**Volunteer Information and Induction Manual**



**Welcome to OzHarvest**

Welcome to the OzHarvest family!

Volunteers are the heartbeat of our organisation. Since we began in 2004, OzHarvest has been blessed by the support of so many dedicated volunteers, now fondly known as the ‘yellow army’, who have shared their time, energy, ideas, skills, hearts and so much more with us.

Thanks to volunteers like you, OzHarvest continues to be a more efficient and effective organisation, which is constantly inspired and motivated by our people. The very existence of many of our programs and services depend on the vital contribution of our volunteers, we simply would not be able to operate without the tireless effort and countless hours that you all donate.

We are touched that you have chosen to volunteer with OzHarvest, and your personal contribution is invaluable to our cause. Any time dedicated to OzHarvest has a direct impact on someone in need and to environmental preservation – and for that we thank you! We also hope that your life will be further enriched by the experiences, connections and knowledge you gain from volunteering with us!

With the warmest of thanks,



Ronni Kahn

Founder and CEO of OzHarvest

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Disclaimer: This document, current as at June 2016 is prepared for the use of OzHarvest Volunteers and Staff only and is not to be copied or redistributed without prior written consent.

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**1. About OzHarvest**

**1.1 OUR PURPOSE**

Our core purpose is to Nourish Our Country.

We aim to achieve this via our four key pillars of

* Food Rescue
* Education
* Engagement
* Innovation

**1.2 OUR GOALS**

* Eliminate hunger and food waste through the redistribution of excess food.
* Equip others with the tools to lead a healthy and sustainable life
* Educate people about the importance of reducing food waste
* Embrace community support by offering a range of opportunities to engage with OzHarvest.
* Provide a framework for food rescue that can be replicated.
* Protect and improve the environment through all our actions.

**1.3 OUR ACTIVITIES**

OzHarvest rescues quality excess food, which would otherwise be discarded. This excess food is distributed, at no cost, to charities providing much needed assistance to men, women and children.

We are the leading food rescue organisation in Australia collecting food from all types of licensed food providers including: fruit and vegetable markets, supermarkets, wholesalers, corporate events, catering companies, distributors, warehouses, shops, delis, film and TV shoots and restaurants.

The food we collect is immediately redistributed - we do no repackage it and we have no surplus.

Since we began operations in late 2004 we have delivered millions of meals to people in need and diverted thousands of tonnes of good food from landfill.

OzHarvest operates nationally in Adelaide, Brisbane, Newcastle, Melbourne, Gold Coast, Canberra and Sydney, collecting over 87 tonnes of food a week and redistributing to over 900 charities.

**1.4 OUR IMPACT**

The impact of OzHarvest’s work benefits communities by:

* Supplementing the nutritional wellbeing and health of at risk communities, organisations are able to reduce their food budget and redirect their funding to education and rehabilitation.
* Ensuring good food is saved from landfill helps the environment by preventing tonnes of carbon emissions from polluting the atmosphere.
* Raising awareness and educating people about food wastage and providing tools to help reduce food waste at home

**1.5 WHY WE DO IT**

OzHarvest works hard to meet a very real and growing need in our community. The statistics are startling. According to FoodBank’s Hunger Report in 2016, 644,000 people in Australia rely on food relief each month, one third of which are children. Astonishingly, Australians throw away up to $10 billion worth of food each year, equating to 4 million tonnes of food going to landfill!

 *Homelessness and Food Insecurity in Australia*

* 3 million Australians are living in poverty, with one quarter of them being children
* 1 in 6 Australians experienced food insecurity
* The number of people seeking food relief is on the rise, with many agencies saying they could take double the food to meet demand
* 1 in 5 children go to school, or go to bed, hungry.

Sources – FoodBank Hunger Report 2016, Australian Child Wellbeing Project 2015

*Food Waste & Environmental Impact*

* Australians throw out $8-10 billion of food every year. As a nation we waste four million tonnes of food per year, which ends up in landfill.
* Australians throw out one out of every five shopping bags, which equates to every Australian household throwing out $1,036 worth of groceries each year.
* Australia produces enough food to feed approx. 60 million people, yet two million people still rely on food relief every year.[[3]](http://www.ozharvest.org/what-we-do/environment-facts/%22%20%5Cl%20%22_ftn3)

 Sources – Foodwise, [www.abc.net.au/news/2013-10-08/food-waste-value-australia/4993930](http://www.abc.net.au/news/2013-10-08/food-waste-value-australia/4993930), [Food Waste Avoidance Benchmark Study 2009](http://www.lovefoodhatewaste.nsw.gov.au/resources/research-reports.aspx#1144), DAFF, National Food Plan 2012

