



Victoria Park Community Centre Inc ('the Centre')

Visitor & Volunteer Handbook

Policies, Procedures & Rules

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1. BACKGROUND

The Centre operates both as a physical premise and out in the community. The majority of this guide refers to the Centre's physical premises, also referred to as the 'facility'. Where these policies apply to the Centre's events run in the community, away from the Centre's physical facility, and housed in other venues ("Host Venues") or spaces, then this will be noted under that policy along with any variations in those circumstances. These outside activities are referred to as 'Centre-run events'.

2. SMOKING POLICY

The Centre is a non-smoking facility. Smoking is prohibited throughout the entire Centre with no exceptions. The Centre includes the internal meeting rooms, kitchenette, office, outdoor play area and the area prior to the entrance to the Centre.

This rule applies equally to employees, volunteers and visitors to the Centre. There is no smoking within five (5) metres of the front door.

For events run outside of the Centre, the Host Venue's smoking policy applies to visitors.

3. HEALTH & SAFETY POLICY & RULES

Your safety is a priority. Every precaution will be taken to provide a safe environment. Common sense and personal interest in safety are still the greatest guarantee of your safety. You should take all reasonable steps to safeguard your own health and safety and that of other persons who may be affected by your actions.

Any wilful or habitual violation of the Centre's health and safety rules may result in permanent barring from the Centre and all Centre-run events.

Rules of Conduct:

The following code of conduct will apply to all visitors who are on the Centre's premises. Employees should take all reasonable and appropriate steps to ensure that all visitors to the premises comply with the following rules of conduct at all times:

- Visitors should follow all verbal instructions and signs. Fire exits are clearly marked and visitors are asked to familiarise themselves with the nearest emergency exit.
- In the event of a fire alarm, no-one should assume that it is a drill and everyone should exit the building via the nearest, safest exit.
- All visitors to the building must store their personal belongings in such a manner so as not to cause injury, block pathways, or pose a threat to others.

- Visitors must not engage in fighting, horseplay, pranks, practical jokes, or boisterous conduct.
- No visitor should be under the influence of drugs, alcohol, or other intoxicants and if any employee, visitor or volunteer suspects that a someone is under such influence, they should inform a member of the Centre’s management team immediately. If any visitor is determined to be under the influence, they will be removed from the premises.
- Where hot food and drink is served, caution must be exercised when moving around the Centre.
- Visitors must not damage, disable, or interfere with safety, fire-fighting, or first aid equipment.
- Visitors are encouraged to report all injuries or problems to a member of staff immediately, no matter how minor.
- You should not pile materials, boxes or other equipment in a manner which would block aisles, exits or fire- fighting equipment.
- Clear up spilled liquids, oil or grease immediately
- Do not engage in other practices which may be inconsistent with ordinary and reasonable common sense safety rules.
- Report any unsafe conditions or acts to the Centre Manager.

For events run by the Centre, outside of the facility, the Host Venue’s health and safety policy applies. In case of doubt, exercise ordinary and reasonable common sense safety rules and report any unsafe conditions or acts to the Centre’s Manager foremost and Host Venue Manager/Staff if appropriate.

4. FIRST AID

A fully stocked First Aid kit is kept on the wall in the kitchen of the facility.

If you use something from the first aid kit, please advise the Centre Manager as soon as possible so that the items can be restocked.

For events run by the Centre outside of the facility, please see the Host Venue’s staff for assistance with first aid and report any incidents to the Centre’s Manager.

5. FIRE & EMERGENCY EVACUATION

Fire and emergency evacuation plans are prominently displayed throughout the Centre. Please familiarise yourself with the fire exits and procedure.

If you discover a fire

Operate the nearest fire alarm. If no fire alarm is provided shout 'Fire'. Tell other visitors in the facility that there is a fire. Leave the building via one of the three (3) exit doors which are clearly signed. As soon as it is safe to do so, phone the Fire Brigade on 000

On hearing the fire alarm

On hearing the fire alarm, leave the building immediately by the nearest available exit, closing doors as you leave.

Means of Escape

Fire exits are clearly marked and visitors to the Centre should make themselves familiar with the exits.

Fire Fighting Equipment

There is a fire extinguisher in Room 1 and Room 2. There is also a fire extinguisher in the kitchen and a Fire Blanket attached to the kitchen wall which should be used for smothering fires involving flammable liquids or burning clothing.

Visitors should familiarise themselves with the location of the fire-fighting equipment.

Fire Fighting

Protection of human life must take priority over fighting fires. The person discovering a fire must promptly initiate the emergency procedures listed above. Delay can be fatal as once a fire is out of control, it can spread rapidly and cut off escape routes.

If possible, and without endangering personal safety, attempts can be made to contain and control a fire until the Fire and Rescue Service arrives. Always remember to take a position between the fire and the exit so that your escape route cannot be cut off. Be aware of what is happening in the surrounding area and take account of your own limitations. If possible, always make sure that someone else knows that you are tackling the fire.

For events run by the Centre outside of the facility, in case of fire or emergency, please follow the directions of the Host Venue's designated staff who will implement their own Fire and Emergency Policy protocols.

6. INCIDENT & INJURY REPORTING

The Centre's Board recognises that the health and safety of any person that works, volunteers or participates in programs at the centre is a priority. If any critical incidents occur, they should be reported immediately. A critical incident is any event or series of events which causes or could have caused injury, illness, damage to plant, equipment, vehicles, property, material or the environment. It includes losses of containment, fire, explosions and non-compliance with environmental regulatory requirements.

Procedures:

All accidents or incidents that result in an injury should be reported to the Centre Manager as soon as possible.

Any accident or incident which has the potential to result in injury, or damage to property, must be reported in the same manner as an incident or accident that results in injury or damage.

This policy applies equally to any accidents or injury that occur either at the Centre's physical premises or at Centre-run events in the community.

7. ALCOHOL AND DRUGS POLICY

The Centre is an alcohol and drug free premise. All persons present at the Centre's facility should be free from the influence of drugs or alcohol. This will help to ensure the health and safety of our employees, volunteers and visitors. Therefore, the following rules will be strictly enforced:

No employees, contractors, volunteers or visitors to the Centre shall:

- be in possession of alcohol or illegal drugs when at the Centre
- consume or use illegal drugs or abuse any substances whilst on the property
- consume alcohol on the premises

In addition, possession of, or dealing in illegal drugs on the Centre's premises will, without exception, be reported to the police.

For events run by the Centre outside of the physical facility, and where the Host Venue is a licensed premise, the above alcohol policy is suspended and does not apply to visitors. In case of doubt, exercise ordinary and reasonable common sense rules, obey all laws and report any unsafe conditions or acts to the Centre's Manager foremost, and Host Venue Manager/staff if appropriate.

8. GENERAL DATA & PROTECTION POLICY

The Board is committed to protecting the privacy of personal and financial information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person. The Centre is committed to protecting the privacy of personal information it collects, holds and administers.

The Centre will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;

- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person’s consent;
- Store personal information securely, protecting it from unauthorised access; and

All credit card transactions comply with the Payment Card Industry Data Security Standards (PCI-DSS) and Payment Application Data Security Standards (PA-DSS)

9. CHILD PROTECTION POLICY, CODE OF CONDUCT & PROCEDURES

Policy

The Centre’s commitment to you and your kids:

- We want children to be safe, happy and empowered.
- We are committed to the safety, participation and empowerment of all children.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently.
- We have legal and moral obligations to contact authorities when we are worried about a child’s safety, which we follow religiously.
- Our organisation is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.
- Our organisation has stringent human resources and recruitment practices for all staff and volunteers.
- Our organisation is committed to regularly training and educating our staff and volunteers on child abuse risks.
- All staff at the Centre hold a valid Working With Children Card.
- We support and respect all children, as well as our staff and volunteers.
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse background, and to providing a safe environment for children with a disability.
- We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.

Purpose

The purpose of this policy is

- To prevent child abuse within the Centre or at any events hosted by the Centre
- To work towards an organisational culture of child safety.
- To ensure that all parties are aware of their responsibilities for identifying possible occasions for child abuse and for establishing controls and procedures for preventing such abuse and/or detecting such abuse when it occurs.
- To provide guidance to staff/volunteers/contractors as to action that should be taken where they suspect any abuse within or outside of the Centre.
- To provide a clear statement to staff/volunteers/contractors forbidding any such abuse.
- To provide assurance that any and all suspected abuse will be reported and fully investigated.

Code of Conduct

All people involved in the care of children at the Centre, or Centre-run events will:

- Establish and maintain a child-safe environment in the course of their work;
- Be fair, considerate and honest with others;
- Treat children and young people with respect and value their ideas and opinions;
- Act as positive role models in their conduct with children and young people.
- Be professional in their actions;
- Comply with specific Centre guidelines on physical contact with children;
- Respect the privacy of children, their families and teachers/carers, and only disclose information to people who have a need to know;
- Contact the police if a child is at immediate risk of abuse, phone 000.

No person shall:

- Shame, humiliate, oppress, belittle or degrade children or young people;
- Unlawfully discriminate against any child;
- Engage in any activity with a child or young person that is likely to physically or emotionally harm them;
- Initiate unnecessary physical contact with a child or young person, or do things of a personal nature for them that they can do for themselves;
- Be alone with a child or young person unnecessarily and for more than a very short time;
- Develop a 'special' relationship with a specific child or young person for their own needs;
- Show favouritism through the provision of gifts or inappropriate attention;
- Arrange contact, including online contact, with children or young people outside of the organisation's programs and activities;
- Photograph or video a child or young person without the consent of the child and his/her parents or guardians;
- Work with children or young people while under the influence of alcohol or illegal drugs;
- Engage in open discussions of a mature or adult nature in the presence of children;
- Use inappropriate language in the presence of children; or
- Do anything in contravention of the organisation's policies, procedures or this Code of Conduct.

In the case of an urgent concern but not immediate risk, phone Child Protection Family Services on 9223 1111.