



# Volunteer Handbook

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Volunteering at Alwyndor



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# Welcome Message

## Welcome to Alwyndor!

It is a real pleasure to welcome you as a volunteer and to thank you for the time, care and generosity you are choosing to share with our organisation.

At Alwyndor, we are proud to support older people to live well and independently, and volunteers are an essential part of how we achieve this every day. The presence of volunteers brings connection, companionship and joy into the lives of our residents and clients, and the impact of this support is both meaningful and deeply valued.

Whether you are spending time with residents, supporting activities, assisting staff, or simply offering a friendly conversation, your contribution helps create moments that matter. These moments often have a lasting impact and play an important role in enhancing wellbeing and quality of life.

We are equally committed to ensuring your experience as a volunteer is positive, supported and rewarding. We want you to feel welcomed, included and confident in your role as part of the wider Alwyndor community. Your time, skills and perspective are genuinely appreciated, and we hope your volunteering experience is both enjoyable and fulfilling.

Thank you for choosing to be part of Alwyndor. We are grateful for your contribution and look forward to the difference you will make.



**Beth Davidson-Park**  
CHIEF EXECUTIVE OFFICER





# About Alwyndor

Set within beautiful grounds in the seaside suburb of Hove, Alwyndor delivers on-site residential living and support at home services, along with therapy and wellbeing services that empower the people in our communities to live healthy, engaged and fulfilled lives.

The modern-day Alwyndor stemmed from the vision of Dorothy Cheater, whose vision was to care for others.

Dorothy grew up on her parent's Dunrobin Road, Hove property and lived there for her entire life.

Alwyndor has 144 residential, dementia, respite care beds, transitional and care awaiting placement beds, together with allied health, therapy and wellness programs, support at home packages and Commonwealth Home Support Programme (CHSP) services.

Alwyndor has a range of resident amenities including on-site physiotherapy, podiatry, social work, speech therapy and occupational therapy services, café and shop, and extensive and much-loved grounds and gardens.

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With Dorothy's vision, Alwyndor strives to remain committed to maintain her legacy of providing quality care to our elderly community.





# Our Values

We believe that our Values are not just words on paper but guiding principles that should be upheld and lived by each one of us. We take responsibility to embody our Values in our daily work and behaviours:

## Wellbeing

- We embrace diversity and treat all people with courtesy, kindness, and respect.
- We create a safe, inclusive, enabling environment where people feel valued.
- We value, and advocate for, every member of our Alwyndor community.
- We care for ourselves and our teammates so we can care for others.

## Courage

- We are inspired by our history and excited about our future.
- We embrace change and seek innovative ways to meet challenges and use opportunities.
- We all actively participate in building a great Alwyndor.
- We constantly improve, guided by our customers' needs.

## Accountability

- We earn trust by being honest, transparent, and reliable.
- We do our jobs responsibly, with integrity, pride, and care. We do what we say.
- We take ownership for identifying and resolving issues.

## Respect

- We work together to achieve our common goals.
- We consult openly, consider suggestions and feedback thoughtfully, and respond positively.
- We make informed decisions.
- We communicate respectfully, constructively, and professionally.

## Excellence

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# Volunteering

## About this handbook

This Volunteer Handbook has been developed to provide clear, practical information about volunteering at Alwyndor. It is designed to support you in understanding your role and responsibilities while volunteering with us.

This handbook is intended as a general guide. Your specific duties, requirements, and expectations will be outlined in your Volunteer Position Description and may vary depending on the role you are undertaking.

## Who is a volunteer

A volunteer is anyone who freely gives their time to support Alwyndor without financial compensation. Volunteers play an important role in enhancing the experience of residents and clients, and contribute to the broader wellbeing of our community.

Volunteers may assist in a variety of ways, depending on their role, skills, and interests. All volunteers should act in line with Alwyndor's values, code of conduct, and work safely and respectfully with staff, residents, clients, and other volunteers.

## Working Together at Alwyndor

At Alwyndor, volunteering is about supporting residents and clients, contributing to meaningful activities, and being part of a respectful and welcoming community.

When volunteering, you will:

- receive clear guidance about your role
- be supported by staff and your volunteer supervisor
- work in a safe and welcoming environment
- be provided with appropriate training relevant to your role where required.

Our work is guided by:

- Aged Care Quality Standards
- Aged Care legislation and requirements
- a person-centred approach to care
- our values
- our Code of Conduct.





# Rights-based approach to Aged Care

The Aged Care Act, commencing on 1 November 2025, places the rights, dignity, independence, and wellbeing of older people at the centre of aged care. The new Act focuses on empowering older people to make their own choices and ensuring they are treated with respect, compassion, and fairness. At Alwyndor, volunteers play an important role in supporting these values through respectful, person-centred interactions and meaningful social connection.

## What this means for older people

Older people have the right to:

- **Independence and autonomy:** to make their own choices and live as independently as possible.
- **Empowerment and freedom of choice:** make decisions about their care and daily life.
- **Equitable access:** to access quality aged care services regardless of background or circumstances.
- **Quality and safe care:** services must be safe, respectful, and meet high standards.
- **Respect for privacy and information:** personal information must be protected and treated with confidentiality.
- **Person-centred communication:** communication should be clear, respectful, and tailored to the needs and preference of the individual.
- **Right to raise concerns:** speak up about issues without fear of reprisal.
- **Support from advocates and social connections:** advocates or support people involved in their care and maintain social relationships (including with volunteers).

## The Statement of Principles

The Aged Care Act is guided by principles that promote:

- person-centred care
- dignity and independence
- inclusion and equity
- continuous improvement
- valuing workers and volunteers.





# Aged Care Quality Standards

The Aged Care Quality Standards set the expectations for how aged care services are delivered across Australia. They are designed to ensure older people receive safe, respectful, and high-quality care that supports their wellbeing, independence, dignity, and individual needs.

The Quality Standards commenced alongside the new Aged Care Act on 1 November 2025 and reflect a rights-based approach to aged care. The Standards place older people at the centre of care and support services that are person-centred, inclusive, and responsive to individual preferences and experiences.

The Quality Standards promote:

- person-centred care and support
- dignity, independence, and choice
- inclusion, diversity, and cultural safety
- safe and effective care and services
- respectful communication and meaningful relationships
- improved food, nutrition, and wellbeing outcomes
- stronger protections for older people.

The Standards also recognise the importance of supporting people living with dementia and ensuring services are accessible, inclusive, and responsive to people from diverse backgrounds, identities, cultures, and life experiences.

At Alwyndor, the Quality Standards guide the way care and services are delivered across the organisation. While volunteers do not provide clinical care, they play an important role in supporting positive experiences, social connection, dignity, and wellbeing for older people.

## Your role as a Volunteer

As a volunteer, you contribute to the quality and safety of aged care by:

- treating older people with dignity, kindness, and respect
- supporting individual preferences, independence, and choice
- communicating in a respectful and inclusive manner
- maintaining privacy and confidentiality
- reporting concerns, incidents, or unsafe situations
- following Alwyndor's policies, procedures, and safety requirements
- contributing to a welcoming, supportive, and inclusive environment

As a volunteer at Alwyndor, you are expected to support and uphold the rights of older people through respectful communication, professional behaviour, and compassionate interactions. Every interaction, no matter how small, contributes to the overall wellbeing and experience of the people we support.





# The 7 Aged Care Quality Standards

## The Individual

Older people are treated with dignity and respect and are supported to make choices about their own care and daily life.

## The Organisation

Providers are expected to create a culture that values safety, quality, accountability, and continuous improvement.

## The Care and Services

Care and support should be safe, effective, and tailored to each person's individual needs and goals.

## The Environment

Older people should feel safe, comfortable, and supported within clean and well-maintained environments.

## Clinical Care

Clinical care must be delivered safely and appropriately by qualified professionals where required.

## Food and Nutrition

Older people should receive nutritious meals, enjoy choice in food options, and have their dietary needs respected.

## The Residential Community

Residential aged care services should support connection, inclusion, independence, and quality of life.

In addition to the Quality Standards, all aged care providers must comply with other important obligations under the law, including:

- The Statement of Rights
- The Statement of Principles
- The Aged Care Code of Conduct
- Worker screening requirements
- Complaint and whistleblower protections
- Serious Incident Response Scheme (SIRS).

By understanding these standards and expectations, volunteers help create a safe, welcoming, and positive environment for older people receiving care and support.





# Code of Conduct

This section includes excerpts from the Alwyndor Code of Conduct. A full copy of the Code of Conduct will be provided to all volunteers

## Fair Treatment and Workplace Behaviours

Alwyndor expects all employees, volunteers, and others engaged to perform work on its behalf to conduct themselves in a manner that upholds dignity, respect, and fairness, while fostering a safe and healthy environment. Alwyndor is committed to ensuring that no individual or group is subjected to workplace bullying, discrimination, sexual harassment, harassment, victimisation and vilification. Accordingly, it is a requirement that all employees, volunteers, and others engaged in work for Alwyndor.

We will:

- engage in conduct that demonstrates respect for individual differences and promotes inclusivity, ensuring no discrimination occurs based on sex, race or ethnicity, sexual orientation, disability, cultural background, religion, marital status, age, union affiliation, political beliefs, or family responsibilities.
- refrain from making insulting or disparaging remarks about the personal beliefs of colleagues, customers, their family members, or visitors, and respect each person's right to hold and practice their beliefs.
- report any actual or suspected instances of abuse or neglect involving older people, children, young people, vulnerable individuals, or, in accordance with relevant policies and procedures.
- avoid any intimidating behaviour or using their position to exert unlawful, immoral, or emotional leverage over others.

## Performance and Conduct Management

Alwyndor is committed to supporting volunteers to perform their roles safely, respectfully, and effectively. Where concerns regarding performance, behaviour, or conduct arise, they will be addressed through a fair and supportive process that includes discussion, feedback, and opportunities for improvement.

Volunteers will be informed of any concerns, given the opportunity to respond, and provided with support or training where appropriate. If concerns cannot be resolved, or in cases of serious misconduct, Alwyndor may discontinue the volunteer placement.

## Confidentiality

Confidential information is any data obtained during the conduct of Alwyndor's business.

We are committed to protecting the privacy of residents, customers, clients, and employees by maintaining strict confidentiality regarding personal and employment details.

Volunteers must protect confidential information, access it only when necessary for work, and not use it for non-work purposes. Information may only be shared with authorisation, and Alwyndor's intellectual property must be safeguarded. Confidential materials include customer and employee details, financial information, sensitive business data, and the Alwyndor logo.

To maintain confidentiality, volunteers should avoid discussing customer or employee information publicly and ensure that all files are kept secure.



# Code of Conduct, Cont.

## Professional Boundaries

All volunteers are expected to maintain professional behaviour in their interactions with clients, residents, and other volunteers. Volunteers should demonstrate respect, courtesy, and fairness, ensuring that personal relationships do not interfere with work duties or resident or client care.

Volunteers must avoid forming personal relationships with clients, residents, or their families that could compromise the objectivity and quality of care or work provided. Personal relationships should not influence professional decisions or actions. Any relationships that could pose a conflict of interest should be disclosed to your manager or People and Culture.

While emotional support and empathy are aligned with our values and essential in many roles at Alwyndor, volunteers should maintain a professional distance in their emotional interactions. Volunteers should avoid becoming overly involved in the personal lives of clients, residents, or other volunteers. Emotional boundaries help protect both the client, resident and the volunteer and maintain a professional relationship.

Volunteers who observe or experience breaches of professional boundaries should report the issue to their Supervisor. Alwyndor is committed to addressing any concerns promptly and ensuring a safe, respectful environment for all staff, volunteers, residents and clients.

## Acceptance of Gifts, Gratuities or Bequests

Occasionally, volunteers may be offered gifts and/or benefits from parties outside of Alwyndor. Parties outside of Alwyndor may include customers, family members, clients, residents, contractors, consultants and/or suppliers. In the interests of transparency, equity and fairness we need to ensure Alwyndor does not develop a culture where gift giving is expected and/or commonplace.

Volunteers:

- Are not permitted to accept gifts of money regardless of the amount.
- Are not to accept any gifts or benefits over \$50 in value. They must be declared in the gift register and the CEO or relevant Executive will determine appropriate use.
- Are not to accept any benefit and/or gift that may cause or potentially cause a conflict of interest.
- may accept small gifts such as inexpensive flowers or other inexpensive items but these should be limited to special occasions or seasonal activities.
- Must not be involved in the preparation or witnessing of a client's or resident's Will, this includes providing any advice, suggestions or commentary on a client's or resident's Will or estate arrangement, except where they are an immediate family member.
- Must not be an Executor of a client or resident's Will, except where they are an immediate family member.





# Work Health & Safety

## Work Health and Safety (WHS)

Work Health and Safety (WHS) laws ensure that volunteers in aged care have the right to a safe and healthy environment while carrying out their roles. Both the aged care provider and the volunteer share responsibilities: providers must identify and manage risks, offer appropriate training, and supply necessary equipment, while volunteers must follow safety procedures, use equipment correctly, and report hazards or incidents to their volunteer supervisor promptly.

These measures help protect not only the volunteers themselves but also residents and staff, fostering a safe, respectful, and supportive aged care environment. Please ask your supervisor for any specific WHS information relevant to your role or site.

## Hazards and incident

A hazard is anything that has the potential to cause harm. This may include (but is not limited to) spills, damaged or faulty equipment, blocked access ways, unsafe behaviour, or anything that could lead to injury or illness.

An incident is any event that results in, or has the potential to result in, harm. This includes injuries, near misses, accidents, or unexpected situations that affect safety.

## What to do if you see a hazard or are involved in an incident

If you see a hazard, unsafe situation, or are involved in an incident while volunteering, it is important to act promptly to help keep yourself, residents, visitors, and staff safe.

If it is safe to do so:

- Ensure your immediate safety and the safety of others
- Report the issue to your volunteer supervisor or a staff member as soon as possible
- Follow any instructions provided by staff
- Do not attempt to fix, move, or repair anything.



## Infection Prevention and Control

At Alwyndor, infection prevention and control is essential to protecting the health, safety, and wellbeing of older people, volunteers, visitors, and the wider community. Older people may be more vulnerable to illness and infection, particularly within residential aged care environments.

As a volunteer, you play an important role in helping to reduce the spread of infection by following hygiene practices, safety procedures, and outbreak requirements at all times.

## Hand Hygiene

Good hand hygiene is one of the most effective ways to prevent the spread of infection.

Volunteers are expected to clean their hands regularly by either:

- washing hands thoroughly with soap and water, or
- using alcohol-based hand sanitiser when appropriate

Hand hygiene should always be performed:

- before and after visiting residents
- before and after eating or drinking
- after using the bathroom
- after coughing, sneezing, or blowing your nose
- after touching shared surfaces or equipment
- whenever hands are visibly dirty.

When washing hands, ensure all areas of the hands are cleaned thoroughly and dried properly.

## Personal Protective Equipment (PPE)

At times, volunteers may be required to wear Personal Protective Equipment (PPE) to help reduce the spread of infection and protect themselves and others.

PPE may include:

- face masks
- gloves
- aprons
- protective eyewear.

Volunteers must:

- follow instructions provided by Alwyndor staff regarding PPE requirements
- wear PPE correctly when required
- dispose of PPE appropriately after use
- perform hand hygiene before and after using PPE.

PPE requirements may change depending on health advice, outbreaks, or the environment you are volunteering in.



# Procedures, Cont.

## Outbreak Procedures

During an outbreak or increased infection risk, additional precautions may be implemented to protect residents, volunteers, and the community.

This may include:

- wearing masks in certain areas
- limiting movement between areas or sites
- temporary restrictions on volunteering activities or visits
- additional screening requirements before entry
- increased hygiene and cleaning measures.

Volunteers are expected to follow all outbreak directions and instructions provided by Alwyndor.

These measures are important in helping to reduce the spread of illness and maintain a safe environment for everyone.

## When to attend

To help protect older people and others, volunteers must not attend volunteering duties if they are unwell or experiencing symptoms of illness.

Do not attend if you have symptoms such as:

- fever
- cough
- sore throat
- runny nose
- vomiting or diarrhoea
- shortness of breath
- flu-like symptoms
- any contagious illness or infection.

You should also avoid attending if you:

- have tested positive for an infectious illness and are still within the required isolation or exclusion period
- have been advised to stay home by a healthcare professional
- are waiting for the results of an infectious disease test where attendance may place others at risk

If you are unable to attend your volunteer duties due to illness or health concerns, please notify the appropriate contact person as soon as possible.



# Procedures, Cont.

## Fire and Emergency Procedure

Emergency response procedures are detailed in the Emergency Plan, which is displayed on WHS Notice Boards located throughout the site.

The fire alarm is a beep-type alarm. Upon hearing the alarm:

- Stop volunteer duties immediately and remain calm.
- Await further instructions from the Chief Warden or Emergency Wardens.
- If directed to evacuate, leave the area using the nearest safe exit.
- Proceed directly to the designated Emergency Assembly Point as shown on the Evacuation Plan.
- Report any hazards, injuries, or missing persons to a Warden as soon as possible.
- Do not re-enter the building or affected area until advised it is safe to do so by the Chief Warden or emergency services.

All other emergency situations will be communicated via the intercom system. Volunteers must listen carefully to announcements and follow the instructions provided.





# Training & role requirements for Volunteers

Volunteer roles at Alwyndor have specific training and/or eligibility requirements depending on the nature of the work. These requirements will be determined based on your role.

Other roles may have eligibility requirements rather than formal training, such as:

- A current and valid driver's licence for transport-related roles
- Relevant checks or clearances where required
- Working with Children Check (WWCC) and first aid where the role deems it necessary
- All volunteers are required to have a current police check

Where training is required, Alwyndor will coordinate or support access to the appropriate training as part of the volunteer role.

Requirements will vary between roles and will be confirmed as part of the volunteer placement process. Volunteers are required to maintain any necessary checks and licenses during the duration of their role.

**You will receive a Volunteer Agreement to review and sign, and a copy of the Code of Conduct.**





# Volunteer Policy

## Purpose

This policy outlines the principles and processes for engaging, selecting, and supporting volunteers at Alwyndor. It ensures a fair, transparent, and consistent approach that attracts compassionate, reliable, and values-aligned volunteers who contribute to enhancing the wellbeing and quality of life of our residents and clients.

## Scope

This policy applies to all volunteers and volunteer engagement activities across Alwyndor, including residential aged care, community care, and support services.

## Policy statement

Alwyndor is committed to fostering a safe, supportive, and rewarding volunteering environment that contributes to the delivery of high-quality, person-centred care. We ensure all volunteers meet required screening and licensing standards for their roles and are fully informed of their responsibilities, including adherence to the Alwyndor Code of Conduct.

## Principles

**Person-centred approach:** Volunteers contribute to enhancing the wellbeing, dignity, and independence of residents and clients.

**Fairness and equity:** Volunteer engagement decisions are free from bias, discrimination, or favouritism.

**Transparency:** Processes are clear, documented, and communicated to volunteers.

**Safety and compliance:** Volunteers must complete required screening, induction, and training to ensure the safety of residents, clients, and the organisation.

**Respect and inclusion:** Volunteer programs promote diversity and reflect the community we serve.

## Volunteer engagement process

Volunteer engagement decisions will:

- be fair, consistent, and free from discrimination
- comply with relevant legislation and aged care standards
- support diversity, inclusion, and community participation
- ensure volunteers are appropriately matched to roles based on skills, interests, and values alignment
- ensure volunteer roles complement, but do not replace, paid employees.

### Recruitment and Application

- Volunteers are recruited in a fair and non-discriminatory manner
- applications are assessed based on suitability, skills, interests, and alignment with Alwyndor's values
- informal interviews or discussions may be conducted to assess suitability.

### Screening Requirements

The following checks are required prior to commencement (as applicable):

- National Police Check
- Aged Care or NDIS Worker Screening Check
- Working With Children Check (if relevant to the role).

Alwyndor reserves the right to decline or discontinue a volunteer placement where screening requirements are not met.



# Alwyndor Volunteer Policy, Cont.

## Selection and Placement

- Volunteers are matched to suitable roles based on organisational needs and individual capability
- Placement is subject to successful screening and completion of onboarding requirements
- Volunteers may be reassigned where appropriate

## Induction and Training

All volunteers must complete an induction prior to commencