



Volunteer Handbook



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About Jewish Care

Jewish Care has one clear vision: Together, building and supporting a healthy, resilient, and inclusive Jewish community.

Founded in 1848, Jewish Care has a long-standing tradition of supporting the Victorian Jewish community. Annually, we impact over 6,000 lives, offering crucial support to individuals and families as they navigate life's challenges. Throughout the decades, much has transformed, yet Jewish Care has adeptly evolved, ensuring our services remain relevant and vital to the needs of the Melbourne Jewish community, both today and into the future. Guided by Jewish values, we are committed to providing exceptional care and support to our community.

Our Values

Jewish Care's values are universal and enduring in nature, but are also particular to the Jewish approach to creating a meaningful life and a strong, cohesive community. Our values define who we are and underpin everything we do.

They pervade every aspect of our organisation, informing relationships amongst colleagues, between staff and clients and between our organisation and the wider community. Our foundational values are about people - they provide a moral compass for the way we respond to challenges and the decisions we make.

Values		
Derech Eretz: Respect		Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.
Kehilla: Community		Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.
Hachlala: Inclusion		We embrace diversity and work together for a just and equitable society.
Achrayoot Chevratit: Social Responsibility		Behaving ethically, with sensitivity and acting in the best interests of all.



Our Services

Jewish Care is the largest provider of community services for Victoria's Jewish community and provides vital whole-of-life range of professional supports and services for members of the community, requiring much-needed assistance.

Our services include, Residential Aged Care, In-Home Services, Individual & Family Support, Disability Services, Financial Services, Employment Services and Holocaust Survivor Support.

For more information, please visit our website www.jewishcare.org.au.

Our Commitment to Diversity & Inclusion




At Jewish Care, we stand firmly against exclusion and discrimination in all its forms, including those based on gender diversity, expression, or sexual orientation. We recognise and celebrate the richness of diversity within our community, which includes our commitment to LGBTI+ inclusion.

We have proudly achieved Rainbow Tick Accreditation, affirming our dedication to creating a culturally safe environment for the LGBTI+ community across our entire organisation. This accreditation assures that we align our staff, volunteers, services, and supports to honour and celebrate LGBTI+ diversity.

Our position statement reinforces our commitment to equality and equity. We understand the unique challenges and diverse needs within the LGBTI+ community, acknowledging that it is not a homogenous group and that intersectionality adds layers of complexity to the lived experiences of individuals.

We actively work towards culturally safe practices and services, aiming to combat heteronormativity and heterosexism. Recognising the sensitivity around disclosure, we handle personal information with the utmost care and provide responsive support.





In summary, Jewish Care is a place where the sexual orientation, gender identity, and gender expression of all individuals — including those we serve, our staff, our volunteers, and visitors — are met with respect, support, and a heartfelt welcome. As a Rainbow Tick Accredited Organisation, we are committed to maintaining these standards and continuing our journey of inclusion and equity.

Our Commitment to the Safeguarding Children and Young People



Jewish Care proudly holds accreditation from the Australian Childhood Foundation through its Safeguarding Children Program, demonstrating our commitment to the safety and well-being of children and young people in our care. This accreditation is a testament to our rigorous standards and practices aimed at protecting the vulnerable members of our community.

Our dedication to creating a secure environment is unwavering. We believe in the fundamental right of every child and young person to feel safe and cared for, not just within the scope of our programs but in all areas of their life. To uphold this belief, we have established a zero-tolerance policy toward child abuse and neglect, supported by detailed safeguarding policies and procedures. These measures are actively incorporated at every level of our organisation, defining clear roles and responsibilities for our staff and volunteers to cultivate a culture of awareness and proactive protection.

Moreover, our commitment to child safety extends to collaboration with external agencies and community partners. Together, we aim to enhance child safety through education, advocacy, and early intervention, ensuring a comprehensive approach to the well-being of children and young people.

In essence, Jewish Care is dedicated to ensuring the welfare of children and young people is always prioritised. Through our safeguarding efforts, we endeavour to set a standard for how organisations can effectively centre the well-being of children in their mission, assuring families and the broader community of our steadfast commitment to their protection and care.





