



Aliya Volunteers Handbook

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1. Purpose and Scope of Handbook

This handbook contains Policies and Procedures relating to Aliya Youth Space and Aliya Girls Space (**Aliya**) and its volunteers (**Volunteer Handbook**). Its purpose is to inform volunteers about our organisation protocol and should be used as an important reference.

We hope that your time with us will be rewarding and one that offers opportunity for professional and personal growth. Your contribution is deeply appreciated by Aliya's Board, managers and colleagues, and all of the people whose lives are improved and enriched by the work of Aliya.

We want to ensure the ideals and values that are an important part of volunteering with us at Aliya are understood. We believe that they are an essential part of this organisation and therefore an understanding of them is in the interest of our long-term success.

This Volunteer Handbook has been prepared to help make you aware of what you can expect from us and similarly what we expect from you.

It is natural that some areas covered in this Volunteer Handbook will raise questions. Feel free to ask Menny Overlander, CEO any questions that may arise from it.

We look forward to you joining us as a member of our volunteer community!

2. About Aliya

Aliya works tirelessly to assist with the spiritual, emotional, physical, and educational needs of the youth in our community, providing a safe space for them to come and spend quality time in a healthy atmosphere.

3. Objectives of Aliya

Aliya's aims to provide a haven for those who are searching for direction and meaning, focusing on their emotional and spiritual healing, along with support catering towards each individual's journey with Judaism.

4. Working with Children Check

Volunteers who are working with children require a valid Working with Children Check and must provide a copy for Aliya's records.

5. Code of Conduct



Our core values are based on the Torah. These are: inclusion, acceptance, support, empathy, and confidence-building.

The Code of Conduct requires that volunteers of Aliya must at all times:

- (a) behave in a way that upholds Aliya's values and principles and the good reputation of the organisation;
- (b) act with care and diligence in performing their role with Aliya;
- (c) behave honestly and with integrity, treating others with respect and courtesy;
- (d) act in good faith and in the best interests of the organisation;
- (e) maintain professionalism and fairness, adopting a positive attitude and being accountable for their decisions and actions;
- (f) comply with all lawful and reasonable direction given by leaders in the organisation who have the authority to give direction;
- (g) respect the confidentiality of information that comes to them in the course of their duties;
- (h) respect diversity, avoiding all discriminatory behaviour, namely treating or proposing to treat someone unfavourably because of a personal characteristic protected by Australian law, such as sex, age, race, disability, sexual orientation or gender identity; and
- (i) comply with all applicable Australian laws.

6. Confidentiality

On joining our organisation as a volunteer you may be exposed to or receive information, data or material which is "confidential".

Confidential information could relate to the financial dealings of the organisation or our members.

Under the law, "confidential" information is not to be disclosed to unauthorised persons unless the permission of the Chief Executive Officer (**CEO**) has been received. Aliya volunteers must take reasonable steps to ensure that any confidential information in any form (e.g. computer files), cannot be accessed by unauthorised people and that sensitive information is only discussed with people who are authorised to have access to it.

The type of information that is considered in our organisation to be confidential is set out below. This is not an exhaustive list:



- (a) passwords to computer systems;
- (b) financial data;
- (c) member personal and financial information;
- (d) Board and volunteer personal and financial information; and
- (e) donor information.

If you require clarification as to what is treated as confidential information by us, please speak to the CEO. Where a concern relates to the CEO, contact Shuie Gestetner.

7. Email and Internet

This policy sets out the appropriate standard of behaviour for all volunteers accessing online services, including the internet and email. Volunteers at Aliya are provided with internet and email access for legitimate organisation purposes only.

Appropriate Internet and Email Use

Internet access is provided for legitimate organisation purposes related to your role. Occasional use of the internet for personal reasons is permitted within reasonable limits but must not impact your duties.

Email access is provided for legitimate organisation purposes related to your role. Sending and receiving personal emails is permitted within reasonable limits but must not impact your duties.

Limited access to social networking websites is permitted within reasonable limits. Excessive use is not acceptable.

Care must be taken when using the internet to correspond with third parties, including donors. Do not transmit or send communications or contribute to any online public arena with content which gives the impression that you are representing, giving opinions, or otherwise making statements on behalf of the Aliya unless expressly authorised to do so. Communications must be kept professional; information or opinions which could be considered defamatory, slanderous or in breach of data protection laws must be avoided.

Do not transmit or send another party's personal information, confidential or internal documents, advice or emails to any external parties or organisations unless expressly authorised to do so.

A serious breach of this policy may result in the volunteer's dismissal from the organisation.

