

Yes! We Care

Volunteer Guidelines



Purpose

These guidelines provide general instructions designed to help you, as volunteers from the local churches in Brisbane, to have a safe and fruitful experience whilst participating in the “Yes we Care” Project.

Attire

For your own comfort and protection, ensure that you are dressed appropriately for the activities that you will be involved in. The following are recommended:

- Protective clothing as appropriate
- Closed-in and non-slip shoes
- Long pants
- T-Shirt as suggested by your Zone or Church Coordinator
- Sunscreen and hat for outdoor work.



Refreshments for the Day

It is your responsibility to bring your own refreshments and food for the day. Politely refrain from accepting any food or drink, especially alcohol, from the families you serve.

Work Teams

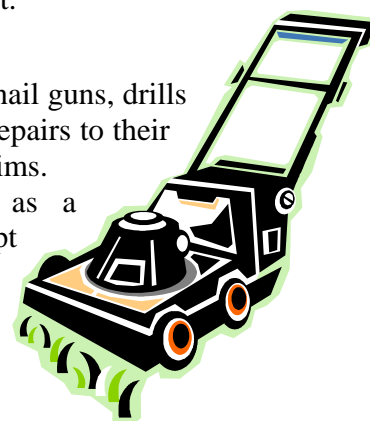
Each team should consist of a leader, the workers and a designated spokesperson whose responsibility is to interact with the family on behalf of the team.

Teams should consist of both men and women. If possible there should be a mature Christian or counsellor in each team. As much as possible, ensure that in interacting with the families you serve, you do it in pairs to avoid possible allegations of improper behaviour or conduct.

Equipment and Tools

Do not use the families’ equipment or private power tools of any kind e.g. nail guns, drills etc. This safeguards against any claims by the families for damages or repairs to their tools, and protects your church from liabilities arising from these claims.

We suggest you use your own equipment such as a lawnmower; whipper snipper, etc and that you accept full responsibility for the proper use and operation of these equipment.



Team Leader's Responsibilities

- Upon arrival, make clear to the family you serve that the team will offer only two to three hours of service.
- Introduce all members of the team to the family.
- Ensure that the family has received a **Letter of Introduction** from the Council, and explain your reasons for offering assistance to the family.



- Emphasise to the family that the team will **not** be doing any professional trade work on fixtures or fittings of the house e.g.
 - Painting
 - Tiling etc.
 - Construction work
 - Removal of structures or concrete
 - High gutter clearing
 - Any plumbing or electrical work
- Emphasise that the tasks that your team **can** do include:
 - Dusting
 - Vacuuming
 - Sweeping
 - Cleaning bathrooms, kitchens etc
 - General garden work and lawn mowing.
- Consult the family as to what jobs need to be done and in what priority, and decide what the team can complete on the day.
- Emphasise to the family that all household rubbish will be left in their Council bins. Garden rubbish (from the day's work) can be removed. Green waste vouchers are available from your Church or Zone Coordinator
- Complete the **Job Sheet**, which details the jobs that have been completed and identifies any other potential jobs that are required. Provide comments and any other information relating to the day's experience and return the **Job Sheet** to the Zone Coordinator.



Do's and Don'ts

Do

- Knock and check that it is all right to enter the family's house before entering.
- Ask if you must remove your shoes (it is preferable not to) before entering.
- Look out for, and ask if the family has a dog in the yard.
- Respect the privacy of the family.
- Ask before using the taps on the property.
- Stay clear of medication, needles and chemicals on the family's property

Do Not

- Don't enter into the family's private bedrooms.
- Don't enter into the private residence without another member of the team.
- Don't attempt to provide counselling advice to the families you serve. If you perceive a need for counselling advise your pastor.
- Don't accept any money for services provided on the day.

In Case of Emergency

First Aid Kits and personnel will be on call at your local Church premises. All team leaders will have contact numbers for emergency personnel and services.

