

Interchange Outer East

YOUR LOCAL NDIS SERVICE PROVIDER

VOLUNTEER RESOURCE BOOK 2019-2020

www.ioe.org.au

 **INTERCHANGE**
OUTER EAST

Our Vision

"An inclusive community where the importance of family wellbeing, social connection and choice is at the core of supporting people with disability."

Our Mission

To achieve our vision by:

- Providing a respectful, reliable and sustainable support service for children and young people with a disability and every member of their family;
- Building independence, creating opportunities and providing choice in all our support programs and services;
- Maintaining a strong culture of continuous improvement, fun, creativity and innovation that responds to the changing needs of families, participants and the community, and assists everyone to reach their goals; and
- Strongly valuing our people, especially our youth volunteers, host volunteers and volunteer carers.

About Us

For over 35 years Interchange Outer East (IOE) has been a leading disability service provider, proudly committed to the wellbeing of families. We service outer eastern Melbourne with our programs running primarily in the local council areas of Knox, Maroondah, and Yarra Ranges.

With family and fun at the core of everything we do, we are flexible in our approach, respond to your needs, and deliver support programs which:

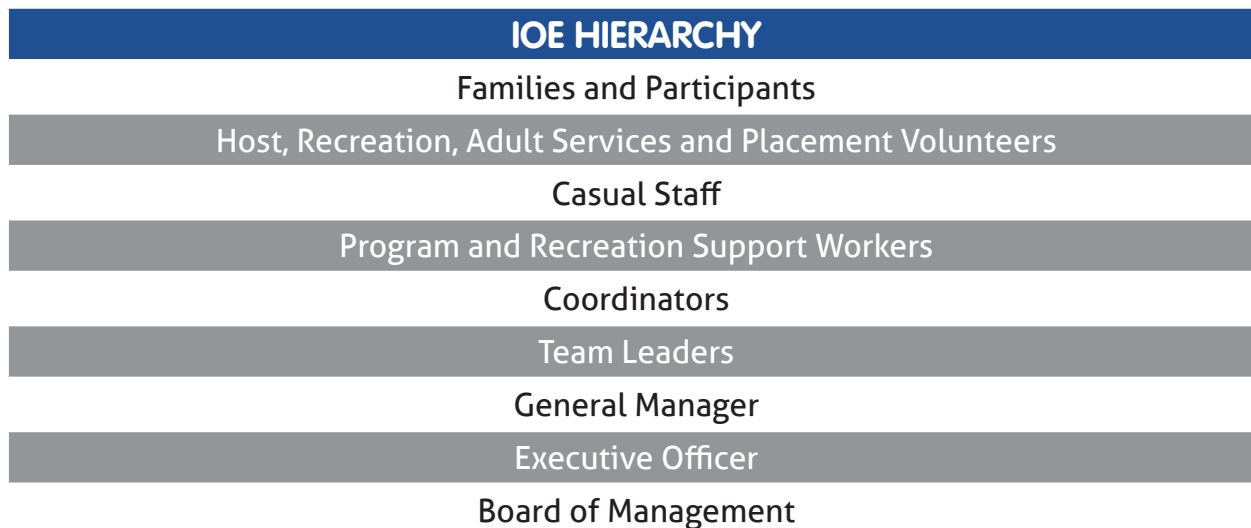
- Develop confidence, life skills, and provide new experiences;
- Enable each child and young person with a disability to be engaged and included in their community; and
- Recognise that the wellbeing of every family member matters.

IOE is also backed by a strong culture that values people as being its most valuable asset. We pride ourselves on having a pragmatic approach to rules and regulations with a maxim to make things work and a strong desire to do the best we can. IOE is a registered NDIS service provider, offering flexible support, recreation and development programs as well as plan management, service coordination, training and development and behaviour support services.

Our mission, values and service promise (available on www.ioe.org.au) govern every aspect of our service provision and delivery. Working within the Human Rights framework is intrinsic to our organisation. We adhere to child safety standards and follow the Childwise principles across all services. We have a dedicated child safety officer and accredited staff who have completed Childwise training, as well as policies and procedures relating to child protection and safety.

IOE Structure and Hierarchy of Support

Interchange Outer East operates through a hierarchical support system. It is the responsibility of any member of the hierarchy to support any group or individual who appears above them on the hierarchy:



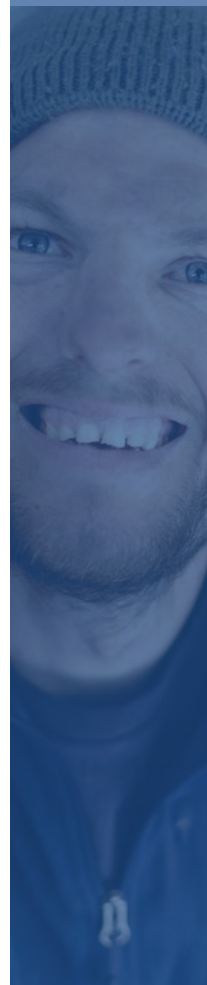
Introduction to Volunteering

IOE provides a range of opportunities, services and supports to children and young adults with disabilities and their families. Programs and supports enable children and young adults to develop confidence, learn skills and to have fun. Volunteers support many IOE programs, predominantly recreation programs for children, as well as adult day service programs and the Host Program. This booklet will focus on recreation volunteers, however many of the principles relating to volunteering are mirrored throughout the organisation.

Our recreation volunteers provide support to program participants (known as participants) by encouraging interaction and supporting activity participation. We have a firm belief in the value of people volunteering at a young age and our recreation programs welcome volunteers from the age of 14 years.

On our weekend and school holiday camps and activities, volunteers are matched with a child with a disability. Matches are carefully selected based on the needs of the child and the skills of the volunteer, as well as taking into account the interests of both the child and volunteer. In short, we try to match volunteers with children who have similar personalities and interests. This helps children and volunteers have as much fun as possible, while also building a friendship. Recreation volunteers also don't they pay for a thing - all camps and activities are paid for by IOE.

Volunteers are highly valued and supported at IOE and can take advantage of the many fun and educational opportunities on offer around the agency. Our recreation programs are all about enjoying the experience, making friends and having FUN!



Recreation Volunteer Position Description

Aim

To provide support that is consistent, flexible and tailored to an individual's needs, delivered in a manner which enhances the independence and dignity of the person/people being supported. Volunteers are provided with ongoing support and training opportunities to develop their skills.

