- Emergency Evacuation
- Recognition of the service and time contributed by volunteers
- Reporting on volunteer programs
- Evaluating volunteer contribution

Identification - Name Badges

For the first three months of your assignment you will be supplied with a temporary name badge. After a three month "Let's Talk" discussion with your supervisor, a permanent badge will be ordered for you. Volunteers must wear their badge at eye level at all times whilst representing the Cancer Council WA. These identification badges remain the property of the Cancer Council WA and must be returned upon your retirement or resignation.

Infection Control

Hand Washing

HAND WASHING IS THE MOST IMPORTANT MEASURE TO PREVENT THE TRANSMISSION OF INFECTION.

When Should I Wash My Hands?

- Before commencing work
- Before handling food
- After visiting the toilet
- After using a handkerchief or nasal tissue
- After handling garbage
- After touching ears, nose, hair, mouth or other parts of the body
- After contact with a client
- After wearing gloves

A routine hand wash is a 20-second wash using hand-wash solution. Dry hands thoroughly with a clean, dry towel.

Illness

Volunteers should absent themselves from their voluntary activity if they are unwell with an illness (e.g. cold or flu) to ensure that the health of cancer patients is not compromised. Please notify your supervisor if you are unable to attend your voluntary activity. If you have gastroenteritis or a stomach upset you should not report to work for 48 hours after the last symptoms are noted and check first with your supervisor that it is in order for you to do so.

Information Systems

Cancer Council WA e-mail facilities, both external and internal and web browsing facilities are provided for work, research, and communication. E-mail and internet usage will be monitored.

Users of all computing systems within Cancer Council WA are bound by the following guidelines:

- Software owned by Cancer Council WA is licensed for Cancer Council activity
- It is illegal to copy material onto discs or any other such hardware
- You agree not to participate in such unlawful activity.

Please familiarise yourself with the internet and e-mail security policy. Refer policies (CORP: IMT006, CORP: IMT007) on the TCCWA intranet.

Insurance

Volunteers undertaking voluntary work for and on behalf of Cancer Council WA are covered under our insurance policy:

- Personal Accident - for direct travel to and from the workplace and during voluntary work. Personal Accident insurance covers injury or death occurring to a volunteer during the course of their duties.

- Public Liability - Volunteers are covered for public liability insurance, which pays compensation for personal injury and/or property damage caused to third parties as a result of the volunteer's actions.

Professional Indemnity insurance is the responsibility of the volunteer.


Job Performance

Volunteers at Cancer Council WA are expected to undertake their service in a professional manner. A Statement of Duties outlines the various roles and expectations of the duties to be performed. Current volunteer roles include:

- Administration/Reception
- Fundraising Event/Tin Collection
- Gardening/Maintenance
- Consumer Library
- Shop Assistant
- Health Promotion Volunteer Speaker
- Complementary Therapy
- Art/Craft Activities
- Emotional Support
- Patient and Carer Support
- Social Support
- Transport
- Wig Service
- Consumer Participation
- Palliative Care

Your supervisor will regularly seek feedback on your volunteer role. This will normally take place at three months, and annually thereafter.

Newsletter

Cancer Council WA newsletter “Vollies Voice” is published quarterly. Copies are distributed to all areas of the Cancer Council. Your contribution will always be welcome. For more information contact our Volunteer Recruitment and Retention Officer,  (08) 9382 9332 or email: anneth@cancerwa.asn.au.

Media

No volunteer is entitled to make any statement to the media concerning the Cancer Council WA. If you have any questions regarding media please speak with your supervisor.

Orientation

All volunteers are required to complete corporate induction in order to develop a good understanding of the organisation. Your supervisor will also conduct a site orientation to familiarise you with your workplace facilities and introduce your team members.

Personal Appearance

Cancer Council WA strives to promote a positive image to our community. Dress standards are an important part of that positive image and volunteers are expected to maintain a high degree of personal cleanliness and tidiness at all times. Your supervisor will refer you to the Cancer Council WA policy on appropriate attire.

Personal Details

Keeping our records up-to-date is important. Please advise your supervisor of any change of name, address or phone number. Your supervisor will provide a form for you to fill in.

