



# PARADISE KIDS AUSTRALIA ("PKA") VOLUNTEERS INFORMATION 2023

## PLEASE NOTE

The information contained in this document is correct at time of printing but is subject to change. If changes occur that will affect you, we will advise you via email.

## A WARM WELCOME

At Paradise Kids Australia it is our absolute priority to keep the young people in our care safe, healthy and at ease at all times, so all of our policies and information reflect this objective.

It is important that you read all the information provided and familiarise yourself with relevant policies. If you are not sure on any point, please contact: Deirdre Hanna on 0412 455 176 or [dhanna@ianmavor.foundation](mailto:dhanna@ianmavor.foundation)

## BENEFITS OF VOLUNTEERING

### What is the personal value in volunteering?

- It allows you to connect directly with the needs of families and young people in our Gold Coast community.
- You can be an integral part of something greater than yourself.
- It shows you the value of connection to self and those around you.
- It provides you with opportunities to put action to your values.
- Creates opportunities for new friendships and networks.
- Offers opportunities for personal growth and learning.
- Allows you to witness, in person, the impact that care and connection has in the lives of young people.
- Giving to others just feels good!
- We value your time, effort and contribution so will endeavour to provide you, our volunteers, with ongoing opportunities for industry relevant skills and training.

### What is the professional value in volunteering?

For students, of any age, who are currently studying in the field of Human Services, or Child/Youth/Family and Community, there are many benefits if you choose to undertake local community volunteering. Employers like to see experience in the real world on your resume. Volunteering also helps you to develop a range of personal and professional skills which may highlight you as a valued employee.

Not all formal training or certification covers grief theory in depth, or offers practical application. There are limited opportunities at community level to work within the grief space and PKA provides an invaluable opportunity to observe and support families with their grief experience. With a children's program (ages 7–11 years); a teens program (ages 12–18 years); and a parent's support group, student volunteers can see if they prefer to work with children or adults.

***"Being a buddy for the children's program, I have personally taken away so much of my own understanding. I didn't expect that. The content is so relevant to everyone, children and adults, and I have learnt so much about my own grief along the way".*** – 2022 Rainbow House Buddy

## LOCATIONS

Locations for our Programs vary depending on availability of the Venue/s. Currently our programs are held at the Crosslife Church building / Discovery Drive, Helensvale QLD, 4212. You will be provided with full details approximately one month prior to the program commencement should there be any changes in Venue.

## GENERAL VOLUNTEER REQUIREMENTS

1. All volunteers must provide PKA administration with their best contact phone number and email and regularly check for communication, to stay informed with updates.
2. All volunteers must provide evidence of a current Working with Children blue card prior to being onsite for any face-to-face programs with children or teenagers.
3. All volunteers are required to complete basic training and induction, either in a group or one to one, prior to taking on a buddy role.
4. All volunteers must read and familiarise themselves with relevant PKA policies.
5. Please inform your relevant Group Leader if you are a trained and current First Aider.

## POLICIES TO REVIEW

- Volunteers Handbook
- Volunteers Terms and Conditions
- Child Safety Policy
- Workplace Health and Safety

## GENERAL COVID-19 REQUIREMENTS

- Under no circumstances should anyone with symptoms consistent with COVID-19 (this includes any fever, respiratory symptoms, shortness of breath, sore/scratchy throat, cough, fatigue or lack of sense of smell) attend weekly programs.
- All frequently touched surfaces, and equipment will be regularly cleaned with alcohol wipes and/or disinfectants.

## KEY CONTACTS

The following are your key contacts for Paradise Kids Australia:

Deirdre Hanna	Founder, Mentor and Educator	Ph: 0412 455 176
Robyn More	Grief Explorers Group Leader	Ph: 0412 635 717

## WORKPLACE HEALTH & SAFETY

The health and safety of our volunteers is of high priority to us. We strive to prevent workplace accidents and injuries by:

- Following all applicable work health and safety legislation;
- Reporting, tracking and developing corrective and preventative actions;
- Conducting ourselves in a safe and responsible manner;
- Working to continuously reduce workplace hazards and environmental impacts.

Any issues regarding WHS and/or Risk Management must be reported on dedicated reporting forms available from your Group Leader (refer to Incident Reporting).

## INCIDENT REPORTS

Please make sure that an Incident Report is completed for ANY incident that may occur, whilst volunteering during program delivery. This should be handed to and discussed with the nominated supervisor (Deirdre Hanna) once completed.

## DRESS CODE

It is expected that all volunteers will wear clothing that is in good repair, respectful to the role, appropriate, safe and allow for dignity with any required movement.

## VOLUNTEER FEEDBACK/SURVEYS

Bi-annually, we will ask active volunteers (those who have participated in program delivery) to complete our in-house Volunteer Satisfaction Survey (can be submitted anonymously), so we can focus on continuous improvement.

**We appreciate your time, dedication and support of our programs very much and know that you will have an excellent experience as part of our extended team and Paradise Kids family.**