

Radiance Volunteer and Student Onboarding Guide

Welcome

Welcome to Radiance! We are committed to supporting perinatal mental health and parenting wellbeing across our community. This guide will introduce you to our values, policies, and processes to help you feel confident and supported in your role. We are really grateful to have you join our team!

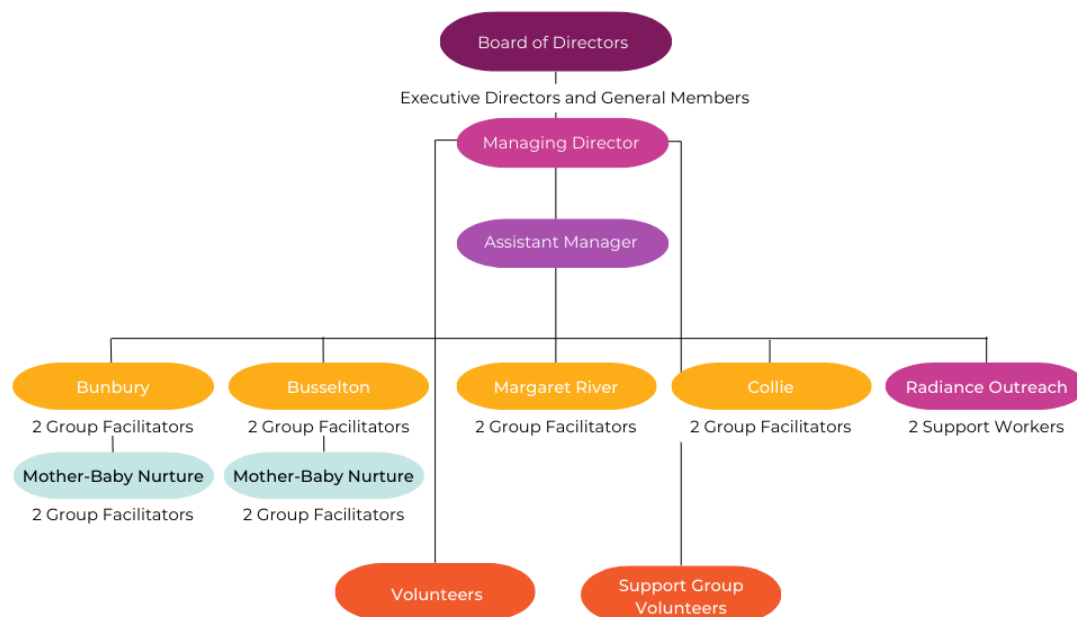
1. Your first day

We will provide you with a Radiance t-shirt and/or name badge and everyone is expected to be well-presented, neat, and professional while representing Radiance.

♥ Should you have any questions on your first day, you can call Anne on 0490 094 994 or if it is an IT related question you can call Josephine on 0410 732 430.

2. Radiance

This is how the organisation is structured:



3. Values

Inclusiveness — We are non-judgemental, non-discriminatory and accepting of all people.

Respect — We will treat everyone with respect and recognise each individual for his/her own unique strengths. We treat others with the highest degree of dignity and understanding.

Holistic — Means that we are interested in engaging with and developing the whole person in all ways.

Compassion — We have a deep awareness and understanding of the needs and complexities of each individual. We want to make a difference to those that need it most.

Choice — We will support the individual's right to choose so that they feel heard and supported every step of the way.

Trust — We recognise that trust is a key element of the success of all relationships in the network.

4. Policies and procedures

Volunteers are expected to familiarise themselves with Radiance's policies and procedures, including, but not limited to:

- Mental Health Policy
- Confidentiality Policy
- Anti-Discrimination Policy
- Radiance Support Group Guidelines
- Client Complaints Management Plan
- Charter of Rights and Responsibilities
- Key Message Guide
- Strategic Direction
- OHS Policy
- Information Technology and Privacy Policy
- Peer Support Volunteers Policy
- Model of Care

Full policy documents can be found on the [Radiance website](#).

4.1 Please read, sign and email us copies of:

- Code of Conduct and Ethical Behaviour (we need a signed copy of this from you)
- Child Safety Code of Conduct (we need a signed copy of this from you)

4.2 Documents required:

- Please ensure you always have a valid [Working with Children Check](#) (we would recommend setting a reminder 2 months before it expires as the process to get a new one if it does expire takes time)

- Please make sure you provide Radiance with a National Police Clearance every twelve months (use our [Australia Post portal](#) and organisation number (01794) to access a reduced fee clearance)

5. Self-reflection

If you are interested in applying work as a Radiance Support Group Peer Volunteer with Radiance, the first step is to consider your readiness and to discuss it with your family, friends or other supports. Here are some questions worthwhile exploring:

- Do you still have a strong need or desire to talk about your own experience of perinatal depression/anxiety or other challenges?
- Does your passion to help others feel more important/bigger than your own personal experience?
- Is your main purpose to help people in the community and increase awareness of perinatal depression and anxiety and other challenges in the perinatal period?
- Can you listen to other people's stories and not find yourself relating to your own experience constantly?
- Do you find yourself thinking, 'if only', 'what if I had..'? Is your own experience still in the here and now, and not in the past?
- Do you now view your own experience as more positive than negative?