**2. Volunteering with OzHarvest**

**2.1 VOLUNTEER OPPORTUNITIES**

OzHarvest offers a range of short and long-term individual and corporate volunteer opportunities including:

* *Fundraising and awareness raising*
	+ at *markets and expo stalls* (mostly weekends)
	+ at *special large scale events* eg CEO Cookoff (<http://www.ceocookoff.com.au/>)
	+ via *independent personal challenges* with dedicated web support (via everydayhero.com.au; karmacurrency.com.au; City2Surf; GoFundraise.com)
* *Supporting Office and administrative staff* including answering phones, marketing, mailings, accounts, data entry etc
* *Washing OzHarvest Food Containers -* using an industrial dishwasher on site at OzHarvest HQ
* *Special Events –* Several events arise throughout the year where we need extra sets of hands on board, like our CEO CookOff or Think, Eat, Save events
* *Assisting with various ad-hoc activities* includes packing hampers, one-off food collections from special events (e.g. Easter Show & City2Surf) or putting together goody bags for events.
* *Cooking for a Cause Host* represent OzHarvest at Cooking for a Cause corporate engagement events, assisting the professional chef(s) to ensure smooth running of these events.
* *Nutrition Education Sustenance Training (NEST)* volunteersassist our trained nutritionists to conduct NEST sessions in OzHarvest agency partners. NEST provides nutrition education and training for individuals who are involved in preparing meals for Australians in need or clients themselves.

For more information about regular volunteering roles, see section *5. Job Descriptions* at the back of this manual.

**2.2 BENEFITS OF VOLUNTEERING WITH OZHARVEST**

By volunteering with OzHarvest you will learn new skills, meet new people, and gain valuable insights into food waste and food insecurity. Whilst experiencing the generosity and humanity of the unique OzHarvest community. Other benefits include:

* Help make a positive impact on the lives of those in need
* Learn more about the charitable organisations that work with vulnerable Australians
* Understand the circumstances that cause people to rely on food assistance
* Gain transferable skills, training and development
* Build great connections and friendships with OzHarvest staff, corporate volunteers, food donors and recipient charities
* Experience unique events run by OzHarvest, our partners and ambassadors
* Receive regular email correspondence on OzHarvest activities and opportunities to volunteer
* Share your experiences, skills and motivations to inspire others into action!

**2.3 DEFINING VOLUNTEERING**

OzHarvest endorses *Volunteering Australia’s* rights and definition of volunteering.

Volunteering is an activity that:

* benefits the community and the volunteer;
* is of the volunteers own free will and without coercion;
* is for no financial payment; and
* is within designated volunteer positions only

**2.4 SUMMARISING YOUR RIGHTS AS A VOLUNTEER**

Unlike paid staff, industrial awards and/or work-place agreements do not cover volunteers. Volunteers however do have rights, some of which are enshrined in legislation. As a volunteer, you have the right to:

* work in a safe & healthy environment in accordance with the *Work Health & Safety Act 2011 (NSW) (***WHS Act***)*
* work in an environment where everyone understands their responsibilities and obligations within the Equal Employment Opportunity and Anti-Discrimination Legislation
* Be treated fairly and shown respect
* Be provided with:
	+ adequate training
	+ safe systems of work;
	+ adequate supervision and support
	+ a volunteer induction/orientation
	+ a Position Description for your role and agreed working hours
	+ access to a grievance and complaints procedure
* Have your information stored and confidentiality maintained in accordance with the Privacy Act 1988

**3. Selection & Appointment Procedures**

**3.1 SELECTION CRITERIA**

Volunteers can be recruited into a specific role to meet OzHarvest needs and work priorities, or taken on board as an “active volunteer”, involved in ad-hoc activities and events as they arise. A job description will be provided for all volunteers in ongoing volunteer roles.

Because of the nature of our activities and the unique relationships we maintain, all volunteers must meet the following selection criteria prior to being officially appointed:

* Over the age of 18
* Attend a compulsory, scheduled Information Session
* Complete an application form that provides relevant personal and emergency contact details, skills, experience and areas of interest
* Consent to police, background and reference checks
* Attend an interview on request
* Read and agree to the contents of this manual, including the Volunteer Code of Conduct
* Agree to undertake required training or provide recognition of prior learning
* Pay a volunteer registration fee of $20 to OzHarvest, which helps to cover some of the cost of your volunteer shirt and insurance.
* Provide a Criminal History Background check, at their own cost

**3.2 CODE OF CONDUCT**

All OzHarvest volunteers are expected to have read and understood the OzHarvest Volunteer Code of Conduct as part of the application process. Any clarification to the code should be sought prior to commencement. A breach of the code may result in verbal or written warnings or, in extreme cases, dismissal. For more information, see *5. Volunteer Code of Conduct* at the back of this manual.

**3.3 POLICE & CRIMINAL BACKGROUND CHECK**

 In addition to routine reference checks, all OzHarvest volunteers will be required to obtain a Police and Criminal History Check, at their own cost. OzHarvest recommends the use of *InterCheck Australia* and will provide information on how volunteers can access this service. Once complete, volunteers will receive a copy of the report, which may be helpful for future use. Any adverse outcomes revealed in this check will be discussed with volunteers as they arise and may impact on a volunteer’s suitability for volunteering. OzHarvest understands the confidentiality of this information and it will only be utilised to assess suitability for volunteering.

**3.4 APPOINTMENT & INDUCTION**

Upon appointment, all volunteers will receive:

* Written confirmation of their appointment
* A comprehensive Induction Handbook (this booklet)
* Instructions on how to complete required training or provide recognition of prior learning
* OzHarvest branded T-Shirt(s) (in time for or at the first assigned activity)
* Orientation on
	+ the nature and purpose of OzHarvest
	+ the purpose, requirements and expectations of the role to be undertaken including relevant Work, Health & Safety policies and procedures to minimize risk, harm and injury

**4. General Volunteer Policies & Procedures**

**4.1 SUPERVISION AND MANAGEMENT**

Unless otherwise specified, all volunteers report in the first instance to the OzHarvest Volunteer Manager and then to an assigned Supervisor for their particular role. Upon appointment, the Volunteer Manager/supervisor for your role will ensure that volunteers understand:

* what their role entails;
* how they are expected to perform their duties;
* what results are expected; and
* are kept informed of activities, events and opportunities for involvement.

Supervisors are responsible for the day-to-day management of specific volunteer tasks and roles. Volunteers must therefore take direction from Supervisors.

**4.2 WORK, HEALTH & SAFETY (WHS)**

OzHarvest is committed to providing a safe and healthy work environment for all staff and volunteers.

As required by the WHS Act, OzHarvest has appointed a qualified Work Health and Safety Officer. It has also taken all reasonable steps practicable to ensure the health and safety of all staff and volunteers – both within OzHarvest offices and in environments within the scope of its business.

OzHarvest has an obligation to ensure its staff and volunteers are aware of any risks (if any) associated with their roles and to eliminate all risks as far as reasonably practicable. In this regard, volunteers have a duty of care to themselves and others to comply with OzHarvest Work, Health & Safety (**WHS**) policies and to report all hazards, near misses, incidents and accidents as soon as reasonably practical. By reporting hazards, near misses, incidents and accidents, volunteers are contributing to the continuous improvement of the OzHarvest WH&S policy and procedures to help mitigate risks associated with all required tasks.

**Severe penalties and fines may apply to OzHarvest for any non-compliance and breaches of the legislation.**

**4.3 INCIDENT REPORTING**

All accidents, incidents, hazards and near misses must be reported to the Volunteer Manger or the assigned supervisor **immediately or as soon as is practical**. An Incident or Hazard Report must be completed and submitted to the Volunteer Manager as soon as is practicable after an incident occurs or at the time a hazard is identified. Furthermore, making the OzHarvest team aware of hazards will assist to continuous improve of the relevant policies and procedures, work instructions, which will help prevent more serious incidents from happening in the future.

Under applicable legislation, OzHarvest is also required to advise the WHS Regulator of any notifiable incidents that occur within the workplace as soon as reasonably practicable. If a notifiable incident occurs it is the responsibility of the OzHarvest Work Health and Safety Officer to ensure, so far as is reasonably practicable, that the site where the incident took place is not disturbed until an inspector arrives or otherwise directs.

For reference, the WHS Act provides the following definitions: A *notifiable incident* is a serious incident in a workplace that involves:

* the death of a person
* the serious injury or illness of a person, or
* a dangerous incident.

*A serious injury or illness* is one that requires a person to have:

* medical treatment within 48 hours of exposure to a substance
* immediate treatment as an in-patient in a hospital, or
* immediate treatment for a serious injury or illness such as a serious head injury, a serious burn or a spinal injury and a number of other injuries listed in the WHS Act.

Importantly, it does not matter whether a person actually received the treatment referred to in this definition, just that the injury or illness could reasonably be considered to need the treatment.

A *dangerous incident* is an incident in a workplace that exposes a worker or any other person to a serious risk to their health or safety emanating from an immediate or imminent exposure to a number of risks. These risks include, but are not limited to, an uncontrolled escape, spillage or leakage of a substance, the uncontrolled escape of gas or steam or a pressurized substance, an electric shock, a fall from a height or the collapse of a structure.