Volunteer's Purpose

- Build a great community
- Educate and share knowledge
- Create opportunities
- Encourage choice
- Assist families and individuals
- Make connections
- Embrace change
- Communicate openly
- Ensure sustainability
- Have fun

Position Summary

Recreation volunteers support individuals in community settings, e.g. on camps and day activities. It is the role of a recreation volunteer to participate in activities in line with directions given by the program participants, their families, IOE recreation support workers and coordinators. This may include, but is not limited to:

- Providing support within group based settings, e.g. Youth Group, Adult Recreation, School Holiday Program, etc., and;
- Being matched either one-to-one or floating between participants on recreation activities.

Contact IOE for the full recreation volunteer position description.

“Volunteering brought me out of the shell of my idealistic and sheltered fifteen year old world. It taught me so much about myself, about other people and about life. I met incredible individuals who taught and inspired me and made friends who are still some of my closest today.”

What Volunteering Means For...

YOU

It means fun, experience, confidence, friendship, leadership, new skills and a feeling that you are contributing in a meaningful way to your community.

The KIDS

It means fun, friendship, new experiences, meeting new people, building independence and time away from the usual routine.

The COMMUNITY

It means a stronger community, education and acceptance of people with disabilities, shared resources and a stronger sense of community and inclusion for all.

FAMILIES

It means a much-needed break to recharge, time with partners and other siblings, a break from the carer role and the knowledge that their child is having a great time and that their needs are being met.

Rights and Responsibilities of Volunteers

Volunteers, as with everyone involved with IOE programs, have a set of rights and responsibilities which are aimed at ensuring the safety and satisfaction of all. During the sign-up process, volunteers are asked to read and acknowledge the following rights and responsibilities:

Rights of Volunteers

- **FREEDOM:** To be accepted for whom you are regardless of ability, age, gender, geography, cultural background, sexual orientation or life choices.
- **RESPECT:** To be shown respect in all activities you pursue and for your opinions to be valued and listened to; to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988.
- **EQUALITY:** To be treated as an equal by everyone and feel appreciated and a valued member of the group; to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation.
- **DIGNITY:** To only have reasonable demands placed on you and be able to say no to tasks you feel uncomfortable with; to have a job description and be aware of your role and responsibilities.
- **FUN:** To enjoy being a volunteer!
- **SAFETY:** To feel safe and supported during your involvement with IOE; to work in a healthy and safe environment; to be adequately covered by insurance; to be provided with orientation to the organisation.
- **SUPPORT:** To be given accurate and truthful information about the organisation; to be given a copy of the organisations volunteer policy and any other policies that affect your work; to have access to a grievance procedure; to be provided with sufficient training to do your job; formal supervision and appraisals will be provided when requested, volunteers are encouraged to talk to relevant coordinators with any questions or concerns they may have.
- **OTHER:** To be reimbursed for out of pocket expenses; not to fill a position previously held by a paid worker.



National Youth Week celebrations

Responsibilities of Volunteers

- Never show aggression towards participants, staff or other volunteers, either in your verbal or body language, tone of voice or physical actions.
- Do not use alcohol or illicit drugs on any programs; do not smoke cigarettes in front of any participant. Failure to comply will result in immediate dismissal.
- If you need to break, ask a staff member to supervise the person you are supporting while you go.
- Be mindful of language used in front of participants. You are a role model to them and they will learn from you.
- To keep information confidential. Do not let anyone other than a staff member or volunteer read any participant's personal support information. Don't use identifying information when talking about participants.
- Ensure that nothing you do could be interpreted as abuse; sexually, emotionally, physically or verbally. We do not tolerate any bullying or harassment.
- To receive and ask for constructive feedback and work on learning from all your experiences.
- Not to overwork or over commit yourself.
- To seek assistance and/or ask questions where required.
- To alert a staff member as soon as practically possible of any issue or injury to yourself or the person you are supporting.
- To undertake the orientation night and any training as a volunteer carer in order to perform this role more effectively.
- To be mindful at all times of the main reason for your participation, that is, you are here to support someone else.
- To be reliable. When you commit for an activity/program. It's your responsibility to stick to it.
- To ring up as soon as possible to let us know if you can't come on an activity.
- To be self motivated. We don't always stick together in the one big group and you won't always have a staff member telling you what to do and how to do it. Use your own knowledge and common sense.
- If on camp, remain responsible for the person you are supporting once they have gone to bed, by checking on them regularly and sleeping in the same room as them. Ensure you get enough sleep so that your performance is not affected. You must be in bed by 2.30am at the latest. Have all your medication in a LOCKED bag or hand to staff to put in their locked medication bag.



School Holiday Program

Did you know?

Volunteers are priceless! But if the amount of support provided on recreation shifts by volunteers was charged at a rate of \$41.70 per hour, they would be worth over \$884,040 per year to Interchange Outer East!

See the Person, Not the Disability

Playing with Children

Children learn through play because they are having fun, they are open, interested and engaged in what they are doing. One of the most important responsibilities of our volunteers is to try to make the activity or camp as enjoyable as possible for the participants. Join in with the kids, it doubles the FUN!

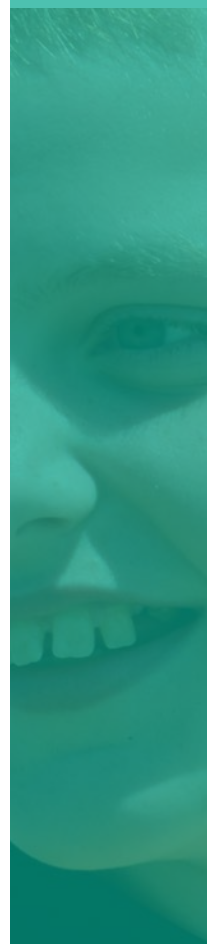
- Let the child lead the play; don't take over.
- Make sure the play is safe.
- Allow enough time for play.
- Don't compete with young children.
- Be patient and prepared to repeat the same activity; new skills take time.
- Stay enthusiastic.
- Appreciate and encourage effort, no matter the outcome.
- Look for opportunities to engage in play at all time.
- Have FUN!

Meeting a Person with a Disability

- Be yourself. Treat me as you would treat anyone else you meet.
- Respect my right to let you know what kind of help I need.
- If I have a visual impairment, ask if you can help. I may take your arm for guidance.
- Be considerate and patient. I need extra time to do or say things.
- Talk directly to me, not the person who might be with me.
- Please don't push my wheelchair without asking. Let me tell you how to push my chair in tricky situations.
- If I am having trouble getting my message across, please don't try to finish my sentences or guess what I am trying to say. Let me have a go.
- Remember that I have many interests other than those associated with my disability. I am a person like anyone else.
- Even though I have a disability, you will be amazed at what I can achieve!

VNEWS

Look out for the quarterly volunteer newsletter in your email inbox! VNEWS contains lots of information, resources, news and updates, as well as all the upcoming camps and activities that you can put your name down for!



Just Like any Other Child...

Children with a disability have all of the same basic needs as any other child. They need to be loved, to be treated with dignity, to feel accepted and to be given opportunities to be independent. They need to be encouraged to be themselves and have a right to communicate their thoughts and feelings.

LOVE

- Children with disabilities need to be loved; just as all children do.
- They need someone to talk with them and to listen.
- They need someone to recognise that they are communicating.
- They need smiles!

ACCEPTANCE

- Every child needs to be accepted, to belong and to feel part of a group.

DIGNITY

- All children have the need for self respect, praise and a feeling of achievement.
- Allowing dignity means things like; asking for permission before invading their space such as lifting them, not talking about children in front of them and respecting their privacy.

INDEPENDENCE

- It is important to encourage independence in children. Don't do everything for them, give them a chance to do something themselves and offer guidance when asked or needed. Show them that you believe in their abilities.

INDIVIDUALITY

- Everyone has the right to be different! Encourage this and provide children with opportunities for choice.

COMMUNICATION

- Every person has a right to express their needs and wants. There are many different ways of communicating, such as verbal communication, body language, gestures, communications tools and behaviour. Always take time to understand a child's communication.

Working With People

As a volunteer at IOE, you will have the opportunity to work with many different people such as families, other volunteers, staff, the general public and of course, children and adults with disabilities. IOE is a very welcoming, friendly and accepting community to be a part of. We ask that you treat everyone that you meet with respect and dignity at all times, just as it is expected that you will be treated in this way too.

- Treat people with courtesy, kindness and politeness.
- Encourage people to express opinions and ideas.
- Listen to what others have to say and respect different opinions.
- Treat people the same, no matter their race, religion, abilities, age, size, gender or sexual orientation.
- If you are unsure of anything ask for help.
- Try to look for positives rather than negatives; solutions rather than problems.

Did you know?

We are always looking for volunteers to contribute to our website, social media and VNEWS - the official IOE volunteer quarterly newsletter. If you'd like to tell us more about you and your volunteering adventures, get in touch with the volunteer coordinators at any time!

Behaviour Strategies

Understanding Behaviour

All behaviour, whether viewed as positive or negative, has a purpose. Behaviours represent a way of a child gaining some control over their life in a world where they usually have less control than those around them. It is up to us to provide the children that we support with more acceptable and effective means to have a say in what happens in their life. Always look at a child's behaviour as communication and start by thinking, 'what are they trying to communicate?'

Our role is to identify the child's strengths, have positive expectations and provide them with opportunities to develop. In turn, the child has positive and valued experiences and is provided with acceptable means to have their say. Remember to think about what the child can't do as opposed to what they won't do. This can help turn undesirable behaviour into a learning experience rather than a power struggle. Try to think constructively and positively rather than looking for opportunities to find fault or place blame.

Rules of Thumb	<ul style="list-style-type: none"> • Remain cool. • Separate the behaviour from the person. • Focus on the present/future rather than the past. What do you want the person to learn from the situation? • Don't nag. • Only give choices if you will accept what the child chooses. • Be consistent. • Use the least restrictive method
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to stop or redirect the behaviour. This allows the child as much responsibility as he/she can handle to control their own.

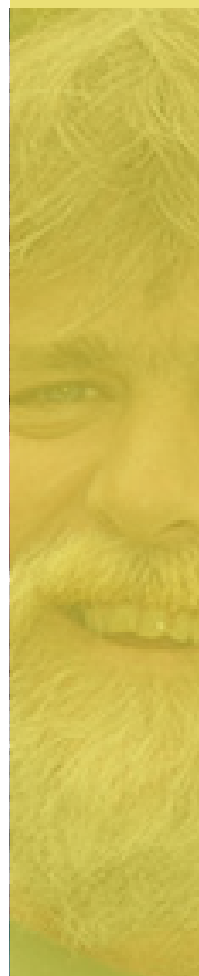
- Avoid power struggles.
- Follow through. Don't offer promises or consequences that you won't follow.
- Model and teach the behaviour.
- Pick your battles.

DO

- Make sure you have the child's attention before speaking to them.
- Use simple, concise language, short sentences and instructions that are easy to follow.
- Take a positive approach.
- Give the child some advanced warning of what you will soon be asking them to do.
- Praise good behaviours.
- Make sure you choose strategies and limits that work within the child's abilities.
- Be CONSISTENT!

DON'T

- Give commands/threats that you don't intend to enforce.
- Give more than one instruction at a time.
- Set unrealistic standards.
- Use unnecessary power struggles to cope with minor misbehaviours. Often with a little time and space, a minor undesirable behaviour will pass.
- Lecture the child.
- Use future threats or try to extract promises from the child.
- Confuse the child.



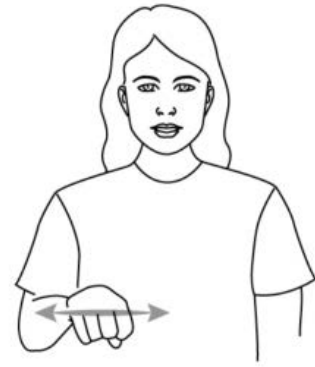
Basic Key Word Signs

These images are used with permission from Key Word Sign Australia. Interested in learning more about Key Word Sign? IOE holds accredited Key Word Sign training throughout the year. Get in touch with the volunteer coordinators to let them know you are keen to attend a session.



Yes

Move dominant fist, palm down, up and down from the wrist, twice.



No

Shake dominant fist, palm down, sideways in front of body.



Thanks

Move fingertips of open dominant hand, palm towards body, forward from chin, once. * May use two hands.



More

Cup dominant hand, fingers spread and place fingertips on centre chest. Move hand forward.



Finished

Extend dominant thumb, fingers closed. Rock hand formation from side to side several times.