These questions may help you think about whether now is the right time for you to volunteer.

6. Volunteer Interests

Please indicate the areas of volunteering you're most interested in (tick as many as you like):

Peer support ☐

A volunteer can attend a Radiance Support Group (for the duration of a term to ensure continuity and trust) to provide support to participants and the facilitator. The position of peer support volunteer in our Support Groups requires training and a formal interview to ensure suitability.

Events ☐

A volunteer can assist at events in activities such as set-up, pack-up, distributing promotional materials, manning the Radiance stall, selling raffle tickets or other event related activities. Activities will be distributed by the Manager or event leader on the day. There may also be activities in the weeks and days before and after the event.

Promotions ☐

A volunteer can assist in the distribution of publications and posters, to ensure all Doctors, Hospital and other Service Providers have the most up-to-date information.

Fundraising ☐

A volunteer can assist in the planning, promoting and implementation of an agreed fundraising venture for the organisation. No volunteer can collect or ask for donations without prior arrangements with the Chair of the committee and all local and relevant authorities' requirements have been met. All the above positions are subject to change, a volunteer is in no way obligated to remain in their nominated area, changes can be arranged with the Manager at any time.

7. Role and responsibilities

Radiance is committed to supporting the emotional wellbeing of parents and their journey into parenthood. Volunteers are required to uphold this ideal by assisting Radiance employees and Board members in the following ways:

- Volunteers will undertake tasks which provide employees with opportunities to concentrate on their areas of expertise.
- Volunteers agree to work as support agents to Radiance employees and Board members.
- A volunteer is prepared to work within a team environment, promoting total job satisfaction for all team members.
- Helping arrange and execute activities for participants.
- Assist in fundraising activities.
- Assist in raising awareness around perinatal anxiety, depression and adjustment disorders and facilitate better pathways to care.
- Volunteers are deemed as advocates for the support of parents with mental health problems within the community.
- A volunteer holds an awareness of the principles of empowerment and individuality for all Radiance participants.

Find out more about your rights and responsibilities in our *Model of Care* and *Charter of Rights and Responsibilities*.

Boundaries

- Do not interact with the media on behalf of Radiance
- Do not act outside the scope of the role – your role is to support the facilitators.
- Do not act contrary to reasonable instructions and directions of the facilitator and organisation.
- Violate the organisation's policies and procedures.

- Engage in unacceptable or unlawful behaviour, such as bullying, harassment, or discrimination.
- Do not provide clinical diagnosis, therapy, or medication advice.
- Avoid dual relationships (e.g., supporting close friends/family as clients).

8. Expenses

Volunteers will need to provide evidence of a current driver's licence prior to commencement of any driving tasks.

Personal car insurance, maintenance and repair costs remain the sole responsibility of the volunteer and/or vehicle owner.

All out-of-pocket expenses should be negotiated with the Manager prior to purchase. If approved, Radiance will reimburse any out-of-pocket expenses a volunteer may incur in the carrying out of their appointed duties. A volunteer must provide receipts of any such costs.

9. Insurance

Every Radiance volunteer is insured under the Voluntary Workers Personal Accident Policy, covering volunteers, work experience, work for the dole and Centrelink mutual obligation participants. VWPAP covers people carrying out activities on behalf and at direction of the insured, including direct travel to and from the voluntary activity for accidental injury or death.

Volunteers personal motor vehicles are NOT covered by Radiance and are the sole responsibility of the volunteer/owner. Volunteers are covered for third party personal injury and/or property damage if proven legally liable or negligent as defined in the organisations public and products liability policy.

10. Safety

1. For security purposes all volunteers are required to obtain a current WA Police Clearance.
2. Volunteers who work in the Support Groups are also required to get a Working with Children Check.
3. Depending on your role and location of work, you may also be required to provide us with a copy of your vaccination status – please discuss this with the Manager.

A Radiance volunteer ID badge/t-shirt are available at service commencement. Volunteers are requested to return their badge to the office at completion of activity. T-shirts are on loan for the duration of your time volunteering with Radiance.

11. Reviews

It is the aim of Radiance to provide the most suited volunteer to a task and/or participant. Should a volunteer be deemed unsuitable or demonstrate a grievance concerning a service area, the following steps are to be taken:

- The volunteer concerned should discuss the problem with the Manager.
- The volunteer, Manager and associated employees and committee member/s to meet in order to seek a solution to the problem.
- If no satisfactory solution can be identified, the volunteer will be given the opportunity of changing their task or work placement.
- A plan offering the volunteer ongoing support is to be established.

If the problem cannot be resolved (using the above procedure) the volunteer may be required to undertake a less regular position or enrol on the emergency call roster only. Volunteers are encouraged to report all grievances and/or concerns to the Manager. The aim of the Radiance Volunteer Program is to offer an equal, fair, and enjoyable working environment for all participants.

12. Complaints

Radiance is committed to a fair and transparent complaint process. Volunteers are encouraged to resolve issues informally where possible, but formal complaints can be raised if necessary.

Steps for lodging a complaint:

- Raise concern with staff concerned and/or Managing Director
- If unresolved, escalate to Chairperson
- Option of external mediation if necessary (see Employment Contract for further details) or find out more on <https://www.fairwork.gov.au/>

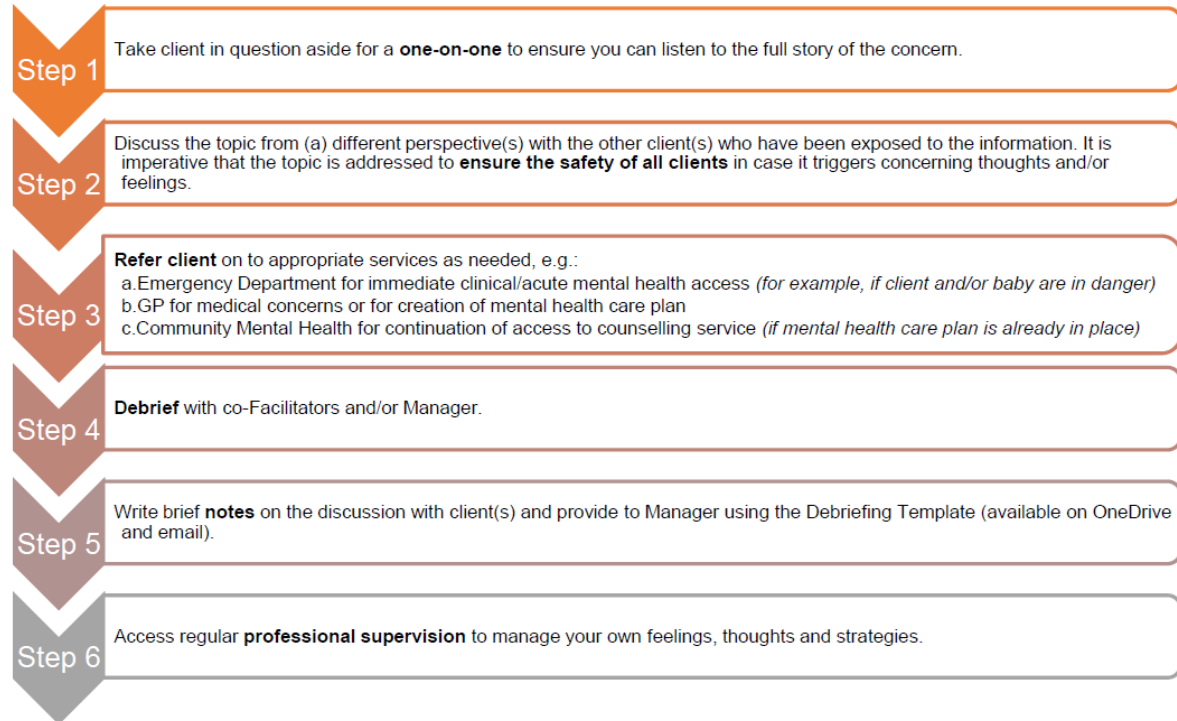
13. Training

- Radiance will recommend training opportunities that arise on-going (via email)
- Organisation training will be scheduled annually (e.g. First Aid or Mental Health First Aid)
- All volunteers are recommended to complete (some need you to create a free account):
 - [COPE - Basic Skills in Perinatal Mental Health](#) (12 hours, self-paced)
 - [PANDA - Webinar: Essential Skills to Support Perinatal Mental Health](#) (2 hours)
 - [PANDA - Perinatal Suicide: One Conversation Can Save a Life](#) – (20 mins)
 - [Mental Health Professional Online Development - Culturally safe, trauma-aware and healing-informed practice](#)
 - Mental health first aid or equivalent (e.g. [St Johns](#))

14. Emergencies

In case of an emergency, please take the following steps:

STEPS TO TAKE IN AN EMERGENCY



If an incident has occurred with a client, staff member and/or volunteer during work, please ensure you contact the Managing Director and **complete a [Debriefing Form](#)** in Carepatron. It is important that you access professional supervision following an incident to support your wellbeing.

Volunteer Acknowledgement Form

Volunteer Name:

Position:

Start Date:

Induction Checklist

Please tick each item to confirm you have completed or provided the required information.

1. Organisational Information

- ☐ I have familiarised myself with all relevant Radiance policies and procedures.
- ☐ I have read and understand the Radiance Network South West Constitution.
- ☐ I have met the Radiance team members relevant to my role.

2. Compliance Requirements

- ☐ I hold a current Working With Children Check (WWCC).

WWCC Number: _____ Expiry Date: _____

- ☐ I hold a current National Police Clearance (dated within the past 12 months).

OR

- ☐ I will obtain a National Police Clearance within the required timeframe.

3. Uniform Requirements

- ☐ I have received or provided my uniform size.

Uniform Size: _____



Volunteer Declaration

I acknowledge that the information above is true and complete, and that I understand my responsibilities regarding Radiance's policies, documentation, and compliance requirements.

Volunteer Signature:

Date:

Induction Completed By (Name):

Signature:

Date:
