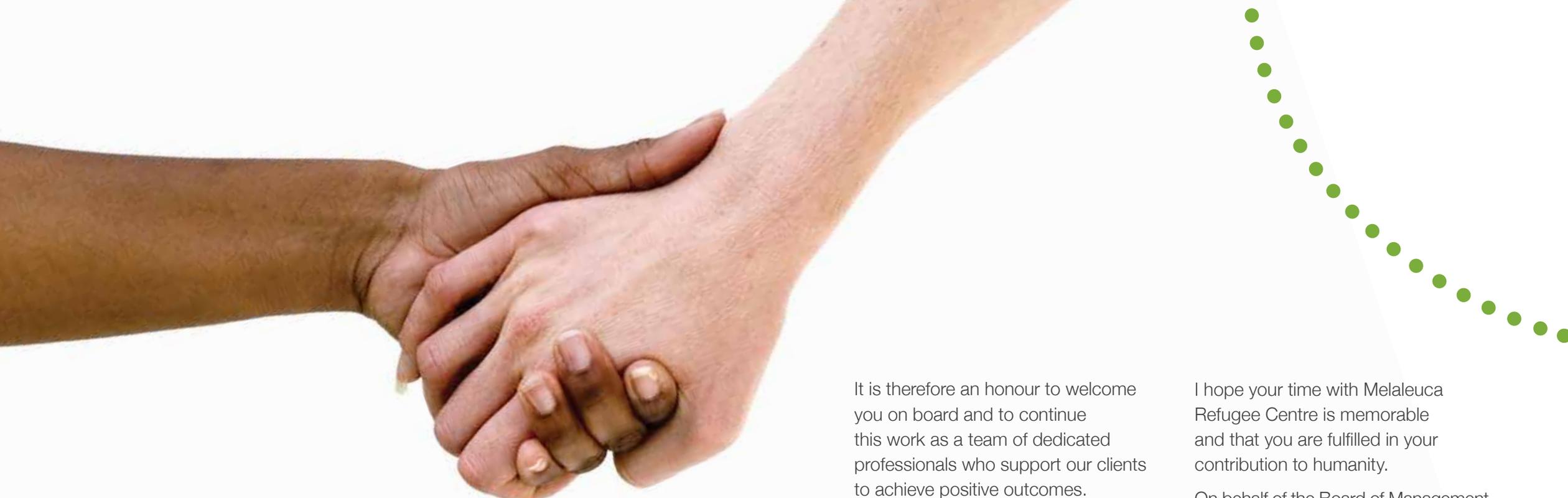




Volunteer Handbook



Welcome

Welcome to Melaleuca Refugee Centre, Torture and Trauma Survivors services of the NT (MRC).

Our organisation was established in 1996 as the Torture Trauma Survivors Service of the NT Incorporated to support the emotional wellbeing of the small numbers of refugees and asylum seekers wanting to settle in the Northern Territory. We have since then expanded to offer a range of other humanitarian services and services to migrants.

We welcome and supports people who arrive in the Northern Territory as Humanitarian Entrants and migrants. Volunteers such as yourself further enrich the work we do every day.

It is therefore an honour to welcome you on board and to continue this work as a team of dedicated professionals who support our clients to achieve positive outcomes.

Settlement into a new country is not something that can be done in isolation to communities. Migrants and Humanitarian Entrants bring with them a rich history and culture to add to that which exists. The support you give freely goes a long way in blending the new with the existing community and for that we see you as extraordinary people who value the importance of nurturing caring communities.

This handbook is carefully designed to provide you with as much information as is necessary to supporting your involvement in Melaleuca.

We are always looking at ways to improve what we do, so please feel free to make suggestions about what other information we should consider including in here, so that can benefit others.

I hope your time with Melaleuca Refugee Centre is memorable and that you are fulfilled in your contribution to humanity.

On behalf of the Board of Management of Melaleuca refugee Centre and the staff of Melaleuca, I welcome you to our team and I look forward to celebrating the difference we can make together.

Welcome to a place that prides itself with welcoming others.

Yours sincerely

Kwame Selormey

Chief Executive Officer

Our Vision, Mission and Values

Our Vision

Melaleuca Refugee Centre is recognised as a leader in facilitating the recovery of refugee survivors of torture and trauma.

Our Mission

Melaleuca Refugee Centre provides an environment for resettlement and healing of refugee survivors of torture and trauma, their families and community through confidential, high-quality and holistic services.

Our Values

- Ethical Behaviour
- Professional
- Compassion
- Respect for Human Rights
- Social Inclusiveness
- Quality
- Client Focus

Who are we?

Melaleuca is a Not for Profit Organisation that is governed by a Board of Management.

Our Board members are a valued and integral part of the Melaleuca team. Their leadership and diverse, hands-on experience continuously enriches the calibre, reach and variety of the services and programs we're able to develop and offer to our clients.

Collectively, their extensive knowledge covers a broad spectrum of expertise – human rights, business administration, community development, governance, health, education, legal, commerce, accounting, finance, operations and technology.