About Volunteering

Jewish Care is fully committed to its volunteers. We acknowledge the vital role you play in achieving the vision and embrace values, by implementing the principles and standards created by Volunteering Australia and Volunteering Victoria.

At Jewish Care, we embrace the spirit of volunteering, as defined by Volunteering Victoria — dedicating time and energy for the greater good without personal financial benefit. Our organisation is enriched by the selflessness and passion of our volunteers, whose contributions are fundamental to services we provide to the community.

At the core of our services are our volunteers, whose passion and dedication breathe life into our programs. They offer an array of support — from social to spiritual, from recreational activities to vital fundraising efforts. Their involvement spans a spectrum that includes community engagement, committee participation and even roles in corporate governance, each making an indelible mark on the community.

Every volunteer at Jewish Care is provided with a role description that outlines the specific duties and expectations associated with their volunteering activities. This not only helps volunteers understand their responsibilities but also sets a clear framework for the kind of impact they can expect to have. It's essential that you, as a volunteer, feel comfortable and clear about what your role entails. We also recognise that needs and capabilities can change over time; therefore, we remain open to reviewing and updating these role descriptions as needed to ensure they align with the evolving needs of our community and the skills and interests of our volunteers.

This handbook is crafted to support you through your journey with us. It serves as a comprehensive guide, illuminating the path of your volunteering experience to ensure it is as fulfilling as it is impactful.

We eagerly anticipate the unique contributions you will bring to Jewish Care and are here to support you every step of the way. Welcome to our team — a place where your service is valued, your growth is nurtured, and your well-being is paramount.

Welcome to Jewish Care! We're excited to have you join us as a vital part of our volunteer team. Your contribution is greatly appreciated!



Volunteer Rights

As a volunteer at Jewish Care, you are entitled to:

1. **A Healthy and Safe Environment:** To perform your volunteering roles in a space that prioritises your health and safety.
2. **Equal Opportunity Engagement:** To be recruited and engaged in compliance with equal opportunity and anti-discrimination laws.
3. **Insurance:** To be protected by appropriate insurance coverage while you volunteer.
4. **Accurate Information:** To receive truthful details about Jewish Care and your volunteering responsibilities.
5. **Policies Access:** To have access to our 'Our People Policy' and any others that impact your activities.
6. **Defined Role:** To receive a clear role description and to know your tasks and responsibilities.
7. **Orientation and Training:** To be provided with an orientation to the organisation and adequate training for your role.
8. **Communication and Accountability:** To have clear lines of communication and to know who you are accountable to and who you can approach with concerns.
9. **Personal Information Privacy:** To have your personal information protected in accordance with the Privacy Act 1988.
10. **Satisfying Experience:** To have a rewarding experience that meets your expectations and contributes to your personal goals.
11. **Industrial Action Respect:** To decline work that substitutes for paid staff during industrial disputes.
12. **Confidentiality in Grievances:** To have grievances handled confidentially and without repercussion.
13. **Recognition:** To be acknowledged and appreciated for your contribution to Jewish Care.
14. **Decision-making:** To decline tasks or roles that you feel unable to complete or prefer not to undertake.
15. **Voice Concerns:** To express any issues or grievances to your Role Supervisor or the Volunteer Program team and to be aware of and utilise the grievance procedure.
16. **Withdrawal Right:** To step back from your volunteering role at any stage without prejudice.





Volunteer Responsibilities

To ensure you have a positive and impactful volunteering experience, your responsibilities include:

1. **Commitment:** Treat your volunteer role with dedication, understanding its importance to our community.
2. **Reliability:** Arrive on time and consistently for your scheduled volunteer duties.
3. **Communication:** Inform your Role Supervisor promptly of any changes in your availability and communicate essential information to the relevant staff.
4. **Compliance and Reporting:** Familiarise yourself with and adhere to Jewish Care's policies, procedures, and training requirements, including those related to privacy and safety. If you encounter anything unusual or concerning during your volunteer service, report it immediately for investigation.
5. **Role Clarity:** Understand your volunteer duties and communicate openly if there are tasks you are unwilling or unable to perform.
6. **Identification:** Represent yourself as a Jewish Care volunteer using only your first name and direct all further inquiries to Jewish Care's official contact points.
7. **Media Engagement:** Refrain from making public statements about Jewish Care, including on social media, without prior authorisation from the Chief Executive Officer.
9. **Advisory Limits:** Avoid giving any form of financial, medical, or personal advice, and do not involve yourself in any legal or family matters of those you support.
10. **Privacy and Safety:** Maintain the dignity and privacy of all individuals, keeping doors open during private interactions, refraining from personal discussions, and not taking photos without consent.
11. **Legal Requirements:** Obtain necessary clearances such as a Police Record Check, NDIS clearance (any volunteer working with children and young people, including youth mentors, in addition to a Police Check, must hold a current Working With Children Check, and complete the online Safeguarding Children e-learning before they commence in their role).
12. **Health Precautions:** Follow the latest health guidelines, including COVID-19 procedures and infection prevention measures.
13. **Documentation:** Accurately report your volunteer hours to your Role Supervisor as part of our organisational tracking and appreciation.