Please

Move open dominant hand straight forward from chin, while closing into a fist. May use "thanks"

Key word signing uses a core vocabulary of specially selected words that comprise concepts and ideas considered to be the most appropriate for children and adults with communication and language difficulties. Each word (concept) is matched to a hand sign.

- Key Word Sign Australia



Food

Close dominant fingertips onto ball of thumb. Tap formation on chin, twice.



Drink

Shape dominant hand as for holding a glass – tilt to mouth as for drinking. (Natural gesture - mime the action).



Toilet

Fingerspell "T" quickly, twice, dominant index finger on edge or middle of non-dominant hand.



Shower

Bounce dominant hand slightly cupped, above head, twice.



Bus

Form fists with both hands, palms up – move as if driving a bus. (Natural gesture - mime the action).



Help

Place dominant hand bent at third knuckles, palm down, onto non-dominant palm. Or may place dominant hand onto non-dominant hand, palms together. Move formation forward. * With directionality.

IOE Policies and Procedures

All of IOE's activities are governed by a series of policies and procedures. The policies in this book are most relevant to volunteers. The full version of all policies can be obtained by contacting volunteer coordinators or IOE reception. Many policies are also available on the IOE website. If you are unsure about anything outlined in a policy, please discuss with a volunteer coordinator or other IOE staff member. IOE policies must be followed at all times to ensure the safety and satisfaction of all services users, volunteers, staff and the general community.

Water Activities Policy

Water activities pose a significant risk and participants will have specific information in their support information if swimming involves a greater risk for the individual than normal safety procedures. General requirements for swimming and paddling:

- Ideally water activities are to be conducted in specified areas (pools, between the flags, roped off areas, etc.).
- Where no area is specified, staff must ensure the area is safe and set parameters for the activity. This involves checking the area for hazards and setting boundaries for where people can undertake the water activity.
- Under no circumstances should aquatic activities be undertaken in areas where swimming is not advised (unpatrolled surf beaches, signed areas etc.).
- For activities involving any water craft, all participants are to wear a life jacket (PFD type 1) at all times.
- A staff member must be in the water with participants at all times and one staff member/ nominated volunteer should act as a spotter (aged 16 years+ minimum age) and watch from outside the water at all times, unless there is a lifeguard present.
- Special care should be taken for participants who have a disability or medical condition which makes swimming risky (severe physical disability, asthma, etc.).
- Please ensure you have read and understood the individual's support information

Swimming and Epilepsy:

- If present, the lifeguard should be informed of the individual having epilepsy.
- Epilepsy management plans must include details on any conditions or restrictions on water activities directly related to their epilepsy. These restrictions may include: 1:1 required whilst in the water, individual to wear a life jacket (PFD Type 1) etc.
- Within group based services, consider the amount of people with epilepsy in the group, whether their condition is controlled and the ratios available.
- A person with uncontrolled epilepsy should be within an arm's reach at all times while they are in the water. They are to be supported by a staff member or volunteer (aged 16+) who understands the risks and possible consequences. They must have read and understood the epilepsy management plan prior to the activity.

Social Media Policy

While Interchange Outer East (IOE) encourages the IOE community to be champions on behalf of the organisation by spreading the word about the work that IOE does and the opportunities it provides for children and young people in the local community, it is important to be aware of the risks and act responsibly online. Anything posted online that relates to IOE reflects on the organisation, our brand and reputation, both positively and negatively.

Interchange Outer East official Facebook, Instagram and Twitter pages

- IOE uses Facebook for its primary online social media presence, followed by Twitter and Instagram to a lesser extent. IOE engages with the community by sharing news, photos, updates, events and information. It is the responsibility of the marketing officer to post on behalf of the organisation on social media channels. Anything to be posted to the IOE social media pages should be discussed with the marketing officer.
- Facebook IOE profiles (First name Surname IOE – John Smith IOE) are only to be created and used by permanent staff with a genuine requirement to do so and should be approved by the marketing officer.

As an IOE volunteer, you should take the following into consideration when using social media in relation to IOE:

- Know and follow the relevant IOE policies as well as the responsibilities identified in your volunteering position description.
- Marketing and publicity staff must be consulted when engaging in social media in an official capacity for IOE.
- IOE uses Facebook for its primary online social media presence. Affiliates of the agency are encouraged to join in the conversation and be a positive advocate for IOE through their social media use. Spread the word about IOE and share our stories, news and events with families and friends. You have a unique perspective on our organisation and we encourage you to share your passion, knowledge and personality in your posts and represent IOE positively and enthusiastically throughout the community.
- Do not publish personal details and/or photographs of IOE clients, employees, volunteers or affiliates without their permission or the permission of the family if applicable
- The nature of your role may provide you with access to confidential information regarding IOE clients, families, volunteers or employees. Respect and maintain the confidentiality that has been entrusted to you. Do not divulge or discuss proprietary information, internal documents, personal details or other confidential material.
- IOE staff are not obliged to accept *friend requests* from IOE families, volunteers and clients. It is a personal choice whether to do so or not. If you chose to *friend* others involved with the service on social media platforms, it is important to retain the professional relationship and represent IOE professionally and according to IOE's values. Remember to use your discretion and that they will be able to see everything you post. Be respectful to the agency and everyone involved. Remember also to protect your own privacy.
- Ensure that your online activities do not interfere with your duties. Discuss with the recreation leader if you are uncertain about the appropriateness of using social media during a camp or activity.
- If someone from the media contacts you through social media in relation to IOE, you should consult the publicity officer and follow the existing communication policy before responding.
- Respect copyright, fair use and current laws. You should respect the privacy and the feelings of others. Remember that if you break the law online (for example by posting something defamatory or infringing upon privacy or copyright laws), you will be personally responsible.
- When a person associated with IOE passes away, refer to the IOE Response to Death Policy before engaging in any communications on social media in relation to the death. This policy can be obtained by contacting the volunteer coordinators or IOE reception.