This array of skill set ensures our clients benefit from best practice guidance, highest quality advice, effective decision-making and policy formation; and is essential to Melaleuca continually growing our capabilities to holistically serve our clients.

As active and respected leaders in the community, our Board members are heavily involved in international humanitarian issues within the NT, in demand as international speakers for their thought leadership and innovation and valued contributors to numerous other boards.

The Board appoint a Chief Executive Officer (CEO) who leads the organisation. The CEO works closely with the Executive Team who are each responsible for the various strategic and operational leadership aspects of the organisation. The Executive Team work closely with an operational team of staff whose services support our clients to achieve positive outcomes every day. This team includes you as a valued volunteer.

To find out more about who our Board Members, staff and volunteers are, please visit our website on www.melaleuca.org.au



What do we do?



Humanitarian Settlement Program

Although we should all have the right to choose where we live, this sadly isn't the case for the people who become our clients. Asylum seekers and those from refugee, humanitarian and migrant backgrounds are often forced to flee their country, family and friends. The threat of persecution and physical, emotional and mental abuse due to their race, culture and/or religion usually means these individuals must undertake a new journey.

Trauma Counselling

Many people from refugee and humanitarian backgrounds have witnessed and/or experienced torture and trauma. Surviving to tell the tale or often not wanting to speak of the tragedies they've seen or physically endured can have long lasting, profound consequences on their mental, emotional and physical wellbeing if left untreated.

Family Harmony Program

Settling into a new way of life in a foreign country can be a challenging experience for anyone. However, there's often more to think about when you're arriving as a family, as opposed to doing it on your own. This is why the Family Harmony Program is so useful in supporting our client's smooth transition into their new community.

Communities for Children

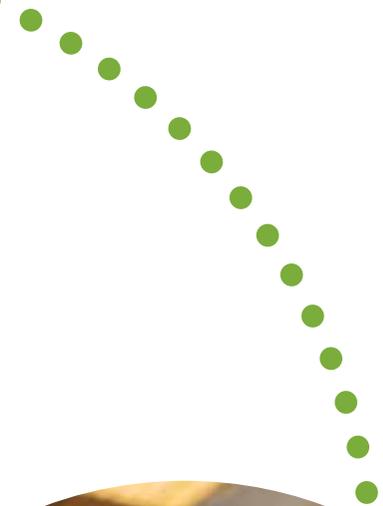
Children are our most precious resource. They represent our greatest hopes for a better, more joyful and inspiring future. That's why it's up to all of us – families, friends, communities, organisations and governments – to ensure they experience the best possible start in life, so they can reach their truest, highest potential. Communities for Children is an important program in optimising their journey.

Reconnect Youth Services

Sadly, homelessness and the risk of homelessness among young people from refugee, humanitarian and migrant backgrounds is more common than many realise – particularly if they've been forced to leave their country without their family or conflict exists within their family unit. Feelings of isolation, loneliness and missing friends and family can become all too much. This is where Reconnect Youth Services offers vital help.

Refugee Health Services

Refugees and humanitarian entrants often spend months or years living in refugee camps, before arriving in Australia. Unfortunately, these conditions can have a negative impact on these individuals' overall physical, mental and emotional health, including contracting illnesses and sustaining injuries. This is where Refugee Health Services can help clients quickly access the necessary health care they need.



What you can do

Volunteering with Melaleuca can take many forms and this depends on your skills, your passion and the opportunities that present in our organisation and community.



What do you need to know in order to contribute as a volunteer ?

There are various practices and policies as well as frameworks that collectively form what we call a best practice approach to volunteering in Melaleuca. These include:

1. Our Code of Conduct
2. Community Care obligation and screening processes
3. Melaleuca policies
4. Ways you can volunteer in Melaleuca



Our Code of Conduct

Our Code of Conduct

This Code of Conduct applies to all employees and volunteers of Melaleuca Refugee Centre.

The Code of Conduct ('Code') relates to Melaleuca Refugee Centre ('MRC') and, where relevant, operates in conjunction with other policies relating to minimum standards of behaviour and conduct, the Contract of Employment or Contract for Services.

Commencement of the Code

This Code will commence from 1/11/2017. It replaces all other codes of conduct of MRC, if any (whether written or not).

Scope

The Code applies to all employees, volunteers, agents and contractors (including temporary contractors) of MRC, collectively referred to as 'workplace participants'.

The Code does not form part of any employee's contract of employment.

Nor does it form part of any other workplace participant's contract for services.

Purpose

MRC recognises the importance of a work environment which actively promotes best practice. The purpose of this Code is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with customers, suppliers, clients, co-workers, management and the general public in line with the organisations mission "*providing an environment for resettlement and healing of refugee survivors of torture and trauma, their families and community through confidential, high-quality and holistic services.*"

MRC expects all workplace participants to observe the standards set out in this Code. Compliance with this Code is expected and non-compliance may result in disciplinary action up to and including the

termination of employment or contract for services.

The Code requirements

All workplace participants are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment or engagement with MRC. This Code provides an overview of MRC's fundamental business values. It is by no means exhaustive, but summarises some of MRC's most important policies, which are based on standards that underlie business ethics and professional integrity, standards that apply to all workplace participants.