For more information about the WHS Act, visit the WorkCover NSW website at [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

\*Relevant forms can be found in work instructions/job packs provided by the OzHarvest office

**4.4 TRAINING**

Volunteers will receive specific on-the-job training to help them competently fulfil their role. The timing and format of training will be determined according to the complexity and demands of the position and the needs of the volunteer.

Given the nature of our business and the potential risks involved, all volunteers are also required to complete Manual Handling training and receive Safe Food Handling information within the first 30 days of joining (unless otherwise negotiated or beyond the control of volunteers). These courses are provided free of charge by OzHarvest, through either face-to-face or online training modules or via provided reading materials. Any new volunteer must remain under the direct supervision of a staff member or other volunteer who has completed the required training, until they too have completed these courses.

**4.5 CONFIDENTIALITY**

All personal, business or financial information that volunteers may be privy to whilst volunteering is to be kept strictly confidential. This means that all information that relates to OzHarvest, its food donors, recipient agency partners and agency clients may not be disclosed or made publicly available without prior written consent from OzHarvest. The names and addresses of any agencies must not be publicly discussed due to the sensitive nature of the service they provide. Furthermore, all information gathered from the application, interview, appointment and supervision processes is private and confidential.

**4.6 ALCOHOL, DRUGS AND SMOKING**

The blood alcohol limit for all staff (whether full time, part time or casual) and volunteers while driving as part of their duties for OzHarvest is ZERO.

Any employee or volunteer who is in breach of this policy will not be permitted to commence or continue their duties. The ZERO alcohol limit is intended to ensure the safety of all OzHarvest employees and volunteers and those donors and agencies associated with OzHarvest. The ZERO alcohol limit means that employees or volunteers who drive as part of their duties cannot consume any alcohol before driving or, if he or she has been drinking alcohol, all alcohol has been eliminated from his or her system. Responsibility for complying with this policy rests with each driver.

OzHarvest also prohibits smoking inside any of its buildings, facilities or vehicles. This policy also applies to partner food donors and agencies.

**4.7 WORK AGREEMENT, TIME COMMITMENT & RELIABILITY**

Upon commencement, OzHarvest will negotiate a suitable ‘work arrangement’ with new volunteers to ensure their involvement is mutually enjoyable, beneficial and productive. Job descriptions for each role are provided in the back of this manual in Section 5.

Like all businesses, OzHarvest relies on the ongoing, reliable commitment of its staff and volunteers.

This commitment has enabled us to build our solid reputation and maintain our invaluable food rescue service on which both food donors and recipient agencies rely daily. OzHarvest therefore requests that all volunteers make a realistic commitment relative to the time they have available to volunteer and critically, adhere to this commitment as closely as possible. In cases where commitments cannot be fulfilled, volunteers are requested to provide adequate prior notification (at least 1 working day) to enable OzHarvest time to arrange suitable alternatives.

OzHarvest reserves the right to decline offers of voluntary involvement if they deem there is no suitable roles or a mutually beneficial agreement based on the above cannot be reached.

**4.8 UNIFORMS AND IDENTIFICATION**

OzHarvest’s image and reputation is enhanced (or otherwise) by the standard of dress and grooming adopted by volunteers and staff. All volunteers are therefore required to proudly wear

* A clean OzHarvest T-shirt\*, provided on commencement
* Flat, closed in shoes\*
* Protective gloves when handling food.

Furthermore, long hair must be tied back with a band when handling food.

\*with the exception of those working in the OzHarvest office on administrative tasks.

**4.9 INSURANCE**

Under the OzHarvest Personal Accident Insurance Policy, anyone who undertakes voluntary activities for and on behalf of OzHarvest is classified as an ‘insured person’.

For more information about personal vehicle insurance please see *4.13 Use of Personal Vehicles*.

**4.10 REPRESENTING OZHARVEST, PUBLIC COMMENT & SOCIAL MEDIA**

OzHarvest takes pride in its brand and the services it provides. OzHarvest also relies on the invaluable support of its volunteers to help us further positively enhance our brand. While volunteers have the right to make public comment on their activities and about political and social issues that interest them, there are some circumstances in which this is inappropriate (including on social media platforms e.g. Facebook, Twitter). OzHarvest therefore requests volunteers always:

* Represent our organisation positively and with dignity.
* Preface any remarks made publicly with a comment that they are made in a private capacity and do not represent the official view of OzHarvest
* Refer all media enquiries to professional staff, unless directly authorised to discuss certain issues with them on our behalf.

For further information and OzHarvest’s expectations of staff and volunteers relating to Social Media use, please refer to *7. Social Media Policy* at the back of this manual.

**4.11 REIMBURSEMENT OF EXPENSES**

OzHarvest recognises that in rare cases, volunteers may incur costs while undertaking activities on its behalf. No volunteer is expected to be out-of-pocket and as such, OzHarvest will advise all volunteers of the type of expenses that will be reimbursed, and the procedure for claiming them during orientation. In essence, claimable expenses (e.g. parking) need to be approved in advance and volunteers will be expected to keep receipts for expenses claimed and /or a record of kilometres. Often petty cash will be provided in advance to ensure volunteers are not out of pocket.

**4.12 USE OF PERSONAL VEHICLES**

Volunteers may at times be required to use their own vehicle to undertake their volunteer activities. Under these circumstances, it is the responsibility of volunteers to ensure their vehicle is well-maintained, registered, has comprehensive car insurance, 3rd Party cover and is insured for that purpose. As mentioned above, adequate reimbursement for mileage will be provided with prior approval, with rates adjusted annually as per *Australian Taxation Office* guidelines.

OzHarvest will *not* accept responsibility for any damage or liability arising from an accident involving the volunteer’s vehicle. Further, OzHarvest will not cover the cost for any speeding, parking or other infringements that may be received whilst representing it.

**4.13 USE OF OZHARVEST VEHICLES**

OzHarvest vehicles may only be used for business purposes by drivers (staff or volunteer) who are over 25 years of age, able to drive a manual and have a clean driving record. Prior to driving any OzHarvest vehicle, volunteers must complete and submit a “Driver Application Form” and provide a certified true copy of an *RTA Record of Driving History* (available at the RTA for a nominal cost, at the volunteer’s expense).

All drivers (staff or volunteers) are also required to obey the Australian Road Rules at all times during the course of your work. Drivers will be liable to pay any traffic infringement penalties or fines incurred by you during the course of your work including, but not limited to, parking fines, seatbelt offences, speeding etc. Drivers are also liable for the loss of any demerit points as a result of their speeding offences.

On very rare occasions and only with prior consent, volunteers may be permitted to use an OzHarvest van for personal use e.g. travelling between the office and the home

**4.14 ANTI-DISCRIMINATION, HARASSMENT AND BULLYING**

All OzHarvest staff and volunteers have the right to be treated fairly, with respect and enjoy a workplace free of intimidation, discrimination, bullying, sexual harassment and victimisation. This type of behaviour is unacceptable and will not be tolerated under any circumstances. Furthermore, any breach may constitute unlawful conduct, in breach of applicable legislation.

Discrimination is the treatment of a person less favourably on the basis of their protected characteristic, be it race, age, sex, marital status, pregnancy, parental status, sexual orientation, disability, carer's status, religion, political belief or activity, trade union activity, or a personal association with a person identified by reference to any of these characteristics.

Harassment is any form of behaviour that is unwanted; that offends, humiliates or intimidates; or that creates a hostile environment. Harassment can encompass a variety of behaviours, including verbal abuse and various forms of sexual harassment.

Bullying is repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Such behaviour may be obvious or hidden or may escalate over time. Bullying behaviour is behaviour that a reasonable person would find offensive, humiliating, intimidating, degrading or threatening: this can cover a broad range of overt and subtle behaviours. The person bullying need not have intended to do so. Please raise any suspected discrimination, harassment or bullying issues on a confidential basis with the Volunteer Coordinator, or General Manager of OzHarvest. Disciplinary action will be taken against anyone who is found in breach of this policy in their treatment or dealings with another OzHarvest staff member, volunteer or representative and/or client of our food donor or agency partners. Any other persons who cause, permit, instruct, aid or induce unlawful conduct may also be personally liable as accessories.

Disciplinary action may involve counselling, a warning or dismissal depending on the nature and impact of the incident/s.

**4.15 COMPLAINTS AND GRIEVANCES**

Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. All grievances will be handled in a confidential and sensitive manner and where possible, resolved quickly. Where feasible, OzHarvest encourages volunteers to discuss their dispute(s) with the concerned party as a first point of call, however also acknowledges that this is not always possible. In this case, please raise and discuss the matter with the Volunteer Manager or your immediate supervisor. If the issue is not satisfactorily resolved with the Volunteer Manager, the volunteer is then encouraged to resolve the issue in collaboration with the General Manager.

Please be aware that raising complaints outside of this official procedure and without first referring it to OzHarvest management, may be in breach of the Confidentiality Agreement and may result in disciplinary action or dismissal.

**4.16 FEEDBACK & PERFORMANCE MANAGEMENT**

OzHarvest is committed to continuously improving its volunteering program and encourages both formal and informal feedback regarding its management practices. Feedback can be provided to either the Volunteer or General Managers, either verbally or in writing.

The performance of OzHarvest volunteers is regularly reviewed on an informal basis. Regular supervision allows ongoing review of each volunteer's performance, role satisfaction and provides an opportunity for volunteers to provide feedback to the Volunteer Manager on an as needs basis.

In the event a volunteer’s work deviates from role requirements, contravenes the rights and responsibilities of volunteers or places a client/ employee or any other person at risk: -

* The Volunteer Manager (or other supervisor) will discuss the issue with the volunteer and together, mutually agree an appropriate strategy for future conduct;
* A written record will be kept and provided to the volunteer of issues discussed and the agreed strategies for improved performance.
* Deliberate or negligent acts that grossly endanger the safety of others, abuse of a member of the public, misconduct in public, public behaviour or making statements, which are likely to discredit OzHarvest, or other similar incidents may result in cessation of the volunteer arrangement immediately.
* Deliberate or negligent acts that endanger the safety of others, misconduct in public, public behaviour or making statements, which are likely to discredit OzHarvest, or other similar incidents may result in cessation of the volunteer arrangement immediately.
* Discriminating, harassing or bullying behaviour towards staff, volunteers or a member of the public may result in cessation of the volunteer arrangement immediately.
* In the event that a volunteer believes that their placement has been terminated unfairly, the volunteer can raise their grievance with the General Manager of OzHarvest.

**4.17 CESSATION OF VOLUNTEERING ARRANGEMENTS**

Volunteers may resign from their volunteer position at any time. OzHarvest requests that as much advance notice as possible is given to allow alternative arrangements to be made and for a reference to be provided in a timely manner. OzHarvest would also greatly appreciate receiving feedback as to why such a decision may have been made. This will assist with continuous improvement of the Volunteering Program.

Furthermore, OzHarvest regularly reviews its active volunteer database. If for whatever reason OzHarvest has had no contact with or from a volunteer for in excess of 6 months, they may be highlighted as inactive. Under these circumstances, the volunteer may cease to receive correspondence from OzHarvest.

**5. Volunteer Code of Conduct**

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During the application and volunteering process, all OzHarvest Volunteers agree to observe a Code of Conduct when representing OzHarvest as a volunteer. This Code of Conduct requires Volunteers to understand, accept and behave according to the following standards:

* Keep all information and knowledge acquired during the application, interview, appointment process and ongoing placement private and confidential;
* Understand there is no payment for work as an OzHarvest volunteer;
* Agree that in the event of a personal insurance claim against OzHarvest, volunteers will not take any action, which is greater than the extent to which OzHarvest is insured;
* Ensure that personal vehicles are adequately insured for use as an OzHarvest volunteer;
* Authorise OzHarvest to use names and/or any photographs of volunteers taken in newsletters, press releases and other publications produced to illustrate and promote OzHarvest’s work;
* Understand that OzHarvest will require police, background and character checks and clearances completed before commencing the initial screening process
* Agree to be reliable and punctual for all agreed activities;
* Agree to provide 24 hours’ notice when going away or are otherwise unable to attend a scheduled shift;
* Abide by the guidelines provided in the relevant Job Description;
* Agree never to be under the influence of any alcohol or drugs whilst on a volunteer shift with OzHarvest and refrain from smoking inside any of OzHarvest’s buildings, facilities or vehicles; and partner food donors and agency premises;
* Agree to represent OzHarvest in a positive, honest, fair and respectful manner when dealing with staff, other volunteers, supporters, food donors, recipient charities, agency clients and the general public (this includes when using social networking sites e.g. Facebook and Twitter);
* Agree not to speak to the media on behalf of OzHarvest, unless authorised to do so;
* Agree to contact and consult an OzHarvest staff member with any emergencies or queries, concerns and/or grievances;
* Agree to take reasonable care of their own health and safety, as well as the health and safety of those around them, whilst volunteering for OzHarvest; including immediately reporting workplace incidents or risks to health and safety as soon as they occur;
* Agree to receive regular volunteer news updates to keep informed of upcoming events;
* Agree to undertake the requested training Courses (provided free of charge by OzHarvest) to become involved in any OzHarvest volunteer opportunities;
* Respect OzHarvest’s ownership of funds, equipment, supplies, records and property;
* Maintain appropriate and presentable dress and footwear at all times, including wearing an OzHarvest t-shirt to all activities (excepting social events and office work);
* Promptly disclose any new matters, including criminal convictions, that might preclude suitability or capacity to drive or work;
* Behave in a manner consistent with OzHarvest’s anti-discrimination, harassment and bullying policies. This includes no unlawful conduct, sexual or other harassment, bullying, discrimination or use of discourteous comments or images;
* Agree to uphold all of the above policies and procedures and immediately report any risks, hazards, incidents, accidents or near misses.
* Agree to follow any reasonable instruction given by an OzHarvest staff member or supervisor