Important to Know

What to Wear

As a volunteer at Jewish Care, you play an important part in representing our organisation. We ask that you please dress in an appropriate manner and suitable to the role that you are performing.

Your personal appearance should be neat, clean and in keeping with your particular duties. Clothing and footwear should be casual and appropriate to be able to safely perform your role. There are specific dress requirements when volunteering with the Orthodox Jewish community and your Role Supervisor will advise you if necessary.

Identification for Volunteers

Each volunteer and staff member are issued a Jewish Care identification badge and name tag, which must be worn at all times within the precincts of your volunteering area. Please ensure your badge is attached to your green Jewish Care lanyard. Where available, you are required to swipe your badge when entering and leaving Jewish Care buildings and sign in via the HealthSafe system.


This supports Occupational Health & Safety legislation which requires employers to be aware of your whereabouts at all times and enables us to assist you in times of emergency or evacuation.

You must not deface your badge, as it remains the property of Jewish Care. The loss of or accidental damage to your badge should be reported to your Role Supervisor immediately. For security purposes, should you cease your volunteer position, please return your badge to Jewish Care immediately.

Jewish Traditions, Festivals and Fast Days

Jewish Care provides opportunities to engage in traditional Jewish cultural and religious activities. These observances are a meaningful part of the community's spiritual and cultural life. Below is an overview of key traditions, festivals, and practices to help volunteers support and respect these observances.





Festivals and Fast Days - There are several Jewish festivals and fast days held throughout the year. On these occasions, it is important to remain respectful of individuals or groups observing these traditions.

Shabbat (Sabbath) - Shabbat begins at sunset on Friday and concludes at nightfall on Saturday. It is a sacred time of rest, reflection, and spiritual connection. Volunteers should be mindful that during Shabbat, certain activities such as the use of electronic devices and performing manual work may be restricted for observant Jewish individuals. Conversationally, when people refer to Shabbat, they often mean Saturday.

Synagogue (Shul) Services - Most Jewish Care facilities have an on-site synagogue. Morning and afternoon services are held every Shabbat and on all Jewish holidays. Volunteers, family members, and members of the general Jewish community are invited to join residents in the synagogue. Morning Shabbat services are followed by a **Kiddush**, which consists of light refreshments. Volunteers may be asked to assist in coordinating or facilitating these services.

Candle Lighting Ceremonies - Shabbat candle lighting occurs on Friday evenings before dinner and before the start of Jewish holidays. This ceremony is a significant tradition that welcomes Shabbat or the holiday. Volunteers may be asked to assist clients during the candle lighting.

Dietary Laws (Kashrut) - Jewish Care observes kosher dietary laws, meaning that food prepared and served within our facilities must adhere to specific guidelines. These laws govern the types of food that can be consumed and the way they are prepared and served. Volunteers should avoid bringing non-kosher food into facilities to maintain compliance with these traditions. If you have any questions about dietary requirements or need guidance on what is considered kosher, please consult your Role Supervisor or the Volunteer Program staff.

End-of-Life Assistance- Jewish Care is deeply committed to supporting individuals and families during end-of-life moments. Our members of the rabbinical team are available to provide bedside prayers, assist with funeral arrangements, lead minyanim (prayer services) at the facility or in private homes, and offer bereavement support. If a Jewish Care client passes away and you wish to speak with a member of the rabbinical team, please inform your Role Supervisor or the Volunteer Program staff.

