

Berry Springs Recreation Reserve

Volunteer Policies & Guidelines

1. Welcome to Berry Springs Recreation Reserve!

Thank you for volunteering with **Berry Springs Recreation Reserve**! Volunteers are the heart of our community, helping to maintain and improve this beautiful space for everyone to enjoy. These guidelines outline our expectations to ensure a safe, enjoyable, and rewarding experience for all.

2. Code of Conduct

As a volunteer, you agree to:

- ✓ Act in a friendly, respectful, and professional manner
- ✓ Be reliable
- ✓ Follow Safety Instructions
- ✓ Keep all interactions with visitors and other volunteers positive
- ✓ Report any hazards, incidents, or concerns to the Management Committee immediately

Volunteers must **not**:

- ✗ Engage in harassment, discrimination, or bullying
 - ✗ Use inappropriate language or behaviour
 - ✗ Attend volunteer duties under the influence of drugs or alcohol
 - ✗ Make unauthorised public statements on behalf of Berry Springs Recreation Reserve
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3. Work Health & Safety (WHS)

Your safety is our priority. Please:

- Follow all **Work Health & Safety** procedures.
- Use any required protective equipment (e.g., gloves, hats, sunscreen).
- Report any injuries, hazards, or unsafe conditions immediately.
- Never undertake tasks beyond your physical abilities or training.

Emergency Contacts:

- ☎ **Emergency Services:** 000
 - ☎ **Reserve Contact:** Taryn Hughes 0467824929
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4. Volunteer Rights & Responsibilities

Your Rights:

- ✓ A safe and supportive environment.
- ✓ Respect and fair treatment from staff and fellow volunteers.
- ✓ Training and guidance to help you perform your role.
- ✓ Reimbursement for approved expenses (if applicable).
- ✓ The right to decline tasks that make you uncomfortable.

Your Responsibilities:

- ✓ Be punctual and reliable.
 - ✓ Follow all policies, procedures, and instructions.
 - ✓ Maintain confidentiality when handling any sensitive information.
 - ✓ Notify your supervisor if you need to take a break from volunteering.
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5. Confidentiality & Privacy

Volunteers may come across private information about visitors, staff, or the reserve's operations. You must:

- Keep all information confidential.
 - Not share personal details of others outside the organisation.
 - Not use any internal information for personal gain.
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6. Background Checks & Compliance

Depending on your role, you may need to provide:

- ✦ **Working with Children Clearance (Ochre Card)** (if working with minors)
 - ✦ **National Police Check**
 - ✦ **Driver's Licence & Insurance** (if driving is part of your duties)
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