

QUEENSLAND STOMA ASSOCIATION INC.

VOLUNTEER HANDBOOK

POSTAL ADDRESS:

**POST OFFICE BOX 370
CHERMSIDE SOUTH 4032**

OFFICE:

**UNIT 1/10 VALENTE CLOSE
CHERMSIDE 4032**

**TELEPHONE: (07) 3359 7570
FACSIMILE: (07) 3350 1882
EMAIL: admin@qldstoma.asn.au
WEBSITE: www.qldstma.asn.au**

CONTENTS

PAGE NO.

3.	Welcome and Introduction
5.	An Outline of the Services we provide to The Community
6.	Organisational Structure
7.	Volunteer Management Policy
9.	Volunteer Roles
10.	Qualities of a Volunteer
11.	Obligations of a Volunteer
11.	Volunteer Code of Ethics
12.	Organisational Hierarchy
15.	Volunteer Code of Conduct

APPENDICES:

(i)	Management Committee
(ii)	Paid Staff
(iii)	Code of Conduct

WELCOME

We welcome you as a volunteer to Queensland Stoma Association Incorporated. Your generosity in providing of your valuable time to assist the members of our Association is very much appreciated.

INTRODUCTION

Queensland Stoma Association Incorporated is a registered charity which provides stoma appliances and pharmaceutical items as well as rehabilitation and support services to ostomy patients in Queensland. It has carried out this role since 1960.

The services are available to patients who, as a result of radical surgery for bowel cancer, bladder cancer, inflammatory bowel disease or similar conditions as well as congenital deformities have a stoma and need to wear an ostomy bag.

Our support is made available to patients throughout the whole of Queensland although our activities are concentrated in the northern and western suburbs of Brisbane, the Sunshine Coast and adjacent areas.

Queensland Stoma Association aims to ensure the well being of all ostomates in our community. The Association provides assistance and care, information, support and encouragement concerning all aspects related to stoma care and to living with a stoma. A major part of this work is to distribute free stoma appliances approved by the Commonwealth Department of Health.

The Association is a non-government self-help organisation with a committee of management elected from and by members. The Association employs a support team who have the responsibility for the efficient operation of our centre.

AN OUTLINE OF THE SERVICES WE PROVIDE TO THE COMMUNITY

The objectives of the Queensland Stoma Association Incorporated are set out in our Rules which are registered with the Department of Consumer Affairs Queensland. These objects are generally to provide for the welfare of patients who have a stoma and have the intention of achieving outcomes which will -

- foster family and community support
- facilitate self help through guidance and discussion
- arrange visitation to provide information, support and assistance to patients both before and after surgery
- undertake the purchase and distribution of appliances and pharmaceutical items to stoma patients.

Formal details of our objects are set out in our rules as approved by Consumer Affairs Queensland.

Of the above objects, the supply of appliances and pharmaceutical items is the most important to our members and takes most of our resources. We provide goods to our stoma patient members at a cost of over \$6M per annum. These goods are fully funded by the Commonwealth Government through the Stoma Appliance Scheme.

The Commonwealth Government also provides a small subsidy of about \$120,000 per annum to assist with administrative costs. However, this is not even sufficient to cover the salaries of our seven part-time staff that are necessary to manage the distribution of stoma appliances through the scheme. As a result we rely heavily on our volunteers to do most of the work involved in repacking goods to meet the individual requirements of our members.

ORGANISATIONAL STRUCTURE

The Association was formed in 1960 as a self help group and this unincorporated structure continued to carry out the distribution of appliances until 30th June, 1996.

In 1982, an incorporated body - The Queensland Ileostomy Welfare Association - was formed and registered as a charity. It operated under parallel management and membership and was responsible for the more formal aspects of our activities such as the ownership of our premises.

On 30th June, 1996, all operations were amalgamated under the control of the incorporated body which then adopted the name Queensland Stoma Association Inc.

Since 1990, we have been a member of the Australian Council of Stoma Associations. This is our national body which provides representation with the Commonwealth Government and contact with appliance suppliers.

QUEENSLAND STOMA ASSOCIATION VOLUNTEER MANAGEMENT POLICY

INTRODUCTION

Queensland Stoma Association Inc relies heavily on the unpaid work of volunteers and values their contribution highly.

PURPOSE

This policy is intended to ensure that volunteers working at Queensland Stoma Association Inc have work that is safe, significant, fulfilling, and appreciated.

POLICY

All volunteers shall be treated with respect and gratitude for their contribution. Volunteers shall be employed at the discretion of the management of Queensland Stoma Association Inc and shall carry out duties assigned by the management of Queensland Stoma Association Inc.