Personal Property

Your supervisor will advise you where to leave your personal belongings. Cancer Council WA does not accept any responsibility for any loss or damage to a volunteer's personal belongings in situations when the advice/recommendation of the supervisor has not been followed.

Police Checks

Cancer Council WA adheres to its criminal history checks policy and procedure, (CORP:HR:VOL004) when carrying out a police check. All volunteers and staff who undertake work for Cancer Council WA are required to commit to a national police check at no cost to the individual.

All volunteers must report a relevant change to their criminal record, in writing, to their Divisional Director at Cancer Council WA. Information such as the offence charged or conviction is not required, just that a relevant change in the criminal record has occurred.

Public Holidays

Volunteer services are not expected on public holidays.

Reimbursement of Expenses

Cancer Council WA will ensure that volunteers are not financially disadvantaged as a consequence of performing voluntary duties on behalf of Cancer Council.

Volunteers may choose to be reimbursed for costs incurred when undertaking legitimate activities on behalf of Cancer Council WA. Volunteers will be advised at orientation of the type of expenses that will be reimbursed and the procedure for claiming them.

Reimbursement of Travelling Expenses

For volunteers using their own vehicle and not claiming a reimbursement of their travel expenses, a donation receipt can be issued for the equivalent amount. Volunteers can be reimbursed for travel expenses in situations where their personal vehicle is used for pick-ups, delivery and collections in the normal course of duty. Travel to and from home and workplace is not reimbursable. Your supervisor will supply the necessary forms and procedure for logging information.

Resignation/Retirement

Please inform your supervisor as soon as possible if you decide to resign or retire from your volunteer assignment. Notification can be made either verbally or in writing.

Smoking Policy

Cancer Council WA appreciates the health risks associated with both active and passive smoking and attaches importance to the rights of staff and volunteers and the community at large to breathe smoke-free air and to be protected from involuntary inhalation of tobacco smoke. Cancer Council WA takes its responsibilities seriously under the Occupational Safety and Health Act 1984 to provide a safe working environment in which staff and volunteers are not exposed to hazards, as well as responsibilities under the National Occupational Health and Safety Commission's Guidance Note for the Elimination of Environmental Tobacco Smoke in the Workplace (2003). All Cancer Council WA premises and vehicles are smoke-free. Staff and volunteers are encouraged to be non-smokers and are to refrain from smoking when representing the Cancer Council WA. Staff and volunteers who smoke will be encouraged and supported to give up smoking if they wish to do so. All staff and volunteers must comply with the No Smoking and Tobacco Policy.

Sun Protection (see also Part B, Occupational Safety and Health)

Cancer Council WA is an organisation committed to the prevention and early detection of skin cancer and related eye diseases. Cancer Council will act as a role model to other organisations and promote the Sun Protection Policy as a necessary tool in decreasing the incidence of skin cancer in Western Australia. See Sun Protection Policy (CORP:OS&H:006).

The Cancer Council Retail Shop

Cancer Council shop is located at 334 Rokeby Road Subiaco and offers a wide range of sun protection gear, sunglasses, hats, sun screen and swim wear. A 20% discount is available to all volunteers with presentation of your identification badge.

Telephones

Your supervisor will instruct you on the use of the Cancer Council WA telephone system and the internal telephone directory. Telephones are not to be used for personal business except in emergencies.

Training

Full training will be provided that is relevant to your particular role, details of which will be given to you at the time of your orientation. Advanced training modules, which will assist in developing patient support skills, are also available through the Cancer Council Professional Development Centre. If you are interested in accessing this additional training, please contact your supervisor.

Volunteer Assistance Program

Cancer Council WA's Employee Assistance Program (EAP) is available to volunteers to help resolve personal and work related problems, difficulties and concerns which you may experience. The service is provided by independent professional counsellors at no cost to the individual. Use of the service is totally confidential. For more information on this service please see the link on the intranet.

Working with Children Check

Volunteers who undertake activity on behalf of Cancer Council WA that involves working with children (someone under the age of 18) are required to undertake a Working with Children Check. This is in accordance with Working with Children (criminal record checking) Act 2004 Government of Western Australia. The check will be carried out at the same time as the National Police Check before you start your voluntary assignment with Cancer Council WA and will be renewable every three years at no cost to you. Any relevant change in your criminal record must be reported to your Divisional Director, as soon as practical after it occurs.