As representatives of MRC, all workplace participants (staff, volunteers and students) are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where

the workplace participant can be perceived as representing MRC:

- a) Comply with all laws, policies, procedures, rules, regulations and contracts.
- b) Comply with all lawful and reasonable directions from MRC.
- c) Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public.
- d) Display the appropriate image of professionalism at the workplace. This may include wearing the required uniform, safety equipment or work clothes, and if a workplace participant wears their own clothes, ensuring their appearance is neat and tidy.
- e) Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union

membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.

- f) Promptly report any violations of law, ethical principles, policies and this Code.
- g) Maintain punctuality. If a workplace participant is late or cannot report for work, please telephone and let the supervisor know as soon as possible.
- h) Do not use work time for private gain. If a workplace participant is required to leave the work premises for personal reasons they should advise their Manager well in advance.
- i) MRC has a legitimate interest in the private activities of workplace participants where such activities may bring disrepute upon MRC in its relationships with customers, clients, suppliers, and the general public at large and may possibly call the workplace participant's fitness for continued employment or to provide services into question.
- j) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.

k) Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by MRC in the interests of work health and safety.

- l) Be truthful in all dealings with persons encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of MRC. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents.
- m) Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- n) Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of MRC.

o) Workplace participants must not abuse the advantages of their position for private purposes, or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise their integrity or MRC's reputation.

- p) Respect MRC's ownership of all of its property including but not limited to funds, equipment, supplies, books, records and confidential information (however described).
- q) Maintain during their employment or engagement with MRC and after the termination of employment or engagement, the confidentiality of any confidential information, records or other materials acquired during the employment or engagement with MRC.
- r) While employed at MRC, not accept any employment with another organisation that is a supplier or competitor of MRC, or any other employment that is in conflict with your position at MRC.
- s) Not make any unauthorised statements to the media about MRC's business (requests for media

statements should be referred to the Chief Executive Officer).

- t) Do not fight in the workplace.
- u) Do not use inappropriate language in the workplace.
- v) Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (e.g. if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a workplace participant is taking prescription medication, they must inform their manager at the commencement of their working day. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
- w) Do not smoke during working hours unless it is during prescribed breaks. Smoking is not allowed on Melaleuca Refugee Centre grounds.
- x) Ensure your behaviour is consistent with the MRC Charter of Agreed Behaviours.

Issues for managers and supervisors

Managers and supervisors should:

- a) Promote a team spirit.
- b) Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.
- c) Avoid bias in decision making.
- d) Ensure compliance with MRC's procedures when carrying out counselling and discipline.
- e) Exercise objectivity when administering rewards or discipline.
- f) Not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants under their supervision.

Breaches of this code

A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment, engagement or services.

Community Care Obligations

Melaleuca has a responsibility to the community to provide services which are sensitive to their needs. The volunteers will come into contact with children and vulnerable members of the community and have a clear duty to protect the rights, safety, privacy and confidentiality and the well-being of these individuals. To support these responsibilities, Melaleuca holds a strict policy, that requires its volunteers to have a screening assessment (Police Clearance and Working with Children Clearance) from Safe NT.

Volunteers must advise Melaleuca immediately if any Authority commences proceedings that may result in either the Police Clearance or Working with Children Clearance being negated.

Melaleuca will advise volunteers of the procedures required to apply for the identified clearances and it is the responsibility of the volunteer members to acquire and renew the required clearances as applicable.



Melaleuca Policies

ORIENTATION

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

PERSONAL DETAILS

It is important to keep your records up to date with us, so please advise your supervisor of any change of name, address or phone number. Your supervisor will give you a form to fill in to do this.

REIMBURSEMENT OF EXPENSES

Melaleuca will ensure that volunteers are not financially disadvantaged as a consequence of performing voluntary duties on behalf of Melaleuca. Volunteers may choose to be reimbursed for costs incurred when undertaking legitimate activities on behalf of Melaleuca. Volunteers will be advised at orientation of the type of expenses that will be reimbursed and the procedure for claiming them.

RESIGNATION/ RETIREMENT

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

NO LIFT POLICY

Manual lifting of heavy objects without any type of assistance is not permitted in any situation. Your safety is important to us and we instruct you not to compromise this.

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.



CONFLICT OF INTEREST

The Policy applies to all employees, volunteers, agents and contractors (including temporary contractors) of MRC, collectively referred to as 'workplace participants'.

The Policy does not form part of any employee's / Volunteers contract of employment/ Engagement. Nor does it form part of any other workplace participant's contract for services.

MRC reserves the right to vary, replace or terminate this Policy from time to time.

What is a conflict of interest?

A conflict of interest arises when a workplace participant has a 'secondary interest' which could improperly influence the performance of the workplace participant's duties and responsibilities in their work for MRC.

A 'secondary interest' means anything that can have an actual or perceived impact or influence on the workplace participant, including the participant's:

- (a) own personal, professional or business interests; or
- (b) the personal, professional or business interests of individuals or groups with whom a workplace participant is closely associated (for instance, relatives, friends or even a rival); or
- (c) dealings and involvement with a particular client from outside of MRC.

