



St Pat's | St Patrick's
Community
Support Centre

Volunteering at St Pat's



Volunteer Handbook



Volunteering at St Pat's

Welcome

Congratulations on making the decision to become one of our valued volunteers at St Patrick's Community Support Centre (St Pat's)!

Volunteers are critical to building strong, inclusive and resilient communities, and by volunteering at St Pat's you will play a key role in ensuring we can continue providing high-quality services to people experiencing, or at risk of, homelessness.

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About Us

St Pat's is a specialist homelessness service and community housing provider which has been working side by side with vulnerable people in the south metropolitan region of Perth for more than 50 years.

Our targeted services are aimed at people aged 16 and over, including couples and families, who are experiencing rough sleeping or significant disadvantage.

To achieve our mission to end chronic homelessness we work in partnership with government and human services agencies, businesses, and the broader community, to provide a range of high-quality services delivered to break the cycle of poverty and disadvantage.

Our services include:

- Housing
- Health
- Crisis intervention
- Emergency relief
- Social inclusion
- Specialist support services

St Pat's understands that every person is unique and comes with their own story and personal journey that has led them to experience some degree of homelessness.

Recognising this, we provide support at multiple levels and our professional staff work with people to build on their strengths and resilience to help them rebuild their lives, thrive and return to independent living.



Our Vision

A community where people live securely and reach their potential.



Our Mission

To lead bold action in our community with the ultimate goal to end chronic homelessness.



Our Values

Leadership

Enabling our people to take bold action to address complex social issues

Justice

Everyone is treated equitably with honesty and fairness.

Dignity

People feel respected and empowered

Hospitality

People feel welcome, secure and valued

Visit our Website

For current information on the range of services St Pat's provides, please refer to our website:

www.stpats.com.au

Volunteer Roles

St Pat's volunteers are integral to the work we do, from supporting our staff in their roles to actively delivering services.



St Pat's Health and Oral Health Clinic

St Pat's Health and Oral Health Clinic is staffed primarily by qualified, professional volunteers, who offer their services and skills pro-bono to our clients and residents. We currently offer:

- Dental Services
- Physiotherapy
- Haircuts
- Chiropractic care
- Counselling support
- Reiki
- Optometry
- Nursing



St Pat's Day Centre

St Pat's Day Centre is the heart of St Pat's and offers a range of services from essentials such as meals, showers and emergency relief to health and wellbeing activities. Our Day Centre relies on the help of volunteers to:

- Prepare meals
- Welcome people into the Day Centre and direct them to the right services, on our Concierge Desk
- Assist people in booking appointments and access emergency relief, while manning reception for our Day Centre and Health Clinic
- Pick up food and other donations from businesses in the community





Op Shop and Community Store

Our Op Shop is stocked with high-end, vintage and designer items which we sell to help fund our services at St Pat's, while our Community Store provides a safe space for people who are experiencing homelessness, or are at risk, to shop with dignity.

Our Op Shop and Community Store rely on volunteers to:

- Sort donations of goods and materials and allocate them to where the need is greatest
- Deliver items to the shops and pick up donations from the community
- Work as retail assistants in our Op Shop and Community Store, including assisting customers and processing payments



Special Event Volunteers

St Pat's runs special events through the year and will call on volunteers to help make them a success. Volunteer roles include:

- Bar and food service waitstaff
- Door Staff
- Raffle staff
- Set up and pack down assistance



Volunteer Application Process

We ask that all volunteers register their interest by filling out this online application form.

Apply Online

stpats.com.au/volunteer



Once you have registered, you will be contacted by phone or email to confirm your eligibility for current volunteering opportunities available across the organisation.

If you're not interested in any of the positions available, you can opt to go on a waiting list.

If you are selected to fill a volunteer vacancy, you will then:

- **Attend and complete an induction and a trial shift**
- **Be allocated a supervisor to contact**
- **Undertake any role-specific training, eg: kitchen volunteers must complete a food safety course**

Volunteering Hours

Once we find a role which is right for you, we will ask you to commit to regular volunteering over a minimum period of 3 months.

The number of hours and schedule will depend on your availability and the needs of the volunteering position, but we try and be flexible to accommodate your requirements.

Volunteer Training

St Pat's are committed to providing a safe, inclusive environment for all our clients, staff and volunteers, and require that all volunteers undertake and complete an induction and/or training prior to commencing their volunteer position.

Whilst we acknowledge that circumstances can change and you may need to cease volunteering within this period, we ask you to consider carefully whether you believe you'll be able to commit prior to commencing your volunteer training.



Volunteer Rights

As a St Pat's volunteer, you have the right to:

- Be treated with respect, without discrimination or judgement, in a way that is respectful of your own culture and circumstances
- Be provided with a volunteer role description and understand your role requirements
- Be provided with an induction, orientation and any appropriate training necessary for the volunteer role
- Be provided with a safe work environment in which to perform your role
- Have your privacy respected, including keeping your private information confidential
- Be allocated a volunteer supervisor, who is your first point of contact should you have any questions or cannot attend a shift
- Be kept updated of any changes and/or information related to your area of volunteering

- Be reimbursed for reasonable expenses, so you are not out-of-pocket as a result of volunteering for us
- Be covered by insurance for the volunteer duties you are authorised to perform
- Have your concerns and feedback listened to and for St Pat's to follow up on concerns you may have expressed

Police Checks

Due to the nature of our work, and vulnerability of our clients, we do require volunteers to complete a police check.

This will occur:

- After you have worked approximately 6 shifts
- The check will be arranged by the Volunteer Coordinator at no cost to you



Volunteer Responsibilities

As a St Pat's volunteer, you have a responsibility to:

- Adhere to St Pat's Vision, Mission and Values
- Adhere to St Pat's Code of Conduct and Confidentiality Policy
- Complete any induction and training programs as requested
- Only undertake duties you are authorised to perform, under the direction and supervision of nominated staff, and obey reasonable directions and instructions
- Give sufficient notice if you are not able to volunteer on your rostered day
- Comply with the organisation's policies and procedures relevant to the role including work health and safety, drug and alcohol, public relations and media, social media and privacy policies
- Report any hazards, accidents or incidents to your supervisor
- Use property or equipment given to you in your role safely and only for purpose of the role and return it to the organisation when you finish your volunteer role
- Provide us with reasonable notice if you no longer want to or can volunteer
- Be open and honest in your dealings with us and let us know if we can improve our volunteer program and the support that you receive
- Notify us if you have any changes to your criminal record or have been charged with a criminal offence



Code of Conduct and Confidentiality

St Pat's Code of Conduct and Confidentiality Policy is included in the volunteer application which you agree to when signing up to volunteer.

St Pat's Volunteers agree to:

- Perform your duties as set out in the role descriptions to the best of your abilities
- Behave honestly and with integrity, upholding the reputation and values of St Pat's
- Work co-operatively and courteously with other paid staff and volunteers
- Be courteous and respectful in your interaction with St Pat's visitors, clients and the public.
- Exercise a duty of care to protect your own health, safety and welfare in the workplace and that of other staff, volunteers and the centre's visitors and clients
- Respect the rights and confidentiality of clients, staff, volunteers and visitors
- Avoid behaviour that could be construed as offensive, or discriminatory including:
 - *Sexual harassment of any form*
 - *Racial discrimination or vilification in any form*
 - *Intimidation, harassment or bullying in any form*
- Be accountable for using the resources provided at St Pat's in a safe, effective and efficient manner
- Positively promote and represent St Pat's in the community
- Dress in a manner that is appropriate to the duties being undertaken
- Comply with relevant laws, policies and procedures as they relate to your role and the workplace
- Report any incidents you become aware of that breach this code of conduct



Workplace Health & Safety

St Pat's has a duty of care regarding your safety, and the safety of everyone who is involved in our organisation, and to minimise risks to everyone affected by its conduct (including paid employees and volunteers).

It also means that as a volunteer, you are required:

- to not be affected by drugs or alcohol when you are volunteering
 - to take reasonable care for your own health and safety
 - to take reasonable care for the health and safety of others
 - to comply with any reasonable instruction by your supervisor
 - to report any hazard of safety issue immediately to your supervisor or the Volunteer Coordinator
 - to let St Patrick's Community Support Centre know of any concerns you may have about safety and/or fitness in undertaking our role, and
 - to cooperate with any reasonable policies and procedures of St Patrick's
- Please do not hesitate to talk to your supervisor or the Volunteer Coordinator at any time if you have any health and safety concerns.

Accident and injury

If you are injured or in an accident, or witness an accident or injury, report it immediately to your supervisor.

Emergency Evacuation Procedures

All volunteers must be aware of St Pat's Emergency Evacuation procedures.

Please take the time to make yourself familiar with emergency procedures and exits for the area you are working. These can be found sign-posted in key locations throughout our service locations.

Attendance and Absences

If you are unable to attend your shift, please send a text or email to your supervisor or their delegate.

We understand that life happens, but where possible the more notice you can give of impending leave the better. If you have prior notice of absence from your shift, please let your supervisor know in advance so we are able to cover your shift.

Am I covered by insurance?

St Pat's has volunteer insurance which provides protection whilst you are carrying out your approved and authorised roles.

The following events are unlikely to be covered by our insurance:

- Actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from us.
- Criminal activity (including criminal charges arising out of driving incidents).
- Dishonest or reckless activities.

Dress Code

Volunteers are expected to dress in smart casual attire.

- For volunteers working in the kitchen please wear enclosed shoes and avoid loose clothing or jewellery which could catch or pose a fire hazard
- Hairnets or caps and gloves must be worn when preparing food and will be supplied
- All volunteers are required to maintain a high standard of hygiene and cleanliness
- Please refrain from wearing clothing with language, slogans, logos or pictures depicting or advocating discriminatory behaviour, violence, substance use, sexuality or vulgarity, either written or implied



Volunteer expenses and other benefits

St Pat's will provide volunteers with reimbursement for any reasonable out-of-pocket expenses that you incur when performing authorised tasks associated with your role, to ensure you are not unfairly financially disadvantaged due to your volunteering with us.

These payments are not to be considered remuneration or wages and you will need prior approval from your supervisor or the Volunteer Coordinator before the expense is incurred, and must provide a receipt.

We may sometimes provide you with other benefits as part of your volunteering role (examples include training, free food, event entry, clothing or equipment). Where this occurs, it is on a gratuitous basis at the discretion of St Pat's and is not payment in lieu of salary.

Parking and Transport

There is no free parking for staff or volunteers, however you may find free parking in and around Fremantle.



Feedback, Compliments and Complaints

St Pat's respects the right of all our staff, volunteers, clients, residents and any other party we are working with to give feedback, compliments or to make a complaint.

Volunteers can give informal or formal feedback, compliments or make a complaint by:

- **Speaking directly to their supervisor**
- **Speaking to or emailing the St Pat's Volunteer Coordinator at:**
volunteer@stpats.com.au
- **Or sending a written letter to:**
C/o Corporate Services Manager
12 Queen Victoria Street
Fremantle WA 6160

In the instance where a complaint or grievance arises, St Pat's will aim to resolve the matter as quickly as possible according to St Pat's policies and procedures, and to the satisfaction of the parties involved, having due regard to procedural fairness, confidentiality and potential for victimisation.

Information arising from the handling of any complain or grievance will be treated confidentially.



Communication for Volunteers

Media Enquiries

Volunteers are not permitted to speak to the media on behalf of St Pat's unless given express permission according to St Pat's Public Relations, Media and Social Media Policies.

Please direct all enquiries to your supervisor or to the [Volunteer Coordinator](#).

References and Statements of Service

St Pat's provide references for volunteers reflecting their actual contribution to the organisation.

Alternatively, Statements of Service may be provided.

Stopping your volunteering role

St Pat's can decide to terminate a volunteer position at any time.

We aim to provide reasonable notice of any decision to terminate a volunteer role, except in the case of serious misconduct, in which case we reserve the right to terminate the position immediately.

If you need or want to stop volunteering, we ask that you provide us with a [minimum of 2 weeks notice](#) before your last shift.



St Pat's

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Contact

For any queries relating to this information, or to discuss any concerns or provide feedback please:

- Contact our Volunteer Coordinator
- Email at volunteer@stpats.com.au
- Or call our main line on 6372 4800



