

Volunteers Fact Sheet

Welcome to Whiddon	
Thank you for choosing to volunteer with us! Your contribution is invaluable, and we're excited to have you on board. This fact sheet provides essential information to help you understand your role and responsibilities.	
Your Purpose	
As a Whiddon Volunteer, you will play a vital role in enhancing the quality of life for elderly residents and clients. Your compassion, patience, and willingness to assist will provide much-needed support and companionship to those in our care. This position involves a variety of tasks that may be tailored to suit your skills and interests.	
Your Profile	
Essential: • Genuine interest in working with elderly people. • Excellent communication and interpersonal skills. • Patience, empathy, and a caring nature. • Basic understanding of health and safety practices.	Compliance requirements: • Criminal Record Check (NDISWC only for required roles) • Evidence of Flu and COVID Vaccine (desired) • Evidence of Working Rights
Your responsibilities	
As a Volunteer, your responsibilities will be discussed and agreed throughout the recruitment process. These responsibilities may include, but are not limited to:	
Create Meaningful Moments	• Enrich residents' and clients' lives through conversations, reading, puzzles, and games. • Engage in cultural activities, provide language support, and offer companionship through calls or pen pal connections. • Your presence enriches lives with heartfelt interactions.
Wellness & Activities	• Bring enthusiasm to arts and crafts, fitness walks, and beauty sessions. • Choose your favourite activities, assist with outings, and support special events. • Help residents stay active, relaxed, and happy with your positive energy.
Men's Shed	• Join the Men's Shed for shared stories, laughter, and creative projects. • Facilitate activities, organize the workspace, and enjoy crafting, repairing, or tinkering. Keep the energy alive and make each visit memorable
Gardening & Outdoors	• Encourage residents to enjoy nature through light gardening. • Plant flowers, nurture herbs, and maintain garden spaces. • Create joy with outdoor activities and share the magic of nature.
Pet Therapy Visits	• Bring your friendly dog to visit residents, creating emotional connections and reducing stress. Your furry friend brings joy and companionship, brightening someone's day with their presence.
Tech & Connection Support	• Help residents stay connected with loved ones through tech support, video calls, and personal touches like birthday cards and newsletters. • Maintain smooth communication and create meaningful connections.
Event support	• Support special events like theme days, BBQs, and staff celebrations. • Assist with setup, coordinate activities, and provide hands-on help. • Create a fun atmosphere and ensure events run smoothly.
Projects & Initiatives	• Suggest and participate in creative projects that match your interests or skills. • Help with short-term projects, launch new activities, or decorate for themed events. • Use your unique abilities to make a positive impact.

Restrictions on Volunteer Activities

To ensure the safety and wellbeing of our residents and clients, volunteers are not permitted to perform the following tasks:

- Administering medications or performing medical procedures
- Handling personal finances of clients
- Providing personal care services (e.g., bathing, dressing)
- Lifting or transferring residents
- Operating heavy machinery or vehicles without proper training and authorization
- Any task that requires professional qualifications or licensure that you do not possess
- While volunteers may have access to certain information, they must not handle or disclose sensitive or confidential information beyond their role's scope.

If you're ever unsure whether a task is within your scope, please consult with the Residential Services Manager or Senior Community Coordinator or reach out to Whiddon's Volunteer Manager.

Your Commitment

By accepting your role at Whiddon, you commit to performing your role to the best of your ability, in line with expectations, and in doing so demonstrating your commitment to The Whiddon Way, MyLife and Relationship Based Care by:

- Maintaining and improving our residents'/clients' wellbeing through the seven wellbeing outcomes – applying the MyLife Model of Care;
- Applying Whiddon's Relationship Based Care tools and approach every day;
- Ensuring that the clinical, emotional, social and wellbeing needs of our residents/clients are met;
- Demonstrating our values with residents, clients and team members, through;
 - **Relationships:** showing kindness, care, respect and inclusiveness in all interactions with residents, clients and team members. Being inclusive means nurturing relationships, treating everyone as an individual, and accepting everyone as they are.
 - **Growth:** being brave and open to new ideas.
 - **Passion:** listening, understanding and making a difference.

Volunteer Expectations

We ask our volunteers to:

- Act in accordance with Whiddon's Purpose and Values.
- Follow Whiddon's policies and guidelines.
- Maintain confidentiality and respect the privacy of our residents and clients.
- Cooperate with staff and other volunteers.
- Report any incidents, injuries, or concerns to your Supervisor immediately.

Volunteer Rights

As a volunteer, you have the right to:

- Be treated with respect and fairness.
- Receive adequate training and support for your role.
- Work in a safe environment.
- Be informed about the organization's policies and procedures.
- Provide feedback or raise concerns without fear of retribution.

Work Health and Safety

It is a responsibility of all volunteers to ensure the safety of themselves and others by:

- Complying with Whiddon's Work Health and Safety Policies and Procedures at all times;
- Conducting themselves in line with Work Health and Safety legislative requirements at all times;
- Following reasonable directives where safety is concerned;
- Identifying and reporting hazards, incidents and safety breaches or concerns.

Thank you for being part of the Whiddon family. Your dedication and compassion make a real difference in our community. For more information regarding Whiddon's Volunteer Program, refer to the *Volunteer Framework*, or email Volunteers@whiddon.com.au