Conflicts of interests can be 'actual' or 'perceived'

'Actual' conflicts of interests arise where a secondary interest actually improperly influences a workplace participant's performance or behaviour.

However, conflicts of interest may still arise even if a secondary interest does not actually influence a workplace participant's behaviour. For instance, secondary interests that could create a perception that a workplace participant has been improperly influenced in their work also constitutes a conflict of interest.

Example: You or one of your family members has an interest in a company with whom you are required to negotiate a contract on behalf of MRC, for the provision of services. This would constitute (at the very least) a perceived conflict of interest

Improper use of position, information and assets

This Policy also prohibits workplace participants from using their position, information acquired in their position, or MRC's assets to obtain a benefit or advantage for:

- (a) themselves; or
- (b) for any other person.

Who is responsible for managing conflicts of interest?

Managing conflicts of interest is the shared responsibility of MRC, senior management and workplace participants.

All workplace participants have a responsibility to ask themselves whether their actions or decisions could give rise to an actual or perceived conflict of interest, and if so, to take action to manage that conflict.

Declaring a conflict of interest

Avoiding all conflicts of interest (actual or perceived) is not always feasible. However, in all cases where a conflict of interest arises, the conflict should be openly and transparently declared.

A workplace participant should register or declare the actual or perceived conflict of interest to the workplace participant's Coordinator. If the Coordinator is also subject to the conflict of interest, the workplace participant should register or declare the actual or perceived conflict of interest in writing to the Executive Assistant or the General Manager.

Managing a conflict of interest

A supervisor or manager who receives a declaration regarding a conflict of interest must then determine how to respond to the conflict. Any response must be sufficient to ensure that MRC can continue to:

- (a) perform its services in an impartial and professional manner;
- (b) maintain the highest ethical standards; and
- (c) deliver its services fairly, effectively and efficiently to customers.

Measures that can be adopted to minimise a conflict include:

- (a) recruiting third parties who do not have an interest (such as Human Resources or legal advisors) to advise on or participate in the matter;
- (b) restricting involvement of a workplace participant in matters in which they have (or are perceived to have) a conflict of interest;
- (c) removing the workplace participant from involvement in matters in which they have real or perceived conflicts of interest;

- (d) requiring the workplace participant to relinquish assets or other private interests in order to minimise the conflict; and
- (e) in rare circumstances, a workplace participant may need to resign from their employment or end their contract for services in order to appropriately minimise the conflict.

If in doubt, declare!

If a workplace participant is ever under any doubt regarding whether an actual or perceived conflict of interest has arisen, the appropriate course of action is for the workplace participant to declare the conflict of interest.

This serves to protect both the workplace participant and MRC from any adverse consequences if an actual or perceived conflict of interest arises.

Breaches of this Policy

A failure to comply with the obligations contained in this Policy will lead to disciplinary action which may include, but is not limited to, termination of an employee's / Volunteers employment, engagement or a contractor's services.

Breaches of this Policy will be handled under MRC's MRC Disciplinary Policy.



Privacy and Confidentiality



All volunteers are required to maintain the confidentiality of all personal and corporate information which they may have access to during their time at the organisation. This information is only for use in the course of your duties at this organisation, and may not be used for other purposes.

Volunteers must respect the privacy of individuals who are registered with Melaleuca and should not use or disclose personal details except when expressly authorised by the organisation. This includes disclosure to any other volunteer not authorised to receive such information.

Except when expressly authorised by the organisation, a volunteer member will not:

- Directly or indirectly reveal, or cause to be revealed, to any third party any confidential dealings, finances, transactions or affairs of the organisation or any of its clients which may come to their knowledge during their period of engagement.
- Use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to the organisation.

A volunteer member's obligation in these matters continues to apply after the disengagement of association with Melaleuca without limits in time.

Intellectual Property

Any changes, innovations and ideas initiated by volunteer members in the course of engagement with Melaleuca will belong to the organisation and volunteer must do everything necessary to completely vest ownership of such matters in the organisation.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteer members in the course of their engagement with Melaleuca must be returned to the organisation on demand or at the point of disengagement.

A volunteer member's obligation in these matters continues to apply after the disengagement of association with Melaleuca without limits in time.

Equal Opportunity

Melaleuca recognises that people are the most invaluable and important assets to the organisation and committed to equal engagement opportunity for all volunteer members. The organisation makes all practicable efforts to ensure and promote access and inclusion, both in the workplace and in the delivery of its services and projects.



Social Media



The Social Media Policy ('Policy') relates to Melaleuca Refugee Centre ('MRC') and, where relevant, operates in conjunction with the Internet, Email and Computer Use Policy and the Contract of Employment or contract for service.

Scope

The Policy relates to all full-time, part-time and casual employees or volunteers of MRC ('MRC Employees'), as well as contractors, temporaries and subcontractors working for or on behalf of either a company or any associated companies in the MRC workplace ('MRC Contractors').

The Policy also applies to MRC Employees and MRC Contractors' participation in social media inside or outside of any MRC workplace and includes use of a Contractor's or an Employee's own device.

The Policy does not form part of any contract of employment with MRC. Nor does it form part of any contract for service with MRC.

Definitions

In this Policy:

- a) '*Bloggng*' means the act of using web log or 'blog'. A blog is a frequently updated website featuring diary-style commentary, audio-visual material and links to articles on other websites.
- b) '*Confidential Information*' includes but is not limited to trade secrets of MRC; non-public information about the organisation and affairs of MRC such as: pricing information such as internal cost and pricing rates, production scheduling software, special supply information; marketing or strategy plans; exclusive supply agreements or arrangements; commercial and business plans; commission structures; contractual arrangements with third parties; tender policies and arrangements; financial information and data; sales and training materials; technical data; schematics; proposals and intentions; designs; policies and procedures documents; concepts not reduced to material form; information which is personal information for the purposes of privacy law; and all other information obtained from MRC or obtained in the course of working or providing services to MRC that is by its nature confidential.
- c) '*Computer*' includes all laptop computers and desk top computers.
- d) '*Hand Held Device*' includes all such devices which are used by MRC Employees, volunteers and MRC Contractors, inside and outside working hours, in the workplace of MRC (or a related corporation of MRC) or at any other place. Such devices include, but

are not limited to, mobile phones, Blackberrys, Palm Pilots, PDAs, iPhones, tablets, iPads, other handheld electronic devices, smart phones and similar products, and any other device used to access social networking sites or a social media platform.

- e) *'Intellectual Property'* means all forms of intellectual property rights throughout the world including copyright, patent, design, trade mark, trade name, and all Confidential Information and including know-how and trade secrets.
- f) *'Person'* includes any natural person, company, partnership, association, trust, business, or other organisation or entity of any description and a person's legal personal representative(s), successors, assigns or substitutes.
- g) *'Social Networking Site'* and *'Social Media Platform'* includes but is not limited to Facebook, My Space, Bebo, Friendster, Flickr, LinkedIn, XING, Blogger, WordPress, YouTube, Twitter, Yahoo Groups, Google Groups Whirlpool, Instant Messaging Services, Message Board, Podcasts, 'Wikis' (e.g. Wikipedia) and other similar sites.

Representing MRC in social media

In consideration of the type of business of MRC, any comments about or in connection with MRC made in a social media platform must be factual and consistent information with MRC's goals and objectives. This means protecting commercially sensitive information in accordance a MRC Employee's/ Volunteers contract of employment/ Engagement and a MRC Contractor's contract for service.

All MRC Employees , Volunteers and MRC Contractors are restricted from making comments on behalf of MRC or using MRC's branding, (including the corporate logo, internal logo and registered trademarks), in any Social media platform unless otherwise authorised.

Only the following MRC Employees are authorised to speak on behalf of MRC on Social media platforms:

- a) Chairman
- b) CEO

MRC recognises that circumstances may arise in which MRC Employees and MRC Contractors make mention of MRC in social media.

Unless authorised by MRC, any comments made by MRC Employees/ Volunteers and MRC Contractors must contain a disclaimer that they are not representing MRC and do not have authority to speak on behalf of MRC, and the views of the MRC Employee/ MRC Contractor do not represent the views of MRC.

Acknowledgement

All MRC Employees/ Volunteers and MRC Contractors acknowledge that:

- a) they are not to make comments which might reflect negatively on MRC's reputation or make deliberately false or misleading claims about MRC, or its products or services. Any recognised inaccurate comments must have all reasonable efforts made by the MRC Employee or MRC Contractor to correct the statement;
- b) they must not disclose confidential or commercially sensitive information about MRC including MRC's Confidential Information or Intellectual Property. This obligation continues after the employment or engagement ceases;
- c) they must not endorse or cite any client, partner or supplier of MRC

without the explicit prior permission of the CEO;

- d) they must observe the relevant privacy, defamation and copyright laws; and
- e) they must comply with relevant discrimination laws and MRC policies that relate to discrimination and harassment.

Material posted by others

Inappropriate or disparaging content and information stored or posted by others (including non-employees) in the social media environment may also damage MRC's reputation.

If you become aware of any such material which may damage MRC or its reputation, you must immediately notify your manager and or the CEO by calling Melaleuca.

External social media platforms

When using external Social Media Platforms, including, but not limited to, social networks and Blogging sites, MRC Employees and MRC Contractors should not disparage or make adverse comments about MRC, any MRC Employee or any MRC Contractor. This includes where

such comments are made whilst a MRC Employee/ Volunteer or MRC Contractor is contributing to a Social Media Platform using a MRC computer and internet resources and similarly whilst using a non-MRC computer or hand held device.

MRC Employees/ Volunteers and MRC Contractors should be aware that, in accordance with the Internet, Email and Computer Use Policy, internet usage is continuously logged and archived by MRC for monitoring purposes on an ongoing basis.

If it comes to MRC's attention that a MRC Employee or MRC Contractor has made inappropriate and/or unauthorised comments about MRC or a MRC Employee or MRC Contractor, MRC may choose to take action against such person as outlined in the Policy. Action will not be limited to contributions made on a Social Media Platform made whilst using MRC computer and internet resources but may include action taken as a consequence of inappropriate and/or unauthorised contributions made about MRC, a MRC Employee/ Volunteer or MRC Contractor via a non-MRC computer or Hand Held Device.

MRC employees or volunteers' and MRC contractors' responsibilities

MRC Employees and MRC

Contractors are personally responsible to report any inaccurate, misleading or deceptive information they encounter about MRC and its products and services to their supervisor.

Caution: Apart from the potentially adverse effects a blog or social networking entry may have on MRC, inappropriate blogs on internal or external sites can also have adverse consequences for a MRC Employee/ volunteer or MRC Contractors in terms of future career prospects, as the material remains widely and permanently accessible to other site users.

MRC may use and disclose an Employee's/ Volunteers or Contractor's social media posts where that use or disclosure is:

- (a) for a purpose related to the employment/ Engagement of any employee / Volunteer or related to MRC's business activities; or
- (b) use or disclosure to a law enforcement agency in connection with an offence; or
- (c) use or disclosure in connection with legal proceedings; or
- (d) use or disclosure reasonably believed to be necessary to avert an imminent threat of serious violence to any person or substantial damage to property.

While users are permitted to use MRC's computer network for limited and reasonable personal use, Employees/ Volunteers and Contractors must be mindful that any information (personal or other) they disclose while using MRC's computer network may be used and/or disclosed as provided for in clause above. An Employee/ volunteer or Contractor is taken to have consented to the use and disclosure of any information (personal or otherwise) that is disclosed during personal use of MRC's computer network.

Consequences of breaching the Social Media Policy

Any breach of the Policy may result in disciplinary action, including, but not limited to, issue of a warning, demotion, suspension or termination of employment/ engagement in accordance with the disciplinary action policy. (or, for MRC Contractors, the termination or non-renewal of their contract for service).



ABSENCE

Clients of Melaleuca are vulnerable people. Where volunteers are linked to clients and they are not able to attend to support clients, please advise your supervisor as well as the client. This helps maintain the trusting relationship with clients. Also please let us know if you have any upcoming holidays as that will enable us to plan for other volunteer supports for our clients.

PERFORMANCE MANAGEMENT

Volunteers engaged by Melaleuca will be supported and developed through the course of their work to ensure optimum support is provided to clients. Where volunteer's performance is of concern to Melaleuca, the Performance Management policy for workers at Melaleuca will be applied.

MISCONDUCT

All workers at Melaleuca are expected to provide services that support the vision, mission values and code of conduct of Melaleuca. Where a volunteers service reflect misconduct, the Misconduct policy for workers at Melaleuca will be applied.

DRESS CODE

Melaleuca requires that all staff wear a standard of dress appropriate to the circumstances and environment in which work is performed. As Melaleuca Clients are from a variety of cultures, it is imperative that volunteer members presentation is professional and importantly, attire should be neither offensive nor likely to give rise to health and safety risks in the workplace.

Melaleuca is required to remove any reasonably foreseeable risk to workplace health and safety. If the organisation considers that a particular item of clothing or jewellery constitutes a foreseeable hazard having the potential to harm health or safety, Melaleuca may take whatever action it considers necessary to satisfactorily address the situation.

Action may include directing the workplace participant to remove the particular item of clothing or jewellery whilst in the workplace. If it is not practicable to remove the particular item, Melaleuca may direct the workplace participant to leave the workplace. A workplace participant is required to comply with any such direction.

Acceptable attire

Acceptable attire at Melaleuca is as follows:

- Closed shoes
- Smart comfortable clothing – whilst corporate clothing is not essential, it is expected that “smart comfortable clothing” should still reflect a professional presentation.

Costume and garments worn to comply with religious or cultural requirements are acceptable as long as they do not pose a foreseeable hazard having the potential to harm health or safety. If a workplace participant is uncertain as to whether an item of clothing poses a foreseeable hazard, the workplace participant should ask his/her manager or supervisor for clarification.

Unacceptable attire

The following is a guide to attire that is unacceptable in the workplace. It is not an exhaustive list. A workplace participant that presents for work wearing unacceptable attire may be directed to go home and change before being permitted to resume work.

- Thongs
- Revealing clothes that may be offensive to other cultures
- Offensive slogans on shirts (in any language)
- Offensive prints on clothing

Jewellery

Jewellery is acceptable in the workplace so long as it does not pose a health or safety risk.

Tattoos

Tattoos of an offensive nature must be covered.

Uniform

Volunteer members supplied with a uniform is required to wear it whilst on duty or during Melaleuca events and to take responsibility for its maintenance.

SMOKING

The organisation is committed to providing staff, volunteer members and visitors with a smoke, drug and alcohol free work place during designated work hours and similar commitment and cooperation is required from volunteer members.

The unlawful distribution, dispensation, possession or use of a controlled substance in the organisation's offices or shared spaces is prohibited.