Please contact the CEO if you have any questions about this policy.



8. Workplace Health and Safety

Aliya is committed to providing a safe and healthy work environment for volunteers and members.

As part of Aliya's commitment to providing a working environment that is safe for all volunteers and members, it is critical that all work health and safety policies and procedures are strictly observed.

Aliya requires its volunteers to understand and comply with their obligation to take reasonable care for their own health and safety and for the health and safety of anyone who may be affected by their acts or omissions at Aliya programs and events.

This policy is not intended to place legally binding obligations on Aliya.

Aliya's Work Health and Safety Responsibilities

Aliya will, as far as practicable, provide a safe work environment for the health, safety and welfare of our volunteers and members who may be affected by our work.

To do this, Aliya is committed to implementing measures to ensure that, to the extent reasonably practicable, all health and safety risks and hazards in relation to its operations and places of work are identified and either eliminated, minimised or controlled and removing unacceptable risks to safety.

Aliya will ensure volunteers have a reasonable opportunity to contribute to the improvement of health and safety at Aliya and receive appropriate safety training.

Volunteers will receive a statement setting out their role and responsibilities.

Aliya has nominated the following person(s) as Work Health and Safety Representatives:

- (a) Rabbi Menny Overlander; and
- (b) Mrs Clara Klein-Overlander

If at any time, a volunteer is concerned that Aliya is not taking adequate health and safety measures or is not providing adequate protection against injury or illness, the volunteer should raise such concerns with the CEO. Where a concern relates to the CEO, contact Shuie Gestetner.

Volunteer's Work Health and Safety Responsibilities

Aliya expects volunteers to behave in a professional manner and to treat each other with dignity and respect when they are at Aliya programs and events. Volunteers are expected to contribute to the health and safety of all persons at the Aliya's programs



and events. Ultimately, everyone at Aliya programs and events are responsible for ensuring health and safety at that program or event.

All volunteers are required to:

- (a) comply with all Aliya safety requirements;
- (b) report all injuries and safety incidents to a Work Health and Safety Representative;
- (c) actively participate in safety improvement activities;
- (d) comply with all safety requirements and legislative obligations;
- (e) identify practices and conditions that could injure volunteers, members or members of the public; and
- (f) control such situations or remove the risk to safety. If unable to control such practices and conditions, report these to the CEO.

Aliya expects a positive, proactive attitude and performance with respect to protecting health, safety and the environment by volunteers.

Disciplinary action may be taken against a volunteer who breaches this policy up to and including dismissal from the organisation.

Individuals in breach of their legal obligations may also be prosecuted for breach of relevant work health and safety laws.

9. Security

Entry to the Aliya premises during and / or outside of normal business hours will be by way of keys/security pass.

It is the responsibility of every Aliya volunteer to ensure that this key/security pass is kept in safe custody. It must be returned on demand.

If building access devices are lost or misplaced, you must notify the CEO immediately so that they can be cancelled.

10. Use of Private Vehicle

The use of a private motor vehicle while providing volunteer services to Aliya may occur in the following situations:



- (a) from the Aliya site to an alternative site, for an excursion; and
- (b) From their home to the Aliya site.

It is the volunteer's responsibility to ensure that where they are using a private vehicle to perform duties for Aliya, they:

- (a) have a current driver's licence for that class of vehicle;
- (b) never drive under the influence of drugs or alcohol;
- (c) ensure seatbelts are worn at all times and ensure that passengers do the same;
- (d) ensure the vehicle is safe, roadworthy and registered in accordance with state laws;
- (e) drive safely and obey the road rules at all times;
- (f) comply with work health and safety laws; and
- (g) ensure that there are current insurance policies which cover the use of the vehicle in such circumstances.

11. Alcohol and Drugs

Aliya recognises alcohol or other drug abuse can impair short-term or long-term work performance and is a health and safety risk. The purpose of this policy is to outline the responsibilities of volunteers concerning the use of illicit drugs and alcohol, and to establish processes for addressing the risks associated with such use.

Drugs

Aliya has a zero-tolerance policy in regards to the use, sale, distribution, dispensation or possession of illicit drugs on its premises and at Aliya programs and events. Contravening either of these points may lead to disciplinary action, including immediate dismissal from the organisation.

Alcohol

Aliya does not tolerate volunteers attending its premises or Aliya programs and events if they impaired as a result of consuming alcohol. Impaired means the inability of the volunteer to perform their normal level of duties in a safe and productive manner.