Contributing to IOE's online presence – Things to consider:

- Try to add value and provide worthwhile information and perspective. It is the people at IOE that best represent the agency's brand and culture. However, keep in mind that what you publish reflects on the agency's image.
- Be Responsible. Blogs, posts, photo-sharing and other forms of online dialogue (unless posted by authorised IOE) are individual interactions, not agency communications. IOE staff, volunteers and service users are personally responsible for the content they publish online.
- Be smart. A blog or post is visible to the entire world. Remember that what you write will be public for a long time. Be respectful to the agency, employees, clients, sponsors and competitors – and protect your own privacy.
- Make it clear. Never post on behalf of IOE; make it clear that you are a separate entity. Write in the first person and identify yourself by name.
- Use a disclaimer. If you publish content to any website outside of www.ioe.org.au that somehow related to IOE, such as; "The views expressed here are my own and do not necessarily represent the views of IOE." This is a good practice but does not exempt you from being held accountable for what you write.
- Respect your audience. It is okay to share your opinion but being rude or aggressive in any way is not okay. Do not use obscenities, personal insults or other offensive language to express yourself. Don't pick fights, be the first to correct your own mistakes, and don't alter previous posts without indicating that you have done so.
- Be well presented online. If you identify yourself as an IOE affiliate online, ensure your profile and related content is consistent with how you wish to present yourself with colleagues, other volunteers and clients.
- Refer those with an interest in IOE to our official Facebook page or website www.ioe.org.au
- Remember the golden rule of social media – if you wouldn't put it on a billboard, do not post it on social media!

IOE Closed Facebook Groups

To allow our volunteer and staff community to remain connected and engaged, there are a number of active IOE closed Facebook groups, including the Interchange Outer East Volunteer Network. These groups are managed by the relevant IOE coordinators, as well as the marketing officer, and only active volunteers/staff are granted access to the groups relevant to them. The groups provide a platform for volunteers, support workers, activity leaders and staff to share information and ideas, provide support and connect with each other. If you are a member of any of these groups, your active participation is encouraged. However, the following must be adhered to by all members:

- Read and follow the group guidelines at the top of the page
- Do not use these groups to discuss personal information about any other person
- Do not use these groups for program/administrative functions such as withdrawing from activities, updating availability, changing personal details, etc.
- Always communicate respectfully. Harassment, bullying or negative behaviour will not be tolerated
- Do not share photos of anyone who has not given consent via the IOE photo consent form. This information can be obtained from the volunteer coordinators. If in doubt – do not post.

Any person who fails to follow these guidelines will be removed from the group.

Complaints Policy

All people involved in IOE services (participants, families, volunteers and staff) have the right to have any grievances or complaints dealt with fairly, promptly and without prejudice. IOE actively supports a person's right to complain about any aspect of a service that we provide. All complaints about IOE will be dealt with confidentially and without retribution. The complaints policy and procedure gives families, participants, volunteers and staff access to a fair and equitable process for dealing with complaints and disputes.

On receiving a complaint, the staff member will, depending on the severity of the complaint, direct the complaint to the relevant manager or supervisor. A complaint form will be completed by the staff member or the person making the complaint and the complaint will be investigated. Complaint forms in easy English are also available if required.

Upon completion of the investigation the person making the complaint and their family/ advocate will be informed of the outcome. IOE will seek feedback from the complainant that the complaint has been handled satisfactorily.

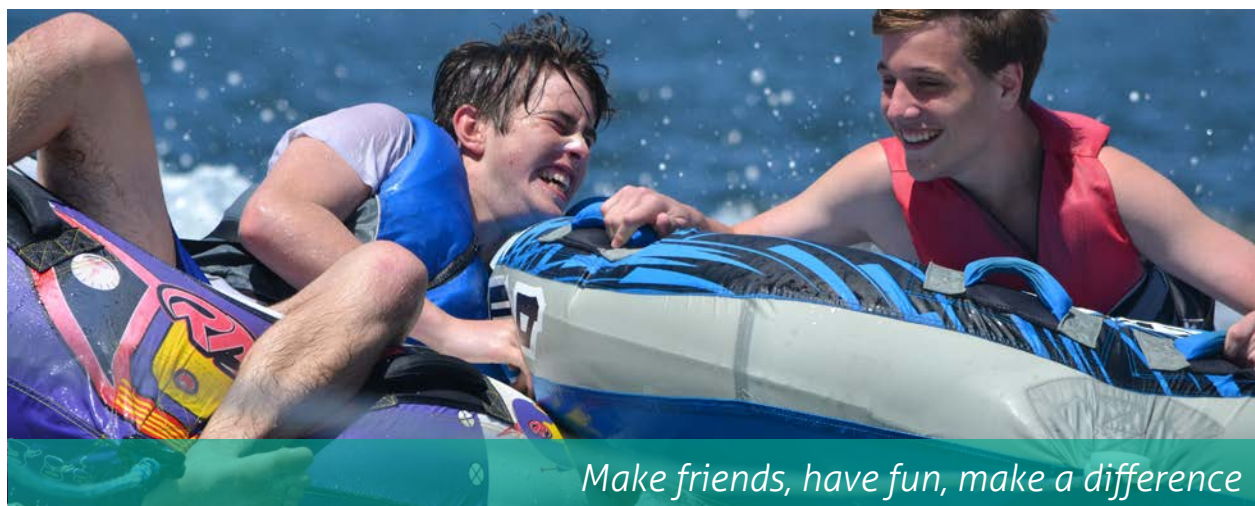
External Complaints

If individuals are unhappy or dissatisfied with how a complaint has been managed by IOE there are external mechanisms available to assist them. Complaints may be made to the following bodies:

- **Office of the Disability Services Commissioner**
Ph: 1800 677 342 | www.odsc.vic.gov.au
- **Office of the Health Services Commissioner**
Ph: 1800 136 066 | www.health.vic.gov.au/hsc
- **Office of the Public Advocate**
Ph: 1300 309 337 | www.publicadvocate.vic.gov.au
- **Victorian Ombudsman**
Ph: 1800 806 314
www.ombudsman.vic.gov.au
- **NDIS Commission**
Ph: 1800 035 544
www.ndiscommission.gov.au

Your Online Community

All IOE volunteers are invited to join the online **Interchange Outer East Volunteer Network**. This is a closed Facebook group where you can meet the other volunteers and receive news and updates from IOE staff. Search the group on Facebook and send a request to join.



Make friends, have fun, make a difference

Weather Policy

IOE conducts a large number and range of programs, activities and 1:1 support for groups and individuals in a variety of locations within Victoria. In conducting these programs and activities we need to be mindful of conditions that may make these programs and activities unsafe. These conditions may include:

- Weather conditions
- Existing events
- Seasonal weather conditions

IOE has a responsibility to ensure all people involved in our programs and activities are safe. The weather policy sets out the responsibilities of staff members conducting programs, activities and support work when weather conditions and natural events may create unsafe conditions. When extreme weather conditions are present or predicted, IOE will take a conservative approach in deciding what actions to take to ensure the safety of everyone involved. Extreme weather conditions may force the modification, postponement or cancellation of activities and camps. During fire season, camps and day activities that are taking place in bushland or rural settings will be subject to a fire plan, which will be kept with activity staff and the emergency after hours pager staff member. Camps located in these areas also have their own fire plans which IOE groups must follow in the case of extreme weather.

Child Safety Policy

IOE is committed to the safety and well being of all children. We have zero tolerance of child abuse. All allegations and significant safety concerns will be treated very seriously and consistently. All people associated with IOE have the right to feel safe and supported during their involvement with the organisation. IOE acknowledges that all children are vulnerable and require protection to ensure their safety, especially those with a disability. Child abuse includes, but is not exclusive to:

- **Emotional/psychological**

When children do not receive the love, affection or attention they need to feel good about themselves or develop properly. Constant criticism, teasing, ignoring, yelling and rejection are all examples of emotional and psychological abuse.

- **Neglect**

When a child or young person's basic need for food, housing, health care and warm clothing are not met. Also being forced to live with family violence between adults in a child's home is harmful to children.

- **Physical**

A parent or carer physically injures a child intentionally. This is illegal and includes hitting, shaking, throwing, burning and biting. It also includes giving children and young people harmful substances such as drugs, alcohol or poison. Certain types of punishment, whilst not causing injury can also be considered physical abuse if they place a child at risk of being hurt, for example, locking a child outside in cold weather.

- **Sexual**

An adult or someone bigger or older involves a child or young person in any sexual activity. This may include kissing, touching genitals or breasts, oral sex or intercourse. Encouraging a child or young person to view any pornographic material is also sexual abuse.

- **Grooming**

A process used by people with a sexual interest in children or vulnerable adults to prepare a child/adult for sexual abuse. It is often carefully planned and it can take place over weeks, months or even years.

Responding to a disclosure of abuse

If a child comes to you to disclose abuse, reassure them they have done the right thing, and that you believe them. Stress to them that what has happened is not their fault. Never blame or interrogate a child or vulnerable adult. Make sure that you don't make promises that you can't keep (e.g., to keep it a secret). Your job is to listen and support them as best you can and ensure their safety. Reinforce to the child that all children have to be kept safe.

Reporting abuse or suspected abuse

If you suspect child abuse, trust your judgment and report it. The Children and Family Services team leader has been appointed IOE's child safety officer and has the specific responsibility to respond to any complaints or concerns raised by children, families, volunteers and staff. You can also report any concerns or complaints to an IOE coordinator, team leader or general manager. You can report any suspicions anonymously and don't require proof to report it. You can also contact the IOE after hours mobile phone. If the allegation involves the child safety officer, or another senior staff member, you can either contact any other team leader or manager, or contact the police directly.

The law now requires any adult (18+ years) who reasonably believes that a sexual offence has been committed in Victoria by an adult against a child (under the age of 16) disclose that information to police. Failure to disclose the information to police is a criminal offence. If you are uncomfortable or unsure about a situation where abuse may have occurred / is occurring, you can seek advice from the police. There are some signs that may alert you to the possibility that a child is being abused:

- A child/young person tells you that he/she is being abused or hurt
- You notice sudden or unexplained changes in mood or behaviour
- You notice frequent or unexplained bruises or injuries on a child/young person
- You see a child/young person with low self-esteem
- You see a child/young person with poor hygiene
- You notice that a child/young person becomes withdrawn or unresponsive
- You notice a child/young person with increased exaggerated fears
- You notice that a child/young person seems to lack trust in familiar adults
- You notice that a child/young person has serious difficulties relating to others
- You see a child/young person who is always angry or aggressive
- You find out that a child/young person has difficulty sleeping and experiences nightmares.
- You notice a child/young person experiences a change in eating patterns



Volunteers at Family Camp - the highlight of the year!

Common IOE Terminology

IOE: Interchange Outer East

Support information: This is a document that you will be given prior to a camp or activity. It will tell you everything you need to know about the individual you are supporting for the day. It includes their interests, likes/dislikes, food preferences, allergies, behaviours, safety concerns, mobility, toileting, etc. If you feel like something should be added to the support information that will better help someone support the individual, or if there is something you don't understand, discuss with staff who can add information if appropriate.

Behaviour of concern: This is a particular behaviour a participant will show when they are trying to express something they feel. Each individual will usually have a few behaviours that are individual to them, that may mean something completely different to another individual. Typically, these are physical behaviours that may cause harm to self or others (but this is not always the case). In displaying a behaviour of concern, the individual may be trying to express that they are frustrated, angry or that something in the environment is upsetting them. This is when the volunteer/staff members needs to refer to the individual's BSP to understand the behaviour and provide support if required.

BSP: Behaviour support plan. You will find this towards the back of the individual's support information. It is usually written out in a table and explains possible behaviours of concern the participant has typically shown. It will explain the participant's living situation, health, environment, etc. and will go on to list a behaviour and its description, triggers and settings, function and a positive behaviour support strategy that can be used to attempt to calm the behaviour. A BSP is a very important document. If there is one in the support information that you have been given to read, ensure that you read and understand it. They can be long but they are very helpful and are specific to each participant.

EMP: Emergency management plan/epilepsy management plan. If the individual is allergic or anaphylactic to something and requires particular medical attention, an EMP will be in place. An EMP will list details of the allergy/seizures, signs of a reaction or seizure, as well as any activity restrictions in place due to the diagnosed epilepsy or allergy. An emergency action plan will be included which will list exactly what to do in the case of a reaction or seizure. These are specific to each person.

SHP: School holiday program - camps and activities that run through the school holidays for school aged children.

S4F: Sport for Fun - a weekly non-competitive sport skills program that is based around having fun, learning skills and being active. This program is also supported by volunteers.

PRN: PRN is a medication that is taken as needed. It could be something that is prescribed by a doctor, such as anti-anxiety medication, but could also be over the counter medication such as anti-histamine, Ventolin or Panadol. Many participants may have PRN medication and this will be listed in their support information.

Gastrostomy/PEG: This is tube feeding. Some children and adults cannot swallow or digest food so this is why a PEG may be in place. If the person you are supporting has a PEG, you will be told and it will be listed in their support information. You are not expected to manage this as staff are trained to do so. However, if you are interested in learning, let staff know and they will be happy to involve you.

Yarraburn: Yarraburn is the IOE office based in Yarra Junction. IOE offers the full range of services from the Yarraburn office for families based in the Yarra Valley.

Outlook sheet: All recreational camps and activities are put in a Microsoft Outlook calendar entry. This is where staff list the

details of the activity, the staff, volunteers and participants attending (including volunteer/participant matches). The Outlook sheet for the activity will be kept in a folder with staff for the duration of the activity.

Social Story: These are short descriptions of a particular situation, event or activity which include specific information about what to expect, usually using visual aides. Social stories have a wide range of applications including to develop self-care skills (how to clean teeth, wash hands or get dressed), social skills (sharing, asking for help, saying thank you, interrupting), to help a person understand how other might behave or respond in a particular situation. They can help a person understand how they might be expected to behave and help them cope with changes to routine and unexpected or distressing events, e.g. absence of a teacher, change in routine, moving house, thunderstorms, etc.

Vollie: IOE recreation volunteer

Better Impact

Better Impact is IOE's online volunteer. Once you have created an account using your email address, you can use the IOE Better Impact volunteer portal to submit an application to become a volunteer, view and update your details, training and history. You can also view the upcoming camps and activities that are seeking volunteers and sign up for the camps and activities you would like to volunteer on.

Access the volunteer portal at:
www.bit.ly/IOEVolPortal

Training

Throughout the year, IOE holds various training and development opportunities such as medication training, positive behaviour support training, Key Word Sign, epilepsy and autism awareness, etc. Volunteers are welcome to attend most training sessions and information is available from the volunteer coordinators or the quarterly volunteer newsletter, VNEWS. If there is any specific training that you would like to see offered at IOE, please discuss with the volunteer coordinators. Volunteers are also invited to attend IOE events such as the IOE conference and family Christmas party as well as volunteer-specific events like social get-togethers and volunteer camps.

Host Volunteers

The IOE host program matches a child with a disability with a volunteer host (individual, couple or family) to spend time together on a regular basis. Arrangements are flexible to suit the child, child's family and host volunteer(s). Some examples are; the child spending one weekend per month with the host, in their home, as part of their family, spending every second Saturday together going to the footy or going to an activity together one evening per week.

Host volunteers and children are matched based on their interests, personality, support needs and experience. Ongoing support is provided from the IOE host program coordinator.

If you are aged 18+ years, and are interested in becoming a host volunteer too, let a volunteer coordinator know. If you are under the age of 18, why not consider discussing the host program with your family and volunteering together?

Get Social!



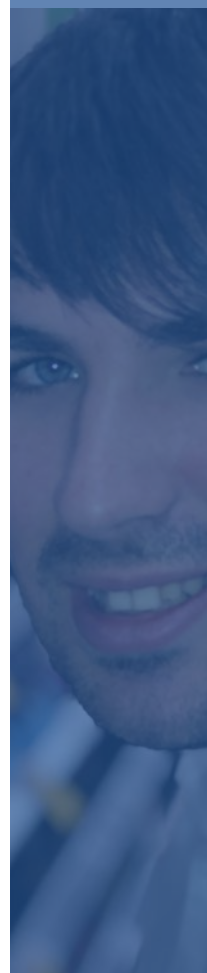
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Volunteer FAQs

What is personal care? Are volunteers responsible for personal care?

Personal care is supporting the participant with their physical needs such as dressing, washing, going to the toilet and brushing teeth. As a volunteer, you are not expected to do personal care if you are not comfortable in doing so. However, staff are always willing to help you learn and help you and the participant feel more comfortable. Once you get used to it, it's not as daunting as you might think!

What if the participant that I am matched with doesn't like me?

If your match doesn't like you, it's not a big deal. It is a reality of life that not everyone gets along so we wouldn't force a match if yourself and/or the participant aren't having a good time together. If you find out that you and/or your match are struggling, please let a staff member know. They may be able to swap matches within the group or provide some strategies.

What if the parents don't think that I am competent?

If you are having trouble with a parent or guardian, please let staff know. Remember that parents may be feeling stressed about leaving their child with someone else (often for the first time!), so it's usually nothing personal.

What if the participant and I can't communicate with each other?

Volunteering with IOE will teach you many things, such as that there are many ways to communicate. In addition to verbal communication, there are several communication tools that people use, such as signing and pictures. There are some simple signs in this booklet that can help you get started. If you are having trouble communicating speak with a staff member and they will give you a hand. Remember, the more you practice a skill, the better you will be at it. You may struggle to communicate with some children at first but soon it will be second nature.

What is my role regarding the safety of participants?

It is your responsibility to be with your match, and looking out for their safety, at all times. If you find yourself in a difficult situation, let staff know as soon as you can. At the start of a camp or day activity, you will be given the staff members' phone numbers which you can use to contact them if they are not in earshot at any time and you need assistance. If you see that another volunteer and/or participant is difficulties, provide support if you can, or notify staff. For more information about water safety, see the IOE water activities policy (excerpts in this book). As volunteers are matched with participants in group situations, if your match is in the water, it is expected that you will be in the water too. If you are not comfortable, let staff know.

Can I bring a friend to volunteer with me?

YES! If you have told your friends about all the fun you have volunteering, it's only natural that they would want to get involved too. Make sure any friends or family that are keen to volunteer get in touch with one of the volunteer coordinators to commence the quick registration process. They could be joining you on camps and activities in just a week or two!

“In my time volunteering I have made quite a few friends, some of which turned their volunteering into their careers by progressing to paid positions at IOE. I too benefited in my career as being a volunteer at IOE helped me secure my first accounting job.”

Volunteer Contacts

The Interchange Outer East volunteer coordinators are very approachable and are here to support you in any way to make your volunteer experience at IOE a positive one. They are based at the IOE main office in Ferntree Gully and available Monday to Friday during business hours or can be emailed at any time.



For emergency after hours contact with IOE, for example if you become unwell overnight and are unable to attend an activity the following morning, contact the IOE after hours mobile. This mobile phone is staffed 24/7 and is also that number that staff will use for emergencies and if extra assistance is required during camps and day activities. The after hours mobile number is:



If you would like to chat with an experienced volunteer for advice or just to answer any of your questions about volunteering or IOE in general, please let the volunteer coordinators know and they will be happy to put you in touch with a suitable person.

IOE Sites and Contacts

Main Office

5-7 Yose St
Ferntree Gully VIC
Ph: 03 9758 5522
Fx: 03 9758 5899
Email: ioe@ioe.org.au

Yarraburn Office

1 Park Rd
Yarra Junction VIC
Ph: 03 2957 2433
Email: yarraburn@ioe.org.au

Adult Day Service Sites

Enterprises Work Training

5 Sylvia St
Ferntree Gully VIC
Ph: 9753 5369

Network Lilydale

Shops 1 & 2, 6 Clarke St
Lilydale VIC
Ph: 9738 7877
Alt: 9737 6777

Boronia Office

280 Dorset Rd
Boronia VIC
Ph: 9761 3127
Alt: 9737 8829



Communicate in new ways

What to Expect

More fun than you can imagine!

Camps are a great way to meet new people and make lifelong friends. From the places you visit, the midnight snacks you devour together and the crazy and hilarious stories that you stay with you forever - I can guarantee you will have a ball on camp!

The most amazing and supportive staff!

Whether it's your first or tenth time on camp, you will always encounter a challenge where you will seek out the help of the staff. They will not only help you, but explain to you how to overcome the situation next time so you can develop and build your confidence.

Hanging out with the coolest individuals!

Every child and adult you meet at IOE, and who you support on camp, are different in their own unique ways. I can promise that you will always learn something new about supporting them. Not only are they all heaps of fun to be around and will help make your camp memorable, you will also learn new ways to communicate, assist with personal care and how to best support that individual.

You get to go to awesome places!

I can't count all the different things I've done on camp! Swimming, carnivals, berry picking, going to the snow, shaving cream fights, zoos, mazes, attractions and beaches - the list is endless and there are no limits to what you could do. Be prepared to go places you might otherwise never go!

You are never alone!

There are so many people at camp that chances are you are surrounded by others. But if you need help or have a question, don't be afraid to ask another volunteer or staff members. They are always there to help you and make your camp experience the best. Don't be afraid to ask questions and you will have the best camp ever!

You can always be yourself!

The IOE community is so welcoming and accepting. I have met so many different kinds of people through IOE - many who I would have never had the opportunity to meet otherwise. Everyone at IOE is encouraged to be themselves, to accept and support each other and to always find the positive in every situation.

- By Angie Sipka, Recreation Volunteer

What to Pack for Camp (*day activities too)

Clothing (weather suitable)

- T-shirts
- Shorts
- Track pants
- Hoodie
- Waterproof jacket
- Underwear
- Socks
- Beach towel
- Swimming gear
- Hat*
- Pyjamas
- Shoes (runners & thongs)

Toiletries

- Shampoo/conditioner
- Toothbrush/paste
- Soap
- Face wash/wipes
- Towel
- Hairbrush/hair ties
- Medication* (in locked medication bag)
- Deodorant
- Sunscreen*

Bedding (check if required)

- Pillow
- Doona or sleeping bag

Other items

- Backpack for day trips*
- Drink bottle*
- Magazine/book
- Phone/charger*
- Snacks/treats*
- Fun activities (stickers, bubbles, etc.) optional
- Lunch for first day if required*

Camps

Camps generally run from 6pm on Friday to 5pm on Sunday, with the exception of School Holiday Program camps that also run for three or five days on weekdays. Volunteers are asked to arrive 30 minutes prior to the start of the camp, to meet with staff and other volunteers, read support information and discuss any plans, etc. for the camp. You will also have the opportunity to ask questions about your match and any other questions that you may have. Once the children start to arrive, you will be expected to find your match, introduce yourself to the child and parent/guardian dropping them off. Help them take their bag to the correct bus, and assist them to board the bus when the time comes.

On the way to camp, staff will usually have an activity/attraction planned such as the beach, playground, etc. depending on where the camp is heading to. If not, the group will head straight to camp, unload the bus and start having some fun. Unless specified, all of your meals, travel, accommodation and entry fees are covered for the duration of the camp (unless you wish to purchase something extra). Some camps are catered and some are self-catered, which means staff will purchase and prepare food.

When you arrive back at IOE, help your match find their parent/guardian or wait with them until they arrive to pick them up. Parents love to hear about their child's experience, so please take a few minutes to let them how their child enjoyed camp and any challenges that may have arisen. Staff will unpack/clean the buses and collect any lost property. Staff will also wait until all volunteers have been picked up or have departed to make their own way home. Please do not depart until all participants have been picked up and staff give you the 'thumbs up'.

Day Activities

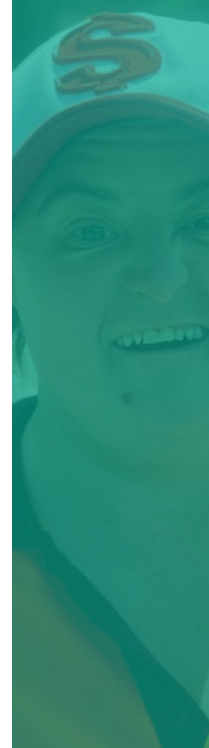
Day activities usually run from 10am to 6pm but times may vary depending on the activity. Volunteers are asked to arrive at IOE 15 minutes before the start of the activity to meet with staff and other volunteers and to find out information about their match. Please ensure you read the support information you are given and ask any questions before the participants arrive. When the families start arriving, find and introduce yourself to your match as well as his/her parent or guardian who is dropping them off. Remember, they may be nervous, so be friendly, ask questions and reassure them.

When everyone has arrived, it will be time to board the bus(es). Help your match board the bus and sit with them on the bus. The bus journey is a great place to start to get to know your match; ask them a bit about themselves and tell them a bit about you. If you are nervous or it's your first activity - let them know. Tell them what you're looking forward to and if/how they can help you too (everyone loves to feel like they can help!). For example, 'This is my first activity, maybe you could introduce me to the other kids? Or 'I hear you've been on lots of IOE activities before, you'll have to show me the ropes so we can have lots of fun together!' If your match is on their first activity too, that's great! You can learn the ropes together and bond over this shared experience.

Spend the activity with your match, helping them engage and enjoy themselves in their own way. When you arrive back at IOE, help your match find their parent/guardian picking them up and provide some feedback on the day.

Volunteering at Interchange Outer East is

FUN, FREE and LIFE CHANGING





Creating Opportunities and Choice

Web: www.ioe.org.au **Ph:** (03) 9758 5522 **Email:** ioe@ioe.org.au

Address: 5-7 Yose St, Ferntree Gully VIC 3156

Facebook: www.facebook.com/InterchangeOE