Learning and Respecting Jewish Practices - Jewish traditions, practices, and festivals offer a deep sense of meaning and connection for our community. If you would like to learn more about Jewish customs, festivals, or practices, please refer to your Role Supervisor or Volunteer Program staff.

Your efforts to understand and respect these traditions ensure a culturally sensitive and inclusive environment for all.





Employee and Volunteer Assistance Program

The Employee Assistance Program (EAP) provides short term assistance with concerns, which can disrupt wellbeing and volunteering effectiveness. Jewish Care has engaged an external specialist firm, to provide free confidential and independent counselling and support services to volunteers, employees, and immediate family members, to address any concerns which may be affecting volunteering, work or home life. The 24/7 number is 1800 808 374 (quote the Jewish Care Vic company code JCV2768), and there are also information posters on noticeboards throughout Jewish Care that give you alternative contact details for accessing this service.

Jewish Care's Employee and Volunteer Assistance Program is provided by Assure. It covers a wide range of wellbeing needs, including:

- Counselling, coaching, and personal support
- Legal referral sessions
- Manager support and leadership advice
- Financial wellbeing coaching
- Nutritional support

Reimbursement of Expenses

The volunteer is responsible for all expenses incurred, except in cases where expenses are incurred at the request of the Role Supervisor, or reimbursement of authorised expenses is agreed upon prior to a financial commitment being made. Upon the Role Supervisor's approval, the volunteer must submit the receipts for which they seek reimbursement.

Volunteer Drivers


All volunteers who are required to drive a vehicle are required to:

- Have a full current Australian driver's licence or equivalent, and provide a colour photocopy to the Volunteer Program.
- Complete additional documentation pertaining to their vehicle and their responsibilities as a volunteer driver.

You are required to advise your Role Supervisor and the Volunteer Program staff immediately if you:

- Have been convicted of a traffic-related offence.
- Have had your licence suspended.
- You are required to take any medication that may affect driving (please check with your doctor or pharmacist).





No volunteer is permitted to drive whilst under the influence of alcohol, illicit drugs, or prescription medication, which can impact their ability to drive.

In the event of an accident, volunteer drivers are required to exchange details (names and registration etc.) with any other parties involved.

If anyone is injured, we advise volunteers to please call 000 immediately.

In the event of an accident or incident while driving to or from your volunteer destination, insurance and/or any other associated cost are the responsibilities of the volunteer. However, we ask that you please report the event to your Role Supervisor or Volunteer Program staff as soon as possible.

Volunteers, who use their own vehicles for transport as a pre-approved condition of their voluntary role, need to provide the evidence of comprehensive car insurance in addition to the above.

Volunteers will only be reimbursed for pre-approved travel related expenses, such as petrol costs or tolls. Volunteers are not permitted to use their own vehicle, whilst undertaking volunteer duties, without prior approval from the Volunteer Program.

Conflict of Interest

Volunteers are not to borrow, benefit or gain in any way, financial or otherwise, by accepting any fee, loan or gift greater than nominal value, in accordance with the Our People Policy. You must disclose anything you receive to your Role Supervisor or the Volunteer Program.

Whistleblower Platform

Jewish Care is committed to fostering a culture of integrity, accountability, and respectful communication, where everyone feels safe to raise concerns and speak up if something doesn't seem right. As part of this commitment, Jewish Care has introduced an independent Whistleblower Reporting Platform, operated by Your Call. This secure external system enables volunteers, employees, contractors, and community members to report concerns confidentially and, if preferred, anonymously. The platform is designed to provide a safe and trusted way to raise serious concerns, including matters relating to misconduct, unethical behaviour, safety risks, or the wellbeing of older people and other vulnerable individuals supported by Jewish Care.





Link to our Whistleblower Platform - <https://jewishcarevic.relyplatform.com/home>

If you are unsure whether an issue should be raised through the Whistleblower Platform or would like guidance, you may also speak with your Role Supervisor or the Volunteer Program team. Support is available, and you will be treated with respect and confidentiality.

Insurance for Volunteers

Registered volunteers who undertake approved activities for and on behalf of Jewish Care, and within the parameters of their voluntary role, are covered by liability insurance and personal accident policies. If you sustain an injury whilst volunteering, you must report it to your Role Supervisor or the Volunteer Program staff immediately, and an incident report will be completed. This will form an important part of an insurance claim.





Training and Development

Training and development are pivotal for volunteers at Jewish Care, not only for effective service delivery within their roles but also for enriching personal growth. Jewish Care invests in equipping volunteers with vital skills that are beneficial within the organisation and transferable to daily life, ensuring each individual feels capable and confident in their contributions.

Upon being appointed to your role, you will undergo an orientation with your Role Supervisor or the Volunteer Program staff, where you will understand important aspects relating to your role and your responsibilities as a volunteer. Depending on your role, there may be further training that you may be asked to undertake.

The following key messages are important to understand and remember throughout your time as a volunteer.

Aged Care Quality Standards and the new Aged Care Act

What are the Aged Care Quality Standards and volunteer responsibilities under the Aged Care Act 2024

The Aged Care Quality Standards are a set of national standards that explain what good, safe and respectful aged care should look like in Australia. They are designed to make sure older people are treated with dignity, feel safe, are listened to, and receive care and support that reflects their individual needs, preferences and cultural identity.

All volunteers must:

- Uphold the Statement of Rights in every interaction.
- Provide support in a respectful and person-centred way, within the scope of your volunteer role.
- Actively protect clients and residents from harm, neglect, abuse or exploitation.
- Speak up, escalate concerns and report incidents without delay.
- Participate in training and quality activities relevant to your role.
- Comply with all relevant policies, procedures and guidance provided to you.





New Aged Care Act and the Statement of Rights for older people

The strengthened Quality Standards, introduced under the new Aged Care Act, which came into effect on 1 November 2025, place people at the centre of care and focus on rights, safety, quality, and accountability. While volunteers are not responsible for delivering clinical care, your actions and behaviour still contribute to meeting these standards. This means that how you communicate, respect boundaries, protect privacy, report concerns and support residents and clients plays an important role in maintaining high-quality aged care. The Act introduces a Statement of Rights for older people, new registration requirements for aged-care providers, strengthened Aged Care Quality Standards, and clearer expectations for delivering safe, high-quality and person-centred care.

Jewish Care Victoria is committed to delivering safe, respectful, person-centred care that upholds the dignity, rights and wellbeing of every client and resident. Compliance with these requirements is a condition of your volunteer engagement. As a volunteer, you are expected to understand and uphold these obligations within the scope of your role and under the guidance of staff.

Clients and Residents have legally protected rights (Statement of Rights). Volunteers are required to actively support these rights in practice. This means as a volunteer you must:

- Respect choice and autonomy.
- Seek consent where appropriate and respect how clients and residents choose to live their daily lives.
- Treat clients and residents with dignity and respect.
- Use respectful language, protect privacy and recognise each person's identity and culture.
- Ensure safety and wellbeing.
- Observe and report any risks or concerns to staff immediately rather than attempting to manage them independently.
- Support clients and residents to speak up.
- Encourage feedback and listen respectfully.
- Protect privacy and confidentiality.
- Handle personal information in line with organisational guidance.

Accountability


Failure to comply with these requirements may result in review, suspension or cessation of your volunteer engagement.

Incident recognition and reporting

Volunteers have a responsibility to recognise and report incidents, near misses and risks,

including those that affect resident safety, dignity or rights.





This includes, but is not limited to:

- Falls, hazards or environmental risks.
- Changes in a resident's wellbeing or behaviour.
- Concerns about safety, dignity or rights.
- Allegations or suspicions of abuse or neglect.

Volunteers must immediately report all incidents or concerns to a staff member or Role Supervisor, who can enter the incident on their behalf. Volunteers are not responsible for entering incidents into reporting systems.

Restrictive Practices

Restrictive practices limit a resident's rights or freedom of movement and are only used as a last resort to prevent harm.

Person-centred care and care planning

Volunteers are not responsible for care planning or clinical decision-making.

Volunteers are expected to:

- Support clients and residents in line with their preferences and needs as guided by staff.
- Share observations or relevant information with the Role Supervisor to support care planning and review.
- Support independence, meaningful activity and social connection.

Cultural safety and inclusion

Culturally safe, inclusive and trauma-aware care is a regulatory requirement under the Strengthened Aged Care Quality Standards.

Volunteers must:

- Respect and support Jewish cultural and religious observance.
- Provide culturally safe care for people living with dementia, LGBTIQ+ residents, people with disability and people from diverse backgrounds
- Participate in mandatory training related to cultural safety and inclusion

Scope of your role as an aged care volunteer

Volunteers provide social, emotional and practical support to residents and clients. Volunteers must always volunteer under the direction and supervision of staff.

Volunteers are not responsible for formal complaint management or open disclosure processes but must support staff by raising concerns promptly.



Occupational Health & Safety

Maintaining a safe and healthy environment is a priority at Jewish Care. We strive to ensure our workplace is free from the risk of injury or illness for everyone, including our volunteers, staff and visitors.

As a volunteer, you play a crucial role in this effort. Your responsibilities include:

- Taking care to prevent accidents and avoid any actions that could lead to injury, both for yourself and others.
- Adhering strictly to the workplace policies, procedures, and rules designed to keep you safe.
- Recognising your right to a safe work environment and your responsibility to contribute to its upkeep.
- Reporting any safety concerns, hazards, near-misses, or incidents immediately to your Role Supervisor or the Volunteer Program staff.
- Always signing in and out when entering or leaving Jewish Care facilities.
- Refraining from activities that may be harmful and reporting any potential risks.
- Assessing physical tasks such as lifting or carrying. Use aids like trolleys, or ask for help to split the load when necessary.
- Following all safety signs and instructions around the premises.

Your proactive approach to health and safety not only protects you but ensures the well-being of all individuals at Jewish Care. It's about looking after yourself and each other, every day.

Emergency Procedures

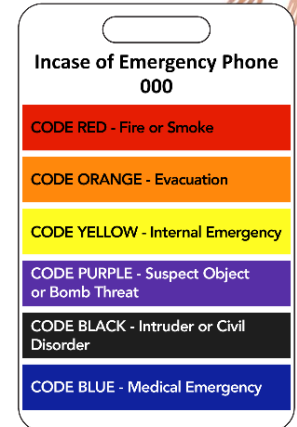
In the event of an emergency:

- Follow the instruction of staff fire wardens, who have been trained on emergency procedures.
- Ensure that you have familiarised yourself with the emergency evacuation assembly area, and evacuate to this area (ask the Role Supervisor for more information).
- Assist people who are mobile to the assembly area — only if asked by staff to do so. Do not attempt to otherwise move people.

On the back of your volunteer swipe card, you have a concise guide to our emergency response codes, crucial for quick reference in various situations:



- **CODE RED** is for fire or smoke, signaling the presence of a potential fire hazard.
- **CODE ORANGE** calls for evacuation, used in scenarios that require the safe and orderly exit from the building or area.
- **CODE YELLOW** denotes an internal emergency where immediate action is needed within the facility.
- **CODE PURPLE** indicates a suspect object or bomb threat, demanding heightened awareness and specific protocols to ensure safety.
- **CODE BLACK** warns of an intruder or civil disorder, requiring appropriate security measures to manage potential threats.
- **CODE BLUE** is for medical emergencies, signalling that someone needs immediate medical attention.



Keep this card handy at all times, as it provides vital information to help you act swiftly and correctly in case of an emergency.

Manual Handling

Manual handling plays a crucial role in volunteering, aimed at safeguarding your well-being and that of those you support. Typically, volunteers are not required to undertake manual handling tasks. However, there may be occasions when you're asked and agree to assist with tasks such as manoeuvring a wheelchair or carrying light loads. Here are essential guidelines to keep in mind, particularly for wheelchair use. For more comprehensive instructions, please consult with your Role Supervisor or Volunteer Program staff.

General Manual Handling Guidelines:

1. **Understand Your Limits:** Always assess the weight of an object or the effort required for a task. If it seems beyond your capacity, seek help.
2. **Use Proper Techniques:** Bend your knees and keep your back straight when lifting. Use your leg muscles, not your back, to lift.
3. **Equipment and Aids:** Familiarise yourself with any manual handling equipment provided, such as trolley. Use these aids to prevent strain or injury.
4. **Stay Informed:** Participate in any training sessions offered by Jewish Care to improve your manual handling skills and to stay updated on best practices.
5. **Report and Communicate:** If you notice hazards or anything that could be improved to make handling tasks safer, report these to your supervisor.



Specific Guidelines for Wheelchair Use:

1. **Safety First:** Before moving a wheelchair, ensure the brakes are engaged when stationary and released only when ready to move.
2. **Secure the Occupant:** Check that the individual in the wheelchair is secure and comfortable, using seatbelts if available.
3. **Navigating Spaces:** When moving through doors or tight spaces, be mindful of the wheelchair's dimensions. Approach obstacles straight on where possible.
4. **Ramps and Slopes:** Always push wheelchairs up ramps and pull them when going down to maintain control and reduce strain.
5. **No Lifting:** Avoid lifting a wheelchair unless it is a foldable type and you are trained and comfortable doing so. Even then, only lift for short distances and with proper technique or assistance.

Volunteering in aged care and client homes requires a responsible approach to manual handling, including the safe use of wheelchairs. By adhering to these guidelines, you'll help ensure a safe and positive environment for both yourself and those you support. Always prioritise safety, seek help when needed, and use the proper techniques and equipment provided by Jewish Care.


Infection Control

Infection control is a critical component of maintaining a safe environment for everyone at Jewish Care, including our clients, staff, volunteers, and visitors. As a volunteer, your health and the health of those around you are paramount. Here's what you need to know:

If You're Unwell: Do not come in for your volunteer shift if you are feeling unwell. It's vital to inform your supervisor as soon as possible that you will not be able to attend your volunteer duties. This step is crucial in preventing the spread of illness.

Good Hygiene Practices: Adhere to good hygiene practices at all times during your volunteering. This includes proper cough and sneeze etiquette - covering your mouth and nose with a tissue or your elbow, not your hands, and disposing of tissues immediately. Regularly wash your hands with soap and water, or use an alcohol-based hand sanitiser, especially after contact with any surfaces.





Personal Protective Equipment (PPE): Always be aware of and comply with the current PPE requirements. This may change, so if you're ever uncertain, it's important to check with the staff or your Role Supervisor for guidance.

Isolated Clients: When visiting clients in isolation, make sure to clean your hands thoroughly before entering their room and after leaving. This practice reduces the risk of transmitting infections.

Hand Hygiene

Hand hygiene is the single most important thing you can do to prevent the spread of infection. Hand hygiene includes the use of handwashing and alcohol rubs. Please note that alcohol hand rubs do not replace proper and thorough handwashing. Please refer to the hand hygiene posters located at wash stations at all Jewish Care locations.





Policies and Procedures

Jewish Care policies and procedures provide clear, consistent and transparent organisational practices for all volunteers and staff. These are summarised below.

Any queries or for full versions of policies and procedures, please speak to your Role Supervisor or Volunteer Program staff.

Code of Practice


In order to enhance your experience and to comply with relevant legislation and our duty of care, Jewish Care agrees to:

- Interview and engage volunteer staff in accordance with anti-discrimination and equal opportunity legislation.
- Aid to provide volunteers and staff with a healthy and safe workplace.
- Provide an LGBTI+ inclusive workplace and appropriately act on all reported breaches of LGBTI+ cultural safety.
- Differentiate between paid and unpaid roles.
- Provide appropriate levels of support and management for volunteers.

Privacy and Confidentiality

At Jewish Care, we prioritise the confidentiality and privacy of personal and health information with the highest regard. All data is safeguarded in strict adherence to the Privacy Act 1988, the Privacy and Data Protection Act 2014 (Vic), and their corresponding Australian Privacy Principles and Health Privacy Principles.

While we are steadfast in protecting this information, it is crucial to recognise situations where disclosure is permissible. If there is a risk of harm to the client or others, or if the client is involved in a serious crime, disclosure may be legally required to prevent harm or comply with legal obligations. In such instances, the safety of individuals takes precedence, and the necessary details may be shared with the appropriate authorities. Always ensure that these disclosures are handled through the proper channels and with the guidance of your Role



Supervisor or the Volunteer Program staff. It is vital to remember that outside these specific circumstances, the expectation for privacy remains. Information should only be used for delivering our services or related purposes that you, as a volunteer, would typically be involved in. Any other disclosure requires explicit consent or is subject to legal compulsion.