PART B - Occupational Safety and Health

Cancer Council is committed to ensuring the highest possible standard of occupational safety and health for all staff and volunteers, and safety of all clients and visitors and fully endorses the Occupational Safety and Health Act 1984.

Occupational Safety and Health Policy (OS&H)

It is Cancer Council WA's policy that each of its volunteers is provided with a working environment that is safe and without risks to health. A personal commitment and involvement of all volunteers is essential to establish and maintain a safe and healthy working environment.

The success of an OS&H program relies on the willingness of all volunteers to co-operate and work together in a team effort and includes:

- Observance of safety rules and obligations
- Maintenance of a high level of safe conduct in the performance of their work
- Prompt reporting of accidents and unsafe working conditions

As a member of the Cancer Council WA team, you have an essential duty and responsibility to ensure that within your capacity as a volunteer, your work is carried out safely and efficiently.

Cancer Council WA has a comprehensive OS&H program and it is a requirement that you access the OS&H orientation slide show which your supervisor will make available to you. Your supervisor will also make the following policy documents available to you at your request.

Document Title	Document Type	Number
Access to Worksafe Documents/Information	Policy & Description	CORP:OS&H:014
Alcohol and Other Drugs in the Workplace	Policy & Description	CORP:OS&H:007
Ergonomics for Computer Workstations	Policy & Description	CORP:OS&H:009
Hazard Identification Report	Form	CORP:OS&H:form:004
Hazard Reporting	Policy & Description	CORP:OS&H:011
Home Visiting	Policy & Description	CORP:OS&H:021
Incident/Accident Investigation	Form	CORP:OS&H:form:003
Incident/Accident Management;Response, Reporting and Investigation	Policy & Description	CORP:OS&H:012
Incident/Accident Reporting Form	Form	CORP:OS&H:form:002
Injury Management	Policy & Description	CORP:OS&H:017
Manual Handling	Policy & Description	CORP:OS&H:004
No Smoking and Tobacco	Policy and Description	CORP:OS&H:005
Nutrition	Policy and Description	CORP:OS&H:019
OS&H Consultation: Election of Representatives & OS&H Committee (TOR)	Policy and Description	CORP:OS&H:002
OS&H Management Program	Policy	CORP:OS&H:001
OS&H Representative Nomination Form	Form	CORP:OS&H:form:001

OS&H Steering Group TOR	Policy	CORP:OS&H:022
OS&H Training	Policy and Description	CORP:OS&H:003
Physical Activity	Policy & Guidelines	CORP:OS&H:020
Safety Inspections	Policy & Description	CORP:OS&H:010
Sun Protection	Policy & Description	CORP:OS&H:006
Threat to Staff - Verbal/Physical Abuse	Policy & Description	CORP:OS&H:023
Unsafe Equipment	Policy & Description	CORP:OS&H:013
Workers' Compensation Rehabilitation Program Progress Report	Form	CORP:OS&H:form007
Working Alone	Policy & Description	CORP:OS&H:023
Working At Heights: Falls Protection	Policy & Description	CORP:OS&H:008

What is Occupational Safety and Health?

"...All factors relating to work - working methods, conditions of work, the working environment which may influence the overall health and safety of persons at work."

By 'workplace' we mean:

"....A place, whether or not in an aircraft, ship, vehicle, building or other structure, where....Persons work or are likely to be in the course of their work."

How does the OS&H Act protect you as a volunteer?

Under the OS&H Act 1984, people involved in paid work have a duty of care towards anyone who may be affected by their work. This may include visitors to workplaces, passers by, children of employees, or shoppers. Volunteers also come into this category.

Volunteers are not included in the Workers Compensation program, as the Workers Compensation Act only recognises employees as those persons who are paid for their work. However, the Cancer Council WA has an insurance policy that covers volunteers for Personal Accident whilst undertaking their duties (for more details ask your supervisor).

Under Section 19 of the Act, employers have a duty of care to ensure they:

- provide safe systems of work
- provide information, instruction, training and supervision
- consult with staff (includes volunteers)
- provide personal protective clothing
- provide and maintain safe plant and substances, and
- meet all reporting requirements to WorkSafe WA.

What is your duty of care?

Your responsibilities

- follow instructions and guidance provided to you
- use and take good care of equipment and protective clothing where it is provided
- report hazards or injuries to your supervisor
- take responsibility for your own safety and the safety of others and
- attend mandatory OS&H education programs as directed.

Your rights

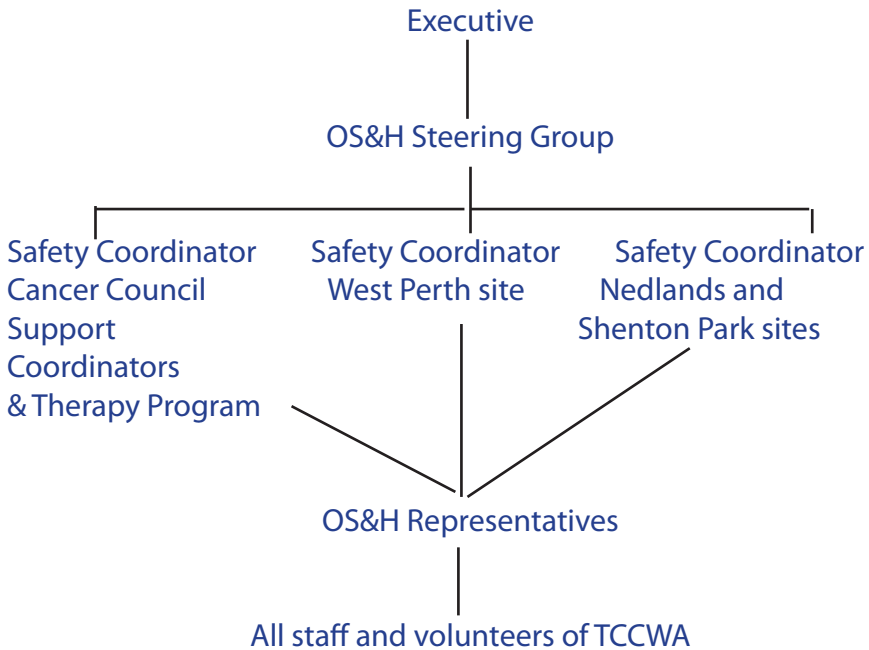
- to have a healthy and safe workplace
- not to have to carry out (nor be instructed to carry out) unsafe work
- to be made aware of the risks and hazards to which you are, or may be, exposed
- to have a right to safety information, and
- not to be punished for refusing to carry out work you deem to be unsafe

Commitment to Safety

The health and safety of all staff and volunteers at Cancer Council WA is the responsibility of the Executive Group. In fulfilling this responsibility, the Executive Group has a duty to provide and maintain, so far as is practicable, a work environment in which people are not exposed to hazards.

This is achieved by:

- providing and maintaining safe equipment, protective clothing, systems of work and a safe and healthy workplace
- providing information, training and supervision to enable you to work in a safe and healthy manner
- setting a continuous example to all staff and volunteers within Cancer Council
- establishing and maintaining a forum for staff and volunteer consultation and problem solving regarding safety and health issues
- continuous monitoring and improvement of OS&H systems.



The OS&H Committees

Each site of the Cancer Council has an OS&H committee. These committees facilitate consultation between management, staff and volunteers. They also provide an ongoing means to identify issues of safety in the workplace and to provide a forum where these concerns can be addressed. Part of the role of these committees is to bring these issues to the attention of, and provide recommendations to, senior management.

Who is your local OS&H Representative?

Ask your supervisor, so you know who you can talk to about any OS&H issues.

Principles of Risk Management

“Risk Management’ refers to the identification, analysis, evaluation and elimination or reduction of possible risks to staff (including volunteers and contractors), visitors, consumers, including strategies to control hazards.

