

leap

# Volunteer Handbook



# Welcome to Leep

Welcome to the Leep team and thank you for choosing to volunteer with us!

Leep believe that volunteering is a gift which builds and activates local communities and transforms volunteers' health, wellbeing, perspective and opportunities.

This handbook, combined with the Legend to Volunteering flipbook, contains basic information to get you started in your volunteer duties. Your supervisor will provide further information and training specific to your role. Please feel free to ask as many questions as you need.

We sincerely hope you enjoy your time with Leep and that you find volunteering a rewarding and satisfying experience.

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## Who is Leep?

Leep enables people to use technology in an increasingly digital world. We support all people to build digital skills and confidence, to close the digital divide and reduce social and economic exclusion through one-on-one digital mentoring.

Founded in 1993, Leep has evolved to meet the emerging needs of our communities. Previously known as TRI Community Exchange, Leep's focus on inclusivity and equity has remained unchanged.

## Our values

- **Responsiveness:** we are constantly adapting and evolving the way we work, responding to changing conditions to ensure we remain relevant.
- **Empowering Knowledge:** we believe enabling is as important as delivering.
- **Clarity:** we provide clarity to our partners and communities around options, methods and tools that enable them to act on the opportunities that matter to them.

## Our personality

- **We're inclusive:** we believe in building communities of value, and we build relationships that mean progress and prosperity for our partners and communities.
- **We're to-the-point:** we understand the importance of providing transparent, comprehensible and jargon-free advice.
- **We're engaged:** we recognise that our clients are often in challenging situations, and we take the time to understand each situation and shape our approach to achieve the best possible result.

## Our principles for recognising volunteers

Leep is committed to the best possible volunteer management and are signed up to the NSW Volunteering Statement of Principles, which outlines the following:

- This organisation demonstrates a commitment to best practice in volunteer management, and that all our people respect and support this commitment
- Our volunteers are involved in the life of the organisation and are included in decisions that affect them
- This organisation provides volunteers with clarity about their roles, and is clear about expectations and policies that impact on their roles
- Our volunteers respect the roles of everyone in the organisation
- This organisation recognises and celebrates the contribution of volunteers

- Our volunteers are provided with training and professional development for their roles
- This organisation provides all our people with the opportunity to resolve disputes with respect and dignity.

For more information on the Statement of Principles, go to:

<https://www.volunteering.nsw.gov.au/resources/statement-of-principles>

## Our volunteer roles and commitments

Leep has a variety of volunteer roles. Each role has an assigned supervisor who provides support and supervision for volunteers. All volunteer roles are provided with a Position Description, detailing the responsibilities, expectations and commitment of the role they're fulfilling.

Volunteer Role	Supervisor	Commitment
Digital Mentors & Team Leaders (Leep in Lab, Leep Online Outreach)	Head of Digital Inclusion	Weekly Min 3-6 months
Referral & Promo Assistants (Admin)	Senior Project Officer	Weekly Min 3-6 months
Work Placement Students	Head of Projects and Quality Head of Digital Inclusion	As agreed as per study requirements
Work Development Order	Head of Projects and Quality	As agreed as per work development order requirements
Event Volunteers	Head of Projects and Quality Head of Digital Inclusion Senior Project Officer	1-3 days depending on event

## Attitudes and values

Our underlying attitudes and values shape our views and experiences of the world. As a volunteer you will encounter people who have different values and perspectives on a variety of issues.

As a volunteer, your role is to support Leep's learners and clients and contribute to a safe space. This includes being non-judgemental and accepting the world as others may experience it. Leep

promotes safe and healthy boundaries within all of our programs and encourage volunteers to be aware of their own boundaries and the boundaries of others.

For further information:

- Speak to your supervisor
- Attend Leep's free Connecting Through Boundaries and/or Safe Conversations training sessions.

## Volunteer attendance Log

It is important to log your volunteering hours each shift so that we can measure the valuable volunteer hours that are contributed to Leep, as well as for insurance purposes.

The **Volunteer Attendance Log** is online at [leep.ngo/volunteerlog](http://leep.ngo/volunteerlog)

**PLEASE NOTE:** Digital mentors do NOT need to complete attendance logs. Attendance is calculated from session records completed each mentoring session.

## Insurance

Leep is committed to providing adequate insurance cover for volunteers whilst carrying out their volunteering roles that have been approved and authorised by us. With regard to volunteerism, Leep has the following insurances:

### **Voluntary Workers Personal Accident:**

The Personal Accident Insurance policy provides financial compensation should a volunteer sustain personal injury whilst volunteering for Leep. There is no age limit but the volunteer must be able to take direction and work independently.

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to:

- Only undertake duties you are authorised to perform
- Report an incident as soon as it has occurred,
- Complete a volunteer attendance record each time you volunteer.

### **Public and products liability:**

Covers volunteers from their legal liability to third parties for personal injury and/or property damage if proven legally liable or negligent as defined in the policy.

## Dress

Volunteers are expected to wear respectable and appropriate attire to represent Leep in a professional manner, whether working in the office or at external locations.

## Sick or personal emergency

If you are unwell or have a personal emergency to attend to on the day of your volunteer shift, please phone the main Leep office number (4721 1866) and speak to a staff member. We ask that you speak to a staff member rather than leaving a voice message or sending an email, so that your team can be notified immediately of your absence and adjust accordingly for the day.

## Holidays

Everyone needs a holiday every now and then and volunteers are no exception. When you plan a holiday please notify your supervisor in advance so that alternative arrangements can be made to cover your volunteer shifts if required. If your placement with Leep is part of a Centrelink Mutual Obligation agreement please ensure that you discuss any time away with your Centrelink coordinator to avoid possible penalties.

## Policies and procedures

Volunteers can access Leep's Policies and Procedures that are relevant to volunteering via the Leep Induction webpage. Volunteers are notified via email when relevant policies and procedures have been updated by Leep.

Leep's Policies and Procedures that are relevant to volunteers include:

- Volunteer P&P
- Workplace Grievances P&P
- Harassment & Bullying P&P
- Ethics and Code of Conduct P&P
- Emergency & Evacuation P&P
- WHS (Work Health & Safety) P&P

## Work Health and Safety

Work Health and Safety (WHS) is a responsibility of everyone at Leep, and is addressed during Induction and Training. Volunteers' WHS responsibilities include:

- Looking out for the health and safety of yourself and others, including staff, other volunteers, contractors and guests
- Maintaining a tidy, hazard-free work area
- Undertaking only the activities that are outlined in your Position Description and/or for which your supervisor or Leep staff member has provided clear instructions.

- Notifying a staff member at the venue **and** your supervisor or Leep staff member of any near-misses, incidents or hazards in the workplace, and completing a Hazard Report Form.
- Notifying your supervisor or Leep staff member of any injuries in the workplace, and completing an Injury Report Form.
- Attending training as required.

As always if you are unsure about your WHS responsibilities or how to safely perform a task, please ask your supervisor or a Leep staff member. Digital mentors will be asked to watch a role-specific video during their induction.

For further information refer to 'WH&S Internal, Environment and Incident/Hazard Forms' Policy & Procedure.

## First Aid

Volunteers are not permitted to administer First Aid without having a First Aid Certificate.

Please advise us if you have a First Aid Certificate. If there is a situation where first aid is required, please alert a staff member at the venue of your volunteer shift.

If the incident is serious e.g. difficulty breathing, unconsciousness, loss of vision, extreme pain, contact 000, stay with person until ambulance arrives and have another person if possible alert a staff member at the venue.

## Emergency and Evacuation

In the event of an emergency evacuation, please exit the building using an accessible emergency exit, follow instructions from staff and meet at the allocated Emergency Assembly Point.

## Reimbursement

Volunteers may be eligible to claim reimbursements for out-of-pocket expenses incurred whilst volunteering including:

- Travel e.g. public transport, petrol when requested to partake in extra travel on behalf of Leep (excluding travel to and from regular volunteer shift)
- Occasional purchase of required resources e.g. stationary
- Occasional purchase of catering supplies e.g. milk, fruit

Volunteers must seek prior approval in writing from their Supervisor before making any purchases and must submit a Volunteer Claim for Reimbursement Form attaching receipts/tax invoices to the Finance Manager. Claims without prior approval will not be granted. For further information, refer to Volunteers Policy and Procedure

## Using your car

If you use your car for purposes relating to your volunteering, you are required to have Comprehensive Insurance and a Class C driver's licence. You will need to provide insurance policy details and car registration number to your Supervisor. Your Supervisor will also sight your Driver's Licence.

If you incur any parking or speeding fines during your volunteer shift, fines and demerit points will be liable to you as the driver.

## Support and supervision

Volunteers have a right to support and supervision in their role. You may request a support and supervision session by ringing us. If you prefer to meet face-to-face formally, this can also be arranged.

In the first month, your supervisor will phone to check in with you and how you are settling into the role.

## Self Care

Leep encourages our volunteers to de-brief after each volunteering shift by participating in a short discussion with other volunteers and/or your Supervisor about issues experienced during the shift. For further information, attend Leep's free Self Care training session.

## Consultation

Volunteers are consulted formally and informally on their roles and Leep programs. Input and feedback is encouraged through Support and Supervision meetings, invitations to project planning meetings, invitations to provide feedback via email or anonymous surveys, ad-hoc discussions and exit interviews.

## Exit interviews

When volunteers are ready to transition to their next adventure, we will invite you to participate in a face to face exit interview which includes completing a short survey and conversation with your Supervisor. If you are unable to attend, we will send you an email and ask you to complete

the short exit interview via survey monkey. Exit interviews assist us in evaluating and improving our volunteer program.

## Social media

We would love for you to be involved in our vision of creating a digitally inclusive community by sharing our news, stories and services via our various social media platforms;

[Facebook: Leep NGO](#)

[Twitter: @leep.ngo](#)

[Instagram: @leep\\_ngo](#)

[Linked In: Leep NGO](#)

[Pinterest: Leep.NGO](#)

[Youtube: Leep NGO](#)

# Talk to us for further information

## Contact

### Leep

Main office

Phone: 4721 1866

Email: [hello@leep.ngo](mailto:hello@leep.ngo)



**Imagine  
Tomorrow  
Together**  
**leep.ngo**