**Breaches of this Code of Conduct will be dealt with promptly and fairly.**

**6. Safe Food Handling Policy**

OzHarvest is committed to adhering to the *Australian Food Standards Code* and delivering safe, quality food to our agency partners and their clients. These guidelines have been developed to provide volunteers, staff, food donors and our agency partners and their clients best practice guidelines in food handling and collection.

***Volunteers must:***

* Observe the following guidelines that have been adapted from *Follow Workplace Hygiene Procedures* (SITXOH002A) which is part of the Tourism, Events and Hospitality Training Package.
* Be in good health when collecting or distributing food on OzHarvest’s behalf. Under no circumstances should staff or volunteers collect food when they are unwell or suffering from diarrhoea, vomiting, and stomach ache with fever, gastro, jaundice, Hepatitis A or any other significant illness.
* Wear closed shoes and protective gloves at all times when handling food.
* Tie long hair with a band.
* Refrain at all times from eating the food being handled.

OzHarvest prohibits smoking inside any of its buildings, facilities or vehicles. This policy also applies to partner food donors and agencies.

***Food donors, collections and delivery***

* OzHarvest only accepts food donations from licensed businesses and food providers. These include (but are not limited to) cafes, delicatessens, bakeries, shops, corporate catering facilities, convention and events centres and farmers’ markets.
* OzHarvest is unable to receive donated food from individuals, private homes or unlicensed groups.
* When collecting food from events, OzHarvest may seek assurances/evidence from the overseeing ‘contractor’ that all food being donated was originally supplied to it by a licensed operator.
* OzHarvest distributes donated food to registered recipient agencies on the same day it is collected from food donors. OzHarvest does not store or warehouse any perishable food (except in very rare cases where it is the most feasible option)
* OzHarvest collects and distributes food that is within its “use by” date. As a minimum, all donated food must have at least 24 hours shelf life before the “use-by-date”. OzHarvest drivers and volunteers also have a responsibility to inform recipient agencies of food that is near to its “use-by-date”.
* On occasion, OzHarvest accepts food and beverages that are just past their “best-before” dates *if* they are low-risk packaged items, tested prior to donation and in good condition. Examples include canned drinks, bottled drinks or chips. OzHarvest does not accept items that are more than three months past the “best-before” date.
* OzHarvest cannot accept shellfish (fresh or cooked) or cooked rice. Smoked salmon, cooked eggs, fresh fruit salad and other salads can only be accepted if the packaging is unopened and/or they have been prepared on the same days as collection. OzHarvest drivers and volunteers also have a responsibility to inform recipient agencies that they must eat these items on the same day they are delivered.
* OzHarvest cannot receive or distribute any food items containing alcohol in any form due to the client profile within their recipient agencies. Some examples include: Coq au Vin; Beef Burgundy, Brandy sauce, alcoholic marinades etc
* OzHarvest recommends that all hot foods are chilled from 60°C to 21°C within the first two hours of cooking and to 5°C within the following four hours before collection.
* To prevent contamination and spoiling, perishable food must be refrigerated below 5°C whilst waiting for collection. It must never be left at room temperature or outside food donor premises
* All donated food items must be in good condition and fit for human consumption – food donors are requested to ask the ‘reasonable person test’ i.e. would they consume or serve such items to their patrons and guests?
* Food donors must appropriately package donated food in containers, bags or trays, ready for safe transportation. OzHarvest can supply food containers if required or unused take-away style or insulated containers are ideal.
* All containers must be clearly marked with OzHarvest issued labels with date of collection and a description of the contents.
* All food containers used by OzHarvest for food collection and distribution are washed in commercial dishwashers at a minimum water temperature of 82°C. This ensures optimal cleanliness and hygiene.
* OzHarvest drivers will check that any containers used for food donation are clean prior to food being placed inside.
* Depending on its nature, it may be helpful for donors to provide a short description/ information sheet about any food being donated e.g. ingredients, allergens (i.e. nuts, dairy, soy, seafood, egg etc) or heating or reuse instructions
* OzHarvest and its drivers reserve the right to:
	+ Appropriately dispose of donated food that is not fresh, contaminated or suspected as unsafe for consumption.
	+ Suspend food collection if a driver suspects an ongoing supply of questionable, unsafe food.

***Recipient Agencies***

* OzHarvest can only distribute food to registered businesses. It cannot distribute food to the general public or private homes.
* Prior to agreeing to deliver donated food to a new recipient agency, OzHarvest staff must inspect kitchen, storage and refrigeration facilities to ensure the ongoing safety of OzHarvest staff and volunteers AND sufficient food safety procedures are in place to receive and store any donated food. No agency may receive donated food until this inspection has taken place.
* OzHarvest reserves the right to abort or cease planned food deliveries if there are any concerns about an agency’s capacity to receive and handle food safely.
* OzHarvest must ensure delivered food is given to an appropriate representative of the recipient agency. OzHarvest will never leave food outside of an agency’s premises.

***OzHarvest Vans***

* OzHarvest maintains a fleet of 33 bright yellow refrigerated vans across 8 locations.
* Each van is regularly maintained and serviced and is cleared and cleaned daily.
* When transporting perishable food refrigeration in OzHarvest vans is maintained at 5°C or lower at all times.

**7. Social Media Policy**

# ***Social Media Definition***

It refers to any internet website (based in Australia or overseas) that provides public or private online social services (such as online news, chatting, photo/video/file share, interest groups, mobile/internet texting, phone/video conferencing, blogs) using either an anonymous or dedicated user profile for the purpose of sharing any type of information including online social services that are only accessible via mobile devices or any special type of electronic devices.

**Some examples of social media**: Facebook, Instagram, Snapchat, Vine, Reddit, LinkedIn, online forums, online news sites such as Nine MSN, Yahoo! 7 News, SMH, Daily Telegraph, ABC, SBS, online sharing platforms such as MySpace, Google+, Twitter, Flickr, YouTube, MegaUpload, 4Share, Break, online messenger services such as Skype, Windows Live Messenger, Yahoo! Messenger, ICQ, Microsoft Lynch, online publishing sites such as WordPress, Wikipedia and any online gaming or gambling web site.

## Electronic Contents

Including text messages and articles (such as news articles or blogs), multimedia (such as electronic images and video clips), hyperlinks, emotions expressed in discussion threads (such as like, dislike, rating, etc.), and any type of electronic documents (such as PDF, HTML, Microsoft Word, Microsoft Excel, etc.)

## Expressing Emotions

That can be any gesture that reveals your feelings or impression about a particular electronic content such as “Like”, “Dislike”, rating, and thumb up or down.

## OzHarvest

It refers to any business entity fully or partially owned by OzHarvest including but not limited to trademarks, brand names, based in Australia or overseas.

# **You Should**

* Conduct all internet activities in a professional manner showing maturity and respect to others
* Present positive views of OzHarvest and its business achievements and employees when contributing to any discussion (by commenting, sharing electronic contents or expressing your emotions)

# **You’re allowed to**

* Associate OzHarvest with your profile on any social media as your employer, with your correct current job title (including OzHarvest’s logos and trademarks)
* Share the electronic contents that are explicitly authorised by OzHarvest management
* Share OzHarvest’s promotions and special offers that are explicitly authorised by OzHarvest management

# **You’re not allowed to**

* Associate OzHarvest with your profile on any social media with a job title different from your [actual] current job title
* Use a [fake name] or a real name of an existing or former OzHarvest employee while creating a user profile in any social media
* Share information about the nature of your current or past role at OzHarvest that could reveal details of any internal OzHarvest business
* Share (or make a reference to) any details about past, current or potential business deals or contracts between OzHarvest and any 3rd party including vendors, services providers, partners and clients.
* Share any (or part of) OzHarvest owned electronic contents (compiled by any OzHarvest employee) without an explicit permission from OzHarvest management including but not limited to development plans, and financial or operational reports.
* Share any (or part of) electronic contents about any OzHarvest employee (inside or outside OzHarvest premises) without a written consent.
* Share (or engage by commenting or expressing your emotion in discussions about) any publicly or privately published electronic contents that hold implicit or explicit negative views of OzHarvest or any of its current or former employees.
* Share information about internal vacancies or promotions without a written consent from OzHarvest management.
* Engaging in any type of discussions (by commenting, sharing electronic contents or expressing your emotion) that presents an attack on (or negative views of) any partner or competitor of OzHarvest
* Use OzHarvest name (or any of its trademarks, business names, etc.) to create a web profile (e.g. website, webpage, blogs, group, page or company profile within a social media, or tagging) to make a representation of OzHarvest without a written consent from OzHarvest management

**As at March 2017**