Melaleuca management must be notified immediately if a volunteer member is:

- Convicted of a drug or alcohol violation arising out of conduct occurring in the workplace.
- Fined, or has their license suspended while driving an organisation vehicle under the influence of alcohol or other intoxicants.

Any volunteer member who violates this policy will be subject to discipline up to and including disengagement.

GIFTS AND GRATUITIES

Melaleucas position in relation to clients/ stakeholders giving gifts to staff is as follows:

Melaleuca acknowledges that the people we serve may wish to express their gratitude to staff and volunteers, and may be offended when their attempts to offer gifts are not accepted due to cultural expectations. With this in mind, staff and volunteers at Melaleuca may only accept gifts that can be shared across the whole organisation or that are perishable such as chocolates, biscuits etc. Staff and Volunteers at Melaleuca Refugee Centre may not accept gifts of a personal nature from clients such as jewellery or gifts for their family.

Melaleucas position in relation to clients/ stakeholders giving gifts to staff is as follows:

Melaleuca acknowledges that the people we serve may wish to express their gratitude to staff and volunteers, and may be offended when their attempts to offer gifts are not accepted due to cultural expectations. With this in mind, staff and volunteers at Melaleuca may only accept gifts that can be shared across the whole

organisation or that are perishable such as chocolates, biscuits etc. Staff and Volunteers at Melaleuca Refugee Centre may not accept gifts of a personal nature from clients such as jewellery or gifts for their family.

Melaleuca's position in relation to giving gifts is as follows:

When we work with people who are vulnerable, and we provide them with personal gifts, this often creates an imbalance of professional relationships, which can lead to owed favours and often blur professional boundaries.

Employees and Volunteers of Melaleuca must not provide gifts to clients. Where gifts or donations are to be made to clients by employees or volunteers, this must be approved by the service Manager. The gifts must be donated to Melaleuca, who will then make a donation to the client. To ensure the appropriate safeguards are in place.

Employees and Volunteers may provide well wishes and cards to clients to celebrate special events.

INSURANCE

All volunteers will be covered by the insurance policy of the organisation as shown below.

- Volunteers: The organisation's Public Liability insurance.
- Volunteers: Personal Accident insurance

Volunteers can request to see a copy of the organisation's insurance policy.

Volunteers are advised to check with their own insurance company that their comprehensive cover for loss/ damage to their own vehicle includes cover while driving to and from the place of volunteer work.



INTERNET AND EMAIL ACCESS

All volunteers will be covered by the insurance policy of the organisation as shown below.

Personal Use

- Is infrequent and brief.
- Does not interfere with the assigned task or with the operation of the organisation.
- Does not compromise the security of the organisation's system or impact on the organisation's electronic storage capacity or network performance.
- Does not incur any additional expense for the organisation.
- Does not violate any laws.
- Does not compromise any confidentiality requirements of the organisation.

Unacceptable Use

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

- Conduct a personal business.
- Create or exchange messages that are discriminatory, offensive, harassing, bullying, obscene or threatening.
- Knowingly visit websites containing illegal, objectionable (including pornographic), or criminal material.
- Create, store or exchange information in violation of copyright laws including the uploading or downloading of commercial software, games, music or movies.
- Use internet-enabling activities such as gambling, gaming or conducting illegal activities.
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email.

TELEPHONES

General

In many instances the telephone is the first contact made with clients and it is important that telephones are answered promptly, politely and in an efficient manner. All messages received must be emailed immediately to the person concerned.

Personal Mobile Phone Use

When using personal mobile phones in the office, staff/volunteers members are requested to ensure that calls, texts and any other mobile phone usage are of a short duration and the ring tones are at a level that does not adversely impact on the working environment.

VEHICLES

Melaleuca operates a fleet of vehicles. Vehicles need to be booked in advance for work purpose and the driver must hold a valid driver's license and use the vehicle responsibly. Any infringement notice received, which is a result of a reckless driving, will be borne by the driver.

INTERNAL GRIEVANCE RESOLUTION

If any volunteer feel they have cause for complaint regarding their treatment within the organisation, they may seek resolution via the formal grievance process. Every effort should be made to solve problems cooperatively and informally before escalating them to senior management.

All formal avenues for handling of grievances will be fully documented and the volunteer's wishes will be taken into account in the determination of appropriate steps and actions. All complaints will receive thoughtful consideration in a timely manner and will be discussed with the individual who raised them - discussions held are confidential.

Volunteers are assured they will not be disadvantaged by the use of these procedures whether decisions are found for or against their grievance.



WORK HEALTH AND SAFETY

Safety in the Workplace

Workplace health and safety is important in ensuring the work place environment is both safe and encourages sound health practices. The organisation is committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to management to enable immediate action to be taken.

Care should be taken to ensure that, where a professional service is required, no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety.

Should an accident or injury occur it must be immediately reported to the Manager, who will ensure that appropriate action is taken.

FIRST AID

Melaleuca encourages volunteer members to hold a current First Aid certificate.

EMERGENCY EVACUATION PROCEDURE

Emergency evacuation procedures for the office are clearly outlined in the emergency evacuation procedures document your supervisor will provide you with a link to this document. It is imperative that all volunteer members are familiar with this document and concerns should be raised immediately with the warden.