All volunteers shall, as far as possible,

- be protected from harm
- be relieved of liability for acts performed in the discharge of their volunteer functions.

RESPONSIBILITIES

It is the responsibility of the Manager of Queensland Stoma Association Inc to oversee the recruitment, training, and supervision of volunteers.

The Manager shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The Manager shall report to each committee meeting of the Queensland Stoma Association Inc Executive Committee on the volunteer program.

PROCEDURES

Recruitment

Volunteers will be recruited at the discretion of the Manager in consideration of the administrative and operational needs of Queensland Stoma Association Inc. Recruitment of volunteers shall also take into account Queensland Stoma Association Inc.'s commitment to achieving its documented purpose.

The recruitment of a volunteer by Queensland Stoma Association Inc. does not create a contractual or legal relationship between the volunteer and Queensland Stoma Association Inc.

Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Reimbursement

All volunteers shall be paid an allowance as decided by the Executive Committee from time to time as reimbursement of anticipated travel expenditure incurred in the exercise of their functions as a volunteer of Queensland Stoma Association Inc.

AUTHORISATION

President
Queensland Stoma Association Inc

Date:

VOLUNTEER ROLES

Every volunteer role is important in ensuring that the service we provide to our members is carried out in an efficient and caring manner.

Volunteer roles include the following positions -

- Reception and customer service
- Assisting with unpacking/checking deliveries
- Stocking/tidying shelves
- Assisting with picking of stock for orders
- Packing orders for postage or pick-up
- General office work as required
- Tea and tidy person
- Data input from time to time

Queensland Stoma Association Inc. will have responsibility for your well-being as a volunteer by endeavouring to provide -

- A pleasant environment in which to work
- Rostered day(s) to mutual satisfaction
- The job role which you prefer (subject to requirements)
- Job training
- Insurance cover for all aspects of your volunteering (excluding claims which arise from non-compliance with the Association rules, Constitution, By-Laws and Code of Conduct)
- Reimbursement of your reasonable travel and lunch expenses

QUALITIES OF A VOLUNTEER

You are especially requested to -

- ◆ **Maintain confidentiality** - you are in a privileged position of trust and must uphold the privacy of our members and fellow volunteers.
- ◆ **Be understanding** - you will be providing a service to persons who have undergone major surgery as a result of serious illness and who have had a complete change in body image.
- ◆ **Be non-judgmental** - you will encounter people with communication problems and different cultural, religious, sexual preference and social backgrounds.
- ◆ **Say or do nothing to undermine the surgeon/ostomate relationship.** The volunteer should never make any statements which judge the surgical procedures or care being provided to the ostomate. The volunteer should never offer healthcare advice or make referrals concerning healthcare professionals or products. Any concerns should be referred to the Manager.
- ◆ **Never criticise the stoma management protocol that has been established by the Stomal Therapy Nurse.** The volunteer should only offer “living with” suggestions for management and care techniques of a stoma. Members must be advised at all times to contact their Stomal Therapy Nurse for any stoma management problems.
- ◆ **Not to contact members or stomal therapy nurses by telephone** concerning any matter unless the reason for this contact has been previously discussed with the Manager.
- ◆ **Be reliable** - always advise us as early as possible if you are unable to work as rostered.

OBLIGATIONS OF VOLUNTEERS

- ◆ Make sure you sign the *ATTENDANCE BOOK* each time you arrive and depart work - this is important to ensure you are adequately covered for insurance risks.
- ◆ Be aware of fire safety procedures.
- ◆ Any incidents and personal injuries are to be reported to the First Aid Officer or Manager, or another staff member if the First Aid Officer and Manager are unavailable.
- ◆ Comply at all times with the Association Rules, Constitution, By-Laws and Code of Conduct.

VOLUNTEER CODE OF ETHICS

“As a volunteer, I realise that I will be asked to assume certain responsibilities and to be accountable for what I do.

My aim will be to perform my duties with warmth and understanding, to respect confidential matters and keep them so, to be careful of not becoming too emotionally involved so this will affect any assessment or judgment in my work situation, and to accept training to assist me to do my duties more competently.

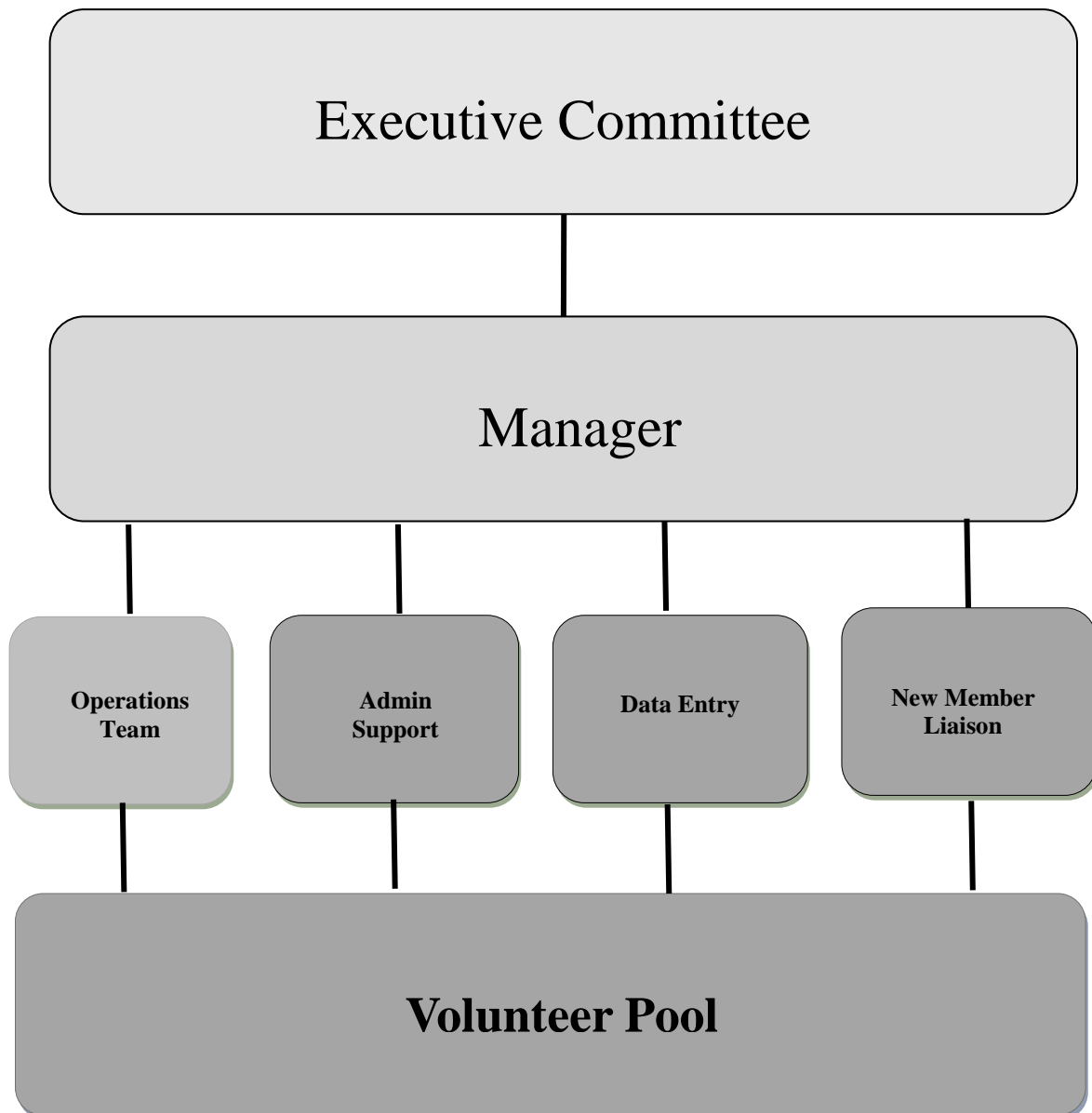
As a member of a team, I will employ my talents positively in the interest of adding my contribution to the expertise of other people, thus achieving together more than it would be possible singly.

I realise that my attitude to volunteer work must be professional and that I have a responsibility to my work, to those who direct, to my colleagues and to those for whom it is done.

Being willing to contribute to Queensland Stoma Association Inc., I accept this Code of Ethics for the Volunteer as my code, to be followed carefully and cheerfully.”

Adapted from the Meals on Wheels Service Volunteer Handbook.