Confidentiality is the foundation of our professional integrity. Mishandling or unauthorised discussion of sensitive information can lead to serious disciplinary action. This commitment extends across all communication platforms, including social media. Always seek consent from your Role Supervisor or Volunteer Program staff before discussing any aspects of your volunteer role or client details publicly.

Your diligence in maintaining these standards of confidentiality ensures the ongoing trust and safety of our clients, reinforcing the integrity of Jewish Care's services and the broader community. Remember, effective confidentiality practices safeguard not just our clients but also the trusted reputation of Jewish Care and the meaningful work we do.


Harassment, Victimisation and Discrimination

Jewish Care is committed to a workplace that is safe, fair and free of discrimination and harassment based on race, colour, religion, age, gender, sexuality, national origin, disability, or any other basis protected by federal, state or local laws. As is consistent with our values, discrimination and/or harassment of any kind will not be tolerated. Any report of such will be investigated immediately, confidentially and without retaliation. Jewish Care has a responsibility under state and federal legislation to ensure employees and volunteers are not subjected to behaviour that may constitute unlawful harassment, victimisation or discrimination. The Jewish Care Harassment, Victimisation, and Discrimination Policy is complemented by the organisation's Code of Conduct Policy which provides guidance on the standards of behaviour expected of individuals in the work environment.

Code of Conduct

The Jewish Care Code of Conduct includes the compliance requirements for all staff and volunteers under the National Disability Insurance Scheme (NDIS) and the Code of Conduct for Aged Care and always requires all staff and volunteers to:

- Conduct themselves in a respectful and considered manner, understanding they are representatives of Jewish Care;

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- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions;
 - Respect the confidentiality and privacy of those we support and those we work with and care for;
 - Act with integrity, honesty and transparency;
 - Act in a way that treats people with dignity and respect and values their diversity;
 - Provide supports and services in a safe and competent manner with care and skill;
 - Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services to individuals in our care;
 - Take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect, and abuse;
 - Take all reasonable steps to prevent and respond to sexual misconduct;
 - Provide care, supports and services free from all forms of violence, discrimination, exploitation, neglect and abuse;
 - Provide care, supports and services free from sexual misconduct;
 - Not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification;
 - Promote a psychologically and culturally safe workplace where issues can be raised without fear of reprisal or recrimination;
 - Abide by Jewish Care’s Policies, Processes, and Position Statements including but not limited to, requirements under our WorkSafe, Rainbow Tick, Safeguarding Children, and Health and Human Services obligations;
 - Use Jewish Care’s resources for legitimate work-related purposes; and
 - Ensure all behaviours, actions and attitudes towards others are in accordance with Jewish Care’s Equal.


Smoking, Alcohol and Drugs

Jewish Care encourages a smoke-free environment for staff, volunteers, clients, residents and visitors across all properties, and including car park spaces.

The use, consumption or abuse of illicit drugs and/or alcohol is not permitted in the workplace. Any volunteer found under the influence of drugs or alcohol during working hours may be

subject to immediate dismissal.





Submit your Feedback: Compliments, Complaints and Suggestions

At Jewish Care, we are dedicated to delivering the best possible services and value the insights from everyone involved with our organisation. Whether you are someone we support, a family member, carer, volunteer, supplier, or a community member, your perspective is important to us.

How We Handle Your Feedback:

- We will acknowledge your feedback promptly.
- You will be kept in the loop as we process your feedback.
- Your privacy and confidentiality will be respected at all times.
- We are committed to making improvements based on what you tell us.

Anonymous Feedback: You are welcome to provide feedback anonymously via our 'Your Say' platform. While this means we can't update you directly on the outcomes, rest assured your input will be valued.

How to Submit Feedback:

- Online: Fill out the feedback form at www.jewishcare.org.au
- Email: Send us your thoughts at yoursay@jewishcare.org.au

The Volunteer Program is here to support you every step of the way. Open and honest communication is encouraged, so don't hesitate to reach out with any feedback, questions, or concerns.

Volunteer Program Manager:

Maria Gelvan

volunteers@jewishcare.org.au

(03) 8517 5933



www.jewishcare.org.au



Scan QR to visit website

Volunteering roles available