PROFESSIONAL SUPPORT SERVICES

Melaleuca offers a free confidential counselling service for all our staff and volunteers with the Employee Assistance Service Australia (EASA). Staff and volunteers are encouraged to use this service when necessary. EASA provides positive and sensitive ways to deal with personal or work related issues. EASA can be contacted directly on toll free: 1800 193 123 or via the EASA website www.easa.org.au. The counselling service is extended to the immediate family members of the staff and volunteers. Each member gets a maximum of 6 sessions.

CHILDREN IN THE WORKPLACE

Melaleuca provides a caring work environment for all staff/volunteers and is supportive of family values, but it is not considered appropriate for children to be in the work place for an extended period of time.

MEDIA CONTACT/SOCIAL MEDIA

The Chief Executive Officer has sole responsibility of determining what media interviews and other promotional opportunities are undertaken on behalf of the organisation. No material that represent the views of Melaleuca as an organisation without the consent of the Chief Executive Officer.



MANAGING CLIENT FEEDBACK

From time to time, clients may feel unhappy with their situation and although this may sometimes be caused by external factors, volunteers are encouraged to assist and support their clients at all times. When clients have a complaint or other issue, use the four steps shown below to help in managing the situation.

Four steps to managing client feedback

- 1. Listen:** Listen to their story without interruption. To show that you understand their problem, it may be helpful to repeat their issue back to them in your own words.
- 2. Apologise:** Acknowledge their issue and apologise for the inconvenience. Don't be defensive, don't over explain and don't assign any blame to the client or other staff. Thank them for their feedback.
- 3. Take action:** Tell the client what you are going to do about it to fix the situation for them, or to ensure it doesn't happen again. Take their details, so that they can be contacted later if appropriate.

- 4. Follow Up:** Make sure that the action you have promised the customer is completed.

ONGOING SUPPORT & DEVELOPMENT

Volunteers are valued members of the organisation's team and we are committed to providing a supportive and rewarding workplace for both paid employees and volunteers.

The volunteer will be provided with ongoing support and supervision. Volunteers are designated a Manager dependent on their role and tasks undertaken.

The organisation encourages its volunteers to enhance their knowledge of matters relating to their volunteering position. Should training needs be identified during the Annual Review or a volunteer identify an appropriate course or event, consideration will be given as to what level of support may be provided by the organisation.

COMMUNICATION WITH CLIENTS

Majority of our clients are newly arrived people into Australia. They may not speak or understand English, however they often speak multiple other languages and can teach you some of their languages while you too support them to practice their developing English.

Remember that if you cannot understand what a client is telling you, it is equally possible that they too, do not understand or comprehend what you are saying to them.

We ask you to avoid becoming frustrated where you can. Give them time to digest the information you have provided and if required, paraphrase the salient points. Where a client has no English comprehension, the person who links you to them will provide you with training and links to using Telephone Interpreters.

Please use the interpreter service as well as supporting them to practice their English. Our clients are linked to English classes on arrival and they participate in such classes, their engagement with you goes a long way in building their confidence to practice the English they are learning as part of their settlement journey.

SPECIALIST SERVICES

Our clients often require a range of specialist services that support them to settle in a new country. Some people experience grief and loss, the impact of trauma and even complex health needs. Melaleuca has a range of specialist services that are provided by skilled professionals such as Trauma Counsellors, Social workers and Health specialists. Every Client has a skilled case Coordinator assigned to coordinate their services and to ensure they achieve successful settlement outcomes. Please let us know if clients make disclosures to you that are of concern, rather than try and handle these on your own as that can blur the boundaries between the role you are assigned as a volunteer and the role of their Case Coordinator as the central source of contact and service coordination.

PROFESSIONAL BOUNDARIES

Melaleuca has a detailed professional boundaries policy which will be provided to you on commencement of your engagement.

ILLNESS

Please absent yourself from engaging with clients when you are unwell, as this will be for your own wellbeing as well as that of our clients.

HOURS OF OPERATION , SERVICES AND CONTACTING US

Melaleuca is open Monday to Friday 8.30 to 5pm. We are also on call outside of these hours and our after hours oncall support is linked mainly to the Humanitarian Settlement service.

We can be contacted during work hours on (08) 8985 3311.

The after hours oncall service can be reached on 0419 296 756.

Melaleuca has volunteer opportunities during and outside of our standard working hours including weekends

RECORD KEEPING

Volunteers are required to record their hours of volunteering as well as provide notes of the services provides to ensure accountability. Your supervisor will provide you with the tools for this.

MEETINGS AND SOCIAL EVENTS

From time to time, Melaleuca will organize meetings with volunteers and also invite volunteers to attend and participate in social events of Melaleuca. We are committed to keeping you updated with information as well as connecting with you as a member of our team.





Melaleuca Refugee Centre

24 McLachlan Street, Darwin NT 0800

PO Box 1930, Darwin NT 0801

Tel: (08) 8985 3311

www.melaleuca.org.au