ORGANISATIONAL HIERACHY



QUEENSLAND STOMA ASSOCIATION INC. MANAGEMENT COMMITTEE

Control of the Association rests in a Management Committee made up of the following personnel -

PRESIDENT

MR. GERALD A. BARRY

VICE-PRESIDENT

DAVID MUNRO

TREASURER

MRS JOAN CARRUTHERS

SECRETARY

MR GEOFF MELTON

COMITTEE MEMBERS:

**MRS JENNY SPENCER
MRS KYLIE MCGRORY**

STAFF

MANAGER:	Mrs Kylie McGrory
OPERATIONS TEAM:	Ms Michelle Martens Mrs Jane Geutjes
NEW MEMBER LIAISON:	Mrs Rebecca Stephan
ADMINISTRATIVE SUPPORT:	Mr Kevin Barry
DATA ENTRY OPERATOR:	Mrs Tracey Philpotts
VOLUNTEER LIAISON:	Ms Michelle Martens

Queensland Stoma Association Incorporated

Code of Conduct

- 1. SCOPE:** This Code of Conduct has been developed by Queensland Stoma Association Incorporated in compliance with the Associations Occupational Health and Safety obligations, Risk Management obligations, Privacy obligations, and any other legal and/or ethical obligation arising from the activities of the Association. All workers of the Association ie: employees, volunteers and committee members are bound by the rules of The Code.
- 2. CONFIDENTIALITY:** All Association workers will honour the confidentiality of Association members, employees, volunteers, suppliers and other visitors to the Association. Information pertaining to a medical condition, family relations, phone numbers, addresses, sexual orientation and other facts of a highly personalised nature are to be treated as strictly confidential and are not to be disclosed to any person who is not authorised to have such information without the specific permission of the individual concerned.
- 3. PRACTICE AND PROCEDURES:** Association workers will be asked to assume certain responsibilities and to be accountable for activities undertaken on behalf of the Association. It is expected that all duties will be performed in a professional and empathetic manner. It is also expected that all association workers will comply with any reasonable request or instruction given by the Manager or the Manager's delegate, or the President.
- 4. NON-DISCRIMINATION/EQUITY:** Discrimination against or harassment of an employee, volunteer, or visitor to the Association on the grounds of race, creed, colour, place of origin, ethnic origin, ancestry, citizenship, political or religious affiliation, gender, sexual orientation, age, marital status, family relationship, economic status or disability will not be tolerated. All workers and visitors to the Association will be treated with dignity, care and respect. The expression of personal opinion that is directly or indirectly of a discriminatory nature is strictly prohibited within the boundaries of Association premises.
- 5. SEXUAL HARRASSMENT:** Workers must not engage in any conduct which could be regarded by another person as having sexual implications. This includes the use of inappropriate language or subject matters. Invasion of personal space of other workers or visitors to the Association must be avoided. Inappropriate touching of others will not be tolerated. Any actions by a worker which makes another worker or visitor feel uncomfortable or threatened, whether that is the implied intent or not, contravenes these rules and must not occur.

- 6. ALCOHOL/DRUG USE:** Workers must not perform duties on behalf of the Association while under the influence of alcohol or illegal drugs, or when under the influence of prescription/over the counter medications which may impair the users' performance as an Association Worker. The consumption of alcohol on Association premises is strictly prohibited unless prior authorisation is given by the Executive Committee President or Vice President.
- 7. DRESS CODE:** It is the responsibility of each Association worker to ensure that the appropriate dress and footwear is worn pursuant to the individuals designated activity. Under no circumstance are things to be worn during the execution of duties on behalf of the Association. The Association accepts no liability for injuries sustained as a result of inappropriate dress.
- 8. IMPARTIALITY:** Association workers must never make statements which judge the surgical procedures or care being provided to a member. Workers must never offer healthcare advice or make referrals concerning healthcare professionals and must never criticise the stoma management protocol that has been established by the Stomal Therapy Nurse. Members must be advised at all times to contact their Stomal Therapy Nurse for any stoma management problems.
- 9. RELIABILITY:** Association workers must honour their commitment to the Association wherever possible and advise the Association Manager as early as possible if unable to work as rostered.
- 10. ASSOCIATION POLICIES:** Association worker must ensure that all activities carried out on behalf of Queensland Stoma Association Inc are done so in a manner that is compliant with Associations governing documents including:
- The Queensland Stoma Association Inc Rules
 - The Operational Guidelines for Stoma Associations
 - The Queensland Stoma Association Conflict of Interest Policy
 - The Queensland Stoma Association Privacy Policy
 - The Queensland Stoma Association Risk Management Policy
 - The Queensland Stoma Association Occupations Health and Safety Policy
 - Queensland Stoma Association Emergency Evacuation Plan
- 11. NON-COMPLIANCE:** An Association workers failure to adhere to any or all parts of this Code of Conduct will result in suspension of Duties and/or termination of the working relationship with Queensland Stoma Association Incorporated.

Queensland Stoma Association Incorporated Worker Agreement

I, _____, agree to honour the confidentiality of information obtained in the course of my duties with the Queensland Stoma Association Inc. I will carry out my duties in accordance with this Code of Conduct.

(Signature) _____ (Date) _____