



WIOA Volunteer Handbook

Welcome

Thank you for volunteering at WIOA. Volunteers are very important to us and we want to support you. Everyone who attends, works, exhibits or volunteers at our events has the right to feel safe at all times and to be treated fairly and respectfully. This information should help you to get started but if you have questions at any time or if you would like to receive information in a different way please ask.

Who volunteers?

We have a large number of people who give their time in a broad range of ways in a voluntary capacity. Opportunities exist in the conduct of the technical papers room, Master of Ceremonies at dinners, chairing technical sessions and introducing speakers, forklift driving, general set an and pull down of the events and many more.

Many people volunteer – which helps to keep the costs down for everyone. Volunteers generally do what they do to assist WIOA meet its goals but also because they like their involvement:

- They want to help because they like being around the association and the camaraderie volunteering provides
- They want to learn new skills and meet new people
- They have skills that WIOA needs
- They want something to do with their time
- They enjoy participation at WIOA events

We encourage people to help out as much as they can, and encourage an “everyone pitches in culture”

Volunteer Registration Form

Prior to starting, you need to complete and return a WIOA Volunteer Registration Form which has your contact details, and details of a person to contact in an emergency. This is for WIOA use only.

Getting Started

You may already be familiar with WIOA and the venue, but if not, when you first arrive at the venue please ask to be shown around and locate:

- The toilets
- Where equipment and supplies are kept
- First Aid facilities
- Where to park cars or bicycles
- Where to get a drink when you need it
- Areas where smoking is allowed

Keeping Everyone Safe

Prior to commencing your volunteer duties we ask that you:

- Watch the induction video
<http://www.youtube.com/watch?v=qWiqY4Oba04>
- Read and understand the following WIOA policies:
 - [Bullying Policy](#)
 - [Complaint Resolution Policy](#)
 - [OH&S Policy](#)
 - [Sexual Harassment Policy](#)
 - [Privacy Policy](#)

All of these policies are publically available on the WIOA website under WIOA commitments in the About Us section.

A first aid kit is located in the registration desk and WIOA has trained first aid staff that can assist. If you have a current first aid qualification and are willing to assist please complete the qualification section on the Volunteer register.

If you see anything that you think is unsafe, please alert WIOA staff.

What You Can Expect from WIOA

Whilst at WIOA you can expect to:

- Be treated with respect and equal to others
- Be given tasks that match your interests and skills
- Be provided with safe working conditions
- Be thanked and recognised for volunteering

What WIOA Expects from You

All volunteers are expected to:

- Treat everyone with respect, be polite and well behaved
- Follow the rules and procedures – you will be taken through these
- Ask if there is anything you don't understand
- Work together with other volunteers
- Be reliable, and let relevant people know if you can't come / will be late
- Ask for support when needed, talk about any concerns you may have
- Let us know if you have any medical conditions we should know about

Concerns or Complaints

From time to time, issues and grievances will occur – this is natural and we would like to try to resolve this as soon as possible. If you have a concern or a complaint, you can:

- Speak directly to the person around which the complaint is directed
- Speak to the WIOA Chief Operations Officer
- Or speak to the WIOA Executive Officer

It is OK to raise concerns.

Conduct

Inappropriate behaviour will not be tolerated at WIOA events, examples include:

- Bad language / abusive behaviour directed at anyone
- Neglect of duties and responsibilities
- Failure to attend or lateness
- Theft or inappropriate removal of property
- Physical violence
- Use of alcohol or illegal drugs while undertaking volunteer duties
- Committing a criminal offence while undertaking volunteer duties

Dress code

Volunteers set the tone at WIOA events and volunteer shirts will be provided where they would be expected to be worn. Comfortable and neat dress is appropriate for most volunteer roles.

Emergency

Volunteers should familiarize themselves with safety practices and emergency procedures when they first arrive at the venue.

Loss of personal property

Volunteers should exercise caution to protect their personal property. Purses, wallets or other valuable items should never be left unattended. If an item is lost or stolen, a WIOA staff Member should be notified as soon as possible. WIOA cannot be held responsible for replacement

Non-smoking environment

All WIOA events are conducted in smoke-free environments. Smoking is not permitted in any indoor or enclosed areas. Responsible disposal of cigarette butts is requested.

People to Help You

If you have a problem or need to make contact, here are some useful people to contact.

Role	Name	Phone	Email
Chief Operations Officer	Craig Mathisen	0457 846 008	craig@wioa.org.au
Executive Officer	George Wall	0407 846 001	george@wioa.org.au

Thank you again for joining the WIOA team of volunteers.