Remember the acronym:

Spot the risk/hazard

Assess the risk

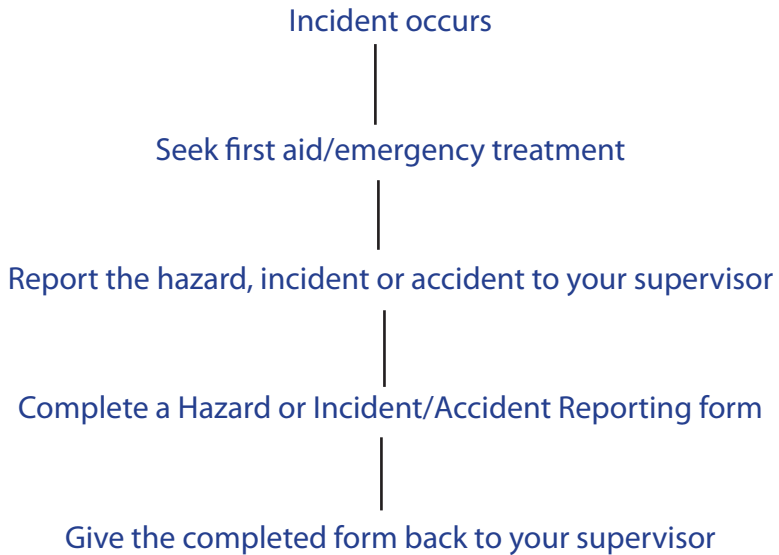
Fix the problem

Evaluate

In order to be able to apply the SAFE system, there are forms and processes that have been put in place.

- health and safety education available to staff and volunteers
- hazard and incident/accident reporting forms
- regular audits to check that our environment is safe and to identify hazards before an incident occurs.

How should you report a hazard, an incident or an accident?
It is important that any hazards (dangers, risks) incidents (near misses), and accidents (injuries) are reported to your supervisor.



Manual Handling

“...any activity requiring the use of force by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain a person, animal or thing.”

Assess

When you need to move something, first ask yourself, “Has this been done before?” or “Does it need to be done?” or “How should it be done?” and then ask, “Do I need help?”

Plan/prepare

When you plan to move something:

- first, make sure you USE any appropriate and available equipment eg trolleys to help you,
- then prepare the area by:
 - ensuring that there is a clear path for the movement
 - ensuring that all equipment is safe and is functioning properly. If you are not trained to use it or are unsure about any equipment, DO NOT use it (You must report unsafe equipment to your supervisor)
 - checking to ensure that any equipment used is at the correct height, positioning all equipment appropriately.

Communicate

If you are working with another person and planning to move something, decide how you will work together before you begin the move, eg. decide who will lead, and who will follow. If you do not think you can do the job safely, inform your supervisor.

Proceed

When all preparation is completed, proceed with the movement.

Evaluate

After the move has been carried out evaluate how successful it was by deciding whether your technique was effective and whether you used the correct or appropriate equipment. If appropriate, consider how you might carry out the move more effectively next time.

No Lift Policy

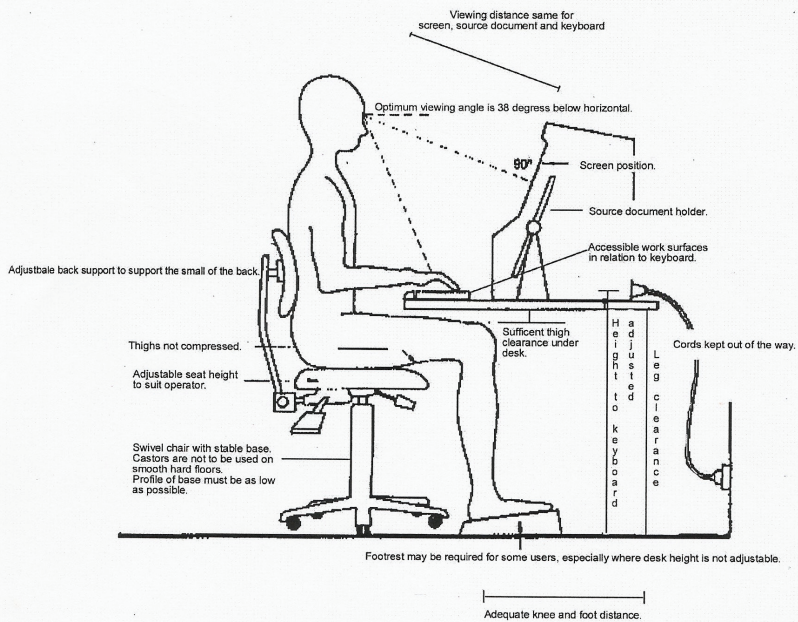
Manual lifting of heavy objects without any type of assistance is not permitted in any situation. Handling aids (mechanical or otherwise) must be used wherever they will help to reduce risk of injury from lifting. Wherever possible, patients/clients must be encouraged to assist in their own transfers.

Ergonomics

“...the science committed to designing jobs and workplaces in order to maximise effectiveness while minimising the possibility of physical harm. Ergonomics aims to design the task for the person, not the other way around.”

GUIDANCE DIAGRAM FOR WORKSTATION ERGONOMICS

The following information will assist in setting up a workstation.



Fire and Emergency

The Fire Brigade recommends a simple emergency procedure to remember in case of fire. It can be used anywhere - at home, at work, in hospitals or hotels.

Find locate fire or persons in danger

Inform make sure people know there is a fire

Restrict the spread of smoke by closing doors

Extinguish only if safe to do so

Cancer Council WA does not want volunteers to be involved in fighting fires.

As a volunteer when the alarm sounds you must:

Stop what you are doing

Check your immediate area for fire

Report to the nearest ASSEMBLY POINT

Await further instructions from the FIRE WARDEN

Every work place within Cancer Council WA has a designated ASSEMBLY POINT where staff, clients and visitors go to in the case of evacuation. It is your responsibility to know where your ASSEMBLY POINT is - so make sure to ask your supervisor.

Food Safe

Organisms that cause food poisoning are found in and on:

- food
- water
- environment
- utensils used in food preparation
- hands, mouths and noses of those preparing food

Bacteria multiply if:

- food is prepared too far in advance
- food is stored at room temperature
- food is cooled too slowly before refrigeration
- food is not reheated to a sufficiently high temperature to destroy bacteria
- cooked food is contaminated with bacteria

Safe Food practice means:

STORING	USING
Food covered and protected	Tongs or gloves to handle food - no bare hands
Cold food cold hot food hot	Different utensils and boards for cutting meat and vegetables
Food in the refridgerator at no more than 5°	Clean preparation areas often and between each procedure
Hot food kept at above 60°	Dismantle all blenders and food processors etc., wash in hot soapy water or in dishwasher
Food that has been frozen and heated should not be reheated after cooling	Do not use food past its use by date
Unused food should be covered and placed directly in the refrigerator	Tie hair back if preparing food

Sun Protection

“Exposure to ultraviolet radiation (UVR) is linked to the incidence of skin cancers.”

All volunteers will:

- be aware of the Sun Protection Policy (CORP:OS&H:006)
- utilise any personal protective equipment provided for the purpose of the prevention of sun related skin and eye damage, eg:
 - broad brimmed hat,
 - SPF 30+, broad spectrum, water resistant sunscreen
 - sunglasses conforming with Australia Standard AS 1067.1 (1990)
- use sun protection when representing CCWA, particularly between 10am and 3pm
- consider options available for rescheduling their outdoor activities outside of the hours of 10am and 3pm
- ensure that appropriate shade structures are utilised at all Cancer Council outdoor activities all year
- acknowledge that when representing CCWA you are seen as a role model by the community and therefore should avoid a sun burnt or suntanned image
- take ownership of the sun protection policy by assisting in its review and implementation

Approach your supervisor for advice if you think you are at risk from the sun.

Staying Safe

Volunteers should take reasonable care to ensure their own safety and health when working in a client's home.

Will you be working alone?

- ensure that your supervisor, fellow colleague or family know your whereabouts and planned return time
- make sure you have access to a means of communication should an emergency arise
- you have a general duty to take reasonable care to ensure your own safety and health at work and this includes complying with safety and health instructions given by the organisation. Refer Home Visiting - Staff and Volunteers policy (CORP:OS&H:021)

Zero tolerance: Workplace aggression and violence is unacceptable.

Feeling threatened?

- endeavour at all times to remain calm and not place self or others at risk by challenging the assailant
- maintain distance from person
- allow for exit from area, do not allow assailant to block point of exit
- request person to leave the premises
- if request is refused, call the Police
- leave the scene and await the arrival of assistance

Wait for assistance at a safe distance. No volunteer should place themselves in jeopardy through endeavouring to physically restrain an assailant. Refer Threat to Staff and Volunteers - Verbal/Physical Abuse policy (CORP:OS&H:024).