12. Anti-Bullying

Aliya is committed to providing volunteers a healthy and safe environment free from bullying. It is the policy of Aliya that all volunteers are treated with dignity and respect. Aliya will not tolerate bullying.

It is not intended that this policy imposes legally binding obligations on Aliya.

Workplace bullying

Workplace bullying is repeated, unreasonable behaviour directed towards a person or group that creates a risk to health and safety. Within this definition:

- (a) 'unreasonable behaviour' means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten;
- (b) 'behaviour' includes actions of individuals or a group, and may involve using a system of work as a means of victimising, humiliating, undermining or threatening; and
- (c) 'risk to health and safety' includes risk to the mental or physical health of a person or group.

For the purpose of identifying bullying behaviour, it is irrelevant whether or not the alleged bullying was intentional.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, would be considered bullying:

- (a) verbal abuse including shouting, swearing, bullying, teasing, making belittling remarks, or persistent unjustified criticism;
- (b) excluding or isolating a person or group;
- (c) psychological harassment such as intimidation;
- (d) assigning meaningless tasks to a person unrelated to the person's job;
- (e) giving a person an impossible assignment;
- (f) deliberately changing work rosters to inconvenience a particular person or group;
- (g) deliberately withholding information that is vital for effective work performance; or
- (h) using a system of work to bully a person.

Workplace counselling or disciplinary action that are fair and address genuine performance or conduct problems in a constructive manner are not bullying.

Reasonable managerial actions including when dealing with the operational requirements of Aliya are not bullying.

Other reasonable management action taken in a reasonable manner is not bullying.



Occupational violence

Occupational violence is defined as any incident where a person is physically attacked or threatened in the workplace. Within this definition:

- (a) 'threat' means a statement or behaviour that causes a person to believe they are in danger of being physically attacked; and
- (b) 'physical attack' means the direct or indirect application of force by a person to the body of, or to clothing or equipment worn by, another person, where that application creates a risk to health and safety.

Occupational violence covers all forms of physical attacks on a person in the workplace.

Workplace bullying and occupational violence are unlawful. Volunteers who engage in this type of unlawful conduct expose themselves to legal liability and could expose Aliya to potential claims.

Any person who feels that they have been subjected to workplace bullying or occupational violence or who feels that someone else is being subjected to workplace bullying or occupational violence should immediately report the incident accordance with the Complaint Resolution Procedure policy at clause 14 of this Volunteer Handbook.

Serious breaches of this policy may warrant dismissal from the organisation.

13. Anti-Discrimination and Equal Opportunity

Aliya does not tolerate any form of discrimination. We believe all volunteers have the right to volunteer in an environment free of discrimination and harassment.

It is not intended that this policy imposes legally binding obligations on Aliya.

Aliya's commitment

Aliya is committed to ensuring that all volunteers are treated fairly and equitably and can volunteer in an environment free of harassment (including sexual harassment), discrimination and victimisation. Harassment (including sexual harassment), discrimination and victimisation are unlawful, undermine professional relationships and will not be tolerated by Aliya.

Aliya is built on integrity and the highest ethical standards. Our values emphasise respect for everyone. Every volunteer is obliged to contribute to providing a safe and comfortable working environment.



All volunteers have a responsibility to contribute to the achievement of a productive, safe and equitable work environment by avoiding practices which lead to, support or condone harassment (including sexual harassment), discrimination or victimisation.

Management are accountable for ensuring that volunteers understand their rights and responsibilities in relation to this policy.

Provisions relating to harassment, sexual harassment, discrimination and victimisation are contained in both federal and state legislation.

Federal

- (a) *Racial Discrimination Act 1975*
- (b) *Sex Discrimination Act 1984*
- (c) *Human Rights and Equal Opportunity Commission Act 1986*
- (d) *Disability Discrimination Act 1992*
- (e) *Age Discrimination Act 2004*
- (f) *Fair Work Act 2009*

State and Territory

- (g) *Victoria – Equal Opportunity Act 2010*

What is unlawful discrimination?

Unlawful discrimination involves the unfavourable treatment of a person on the basis of one or more of the following protected attributes:

- (a) race, colour, national or ethnic origin, ethno-religious background;
- (b) gender;
- (c) marital status;
- (d) pregnancy or potential pregnancy;
- (e) disability (including physical, intellectual, psychiatric, sensory, neurological or learning disabilities and illnesses such as HIV/AIDS);
- (f) age;
- (g) lawful sexual activity and/or sexual orientation;
- (h) transgender status;

- (i) religious belief or activity;
- (j) political belief or activity;
- (k) status as a parent or carer; and
- (l) personal association (whether as a relative or otherwise) with a person or people identified by reference to any of the above attributes.

Unlawful discrimination can be either direct or indirect. Direct discrimination occurs where a person treats or proposes to treat a person with an attribute unfavourably because of that attribute. Indirect discrimination is focused on the impact of rules, practices or policies that are applied equally but have a disproportionate impact on those with particular attributes. Indirect discrimination occurs if a person imposes (or proposes to impose) a requirement, condition or practice that has, or is likely to have, the effect of disadvantaging persons with an attribute; and the requirement condition or practice is not reasonable.

14. Sexual Harassment

Harassment

Harassment is any form of behaviour that intimidates, humiliates, vilifies or offends another worker, or makes the workplace uncomfortable and unpleasant, and which happens because a worker has one of the attributes referred to above. Harassment can include:

- (a) making derogatory comments or taunts about a volunteer's religion;
- (b) mimicking a volunteer's accent or disability;
- (c) asking a volunteer about their sexual orientation;
- (d) emailing insulting jokes to someone about a particular racial group to which that worker belongs;
- (e) making offensive non-verbal gestures referring to a volunteer's race; and
- (f) mocking customs or cultures.

In determining whether a volunteer has engaged in harassment towards another volunteer it is irrelevant whether or not the volunteer worker is aware of the harassment, and whether or not the behaviour is intentional.

Behaviour need not be repeated or continuous to constitute harassment, a single incident or comment can amount to harassment.

What is sexual harassment?

Sexual harassment is unwelcome conduct of a sexual nature in circumstances in which a reasonable person, having regard to all the circumstances would have anticipated the possibility that the other person would be offended, humiliated or intimidated. Sexual harassment covers a wide range of behaviours and can be verbal, written, visual or physical. It can be such things as:

- (a) unwelcome comments about a worker's sex life or physical appearance;
- (b) suggestive behaviour such as leering;
- (c) unnecessary comments, sexual banter, sexual jokes, offensive telephone calls;
- (d) displaying sexually explicit photographs, posters, reading matter or objects;
- (e) sexual propositions or continual requests for dates;
- (f) uninvited sexual or physical contact such as kissing, touching or fondling;
- (g) promises, propositions or threats in return for sexual favours; and
- (h) indecent exposure or sexual assault.

Sexual harassment is not limited to members of the opposite sex.

Sexual harassment can occur when a working environment is permeated with unwelcome conduct of a sexual nature.

Behaviour need not be repeated or continuous to constitute sexual harassment, a single incident or comment can amount to sexual harassment.

Victimisation

A person who makes a complaint, or intends to make a complaint about discrimination, harassment or sexual harassment is protected from being victimised.

This protection extends to a person who gives evidence or information in connection with such complaint and to a person who makes an allegation of discrimination, harassment or sexual harassment even if no formal complaint is made or if findings are made that there is insufficient evidence to substantiate a complaint that is made.

Victimisation is unlawful under State and Federal laws and will not be tolerated by Aliya.

What to do about behaviour that contravenes this policy?

Any volunteer who feels that they have been subjected to any form of harassment, sexual harassment, discrimination, or victimisation should discuss their concerns with the CEO. Where a concern relates to the CEO, contact Shuie Gestetner.



Any complaints of harassment, sexual harassment, discrimination or victimisation will be dealt with promptly, confidentially (to the extent possible) and without victimisation of those involved.

Serious breaches of this policy may warrant dismissal from the organisation.

15. Complaint Resolution Procedure

This policy may be amended or replaced by Aliya at any time and it is not intended that this policy imposes legally binding obligations on Aliya.

Aliya has appointed an individual to deal with issues of discrimination, harassment, sexual harassment, victimisation and bullying (**Complaints Officer**). The Complaints Officer is Menny Overlander. The Complaints Officer will deal with complaints and issues that arise under Aliya's Anti-Discrimination and Equal Opportunity policy or Anti-Bullying policy.

This policy documents the processes in place to handle any complaints and issues raised with the Complaints Officer.

The Complaints Officer will offer volunteers who feel they have been discriminated against, harassed, sexually harassed, victimised or bullied both informal and formal complaint resolution options.

Aliya will ensure that its complaint resolution process:

- (a) treats the volunteers involved with respect;
- (b) is clearly documented and accessible to all;
- (c) offers both informal and formal options;
- (d) is timely, confidential and objective;
- (e) is regularly reviewed for effectiveness; and
- (f) incorporates sufficient flexibility to deal with each complaint effectively.

A Complaints Officer may assist a complainant or a respondent to a complaint by:

- (a) providing information about this policy and procedures available under this policy;
- (b) discussing the options available to them, including making a complaint to an external body;
- (c) encouraging the complainant or respondent to seek the type of support that they need and providing referrals as appropriate; and
- (d) exploring strategies to resolve the matter.



If a volunteer wishes to make a complaint under this policy but feels that it would be inappropriate to approach the Complaints Officers, that volunteer should approach Shuie Gestetner. (Shuieg@gmail.com)

Informal complaint procedures

Informal procedures emphasise resolution rather than factual proof or substantiation of a complaint and are only followed if there is an assessment there is no risk to the health and safety of the volunteer who has complained they have been discriminated against, sexually harassed, victimised, bullied or harassed (**Complainant**).

Modes of informal complaint procedures

Informal ways of dealing with complaints of discrimination, sexual harassment, harassment, victimisation or bullying can include the following action:

- (a) the Complainant deals with the situation themselves, in doing so may seek advice on possible strategies from another volunteer or the Complaints Officer;
- (b) the Complainant asks the Complaints Officer to speak to the alleged perpetrator on their behalf. The Complaints Officer privately conveys the Complainant's concerns and reiterates Aliya's policy to the alleged perpetrator without assessing the merits of the case; or
- (c) a complaint is made and put to the alleged respondent, the respondent admits the behaviour, investigation is not required and the complaint can be resolved through conciliation or counselling.

When is an informal complaint procedure appropriate?

An informal complaint procedure is usually appropriate where:

- (a) the allegations are of a less serious nature but the Complainant wants it to cease nonetheless;
- (b) the Complainant wishes to pursue an informal resolution; or
- (c) the parties are likely to have ongoing contact with one another and the Complainant wishes to pursue an informal resolution so that the working relationship can be sustained.

Formal complaint procedures

Formal procedures focus on proving whether a complaint is substantiated.

A formal complaint procedure can involve:

- (a) appointment of an investigator;



- (b) investigation of the allegations, including speaking to the parties and if necessary or gathering other information;
- (c) providing to the parties involved, the opportunity for each party to respond to the allegations and adopting a process that is fair and appears fair to all volunteers;
- (d) making a finding as to whether the allegations made can be substantiated; and
- (e) implementation of an appropriate outcome by the decision maker.

Any report created as a result of a complaint made under this policy will remain the property of Aliya.

The parties should be permitted to have a support person accompany them to any interviews or meetings.

When is a formal complaint procedure appropriate?

A formal complaint procedure is usually appropriate where:

- (a) informal attempts at resolution have failed;
- (b) the Complainant has been victimised;
- (c) complaint involves serious safety issues, allegations of misconduct, legislative breaches or cultural concerns and informal resolution could compromise the rights of the parties;
- (d) the allegations are denied, the Complainant wishes to proceed and investigation is required to substantiate the complaint;
- (e) Aliya determines at its absolute discretion that a formal complaint procedure is appropriate; or
- (f) The Complainant wishes to make a formal complaint from the outset.

Possible outcomes of a formal complaint

If a complaint is substantiated, outcomes could include any, or a combination, of the following:

- (a) counselling;
- (b) official warnings that are noted on the perpetrator's personnel file;
- (c) apologies;
- (d) conciliation/mediation conducted by an impartial third party where the parties to the complaint agree to a mutually acceptable resolution;



(e) requirement to undertake coaching or formal training; or

(f) dismissal from the organisation.

Confidentiality and record keeping

Any complaint made under this policy will be treated confidentially. To the extent possible, Aliya will maintain confidentiality throughout the course of any complaint resolution procedure with details disclosed only to relevant parties and only to the extent necessary.

Victimisation

A volunteer who makes a complaint or intends to make a complaint under this policy is protected from being victimised. This protection extends to a volunteer who gives evidence or information in connection with such a complaint.

If a volunteer feels they have been victimised they can pursue a complaint under this policy.

Victimisation is unlawful under State and Federal laws and will not be tolerated by Aliya.

A serious breach of this policy may warrant dismissal from the organisation.

16. Receipt and Acknowledgment Form

Aliya - Declaration

Aliya expects all volunteers to have read and understood the policies contained in this Volunteer Handbook to ensure you are fully aware of your responsibilities as a volunteer of Aliya.

Volunteer Declaration:

I have read and understand the contents of this Volunteer Handbook along with the aforementioned policies and will comply with the rules and my responsibilities outlined in them as well as that which will be outlined in particular by the CEO.



Volunteer Name:

Volunteer Signature:

Date: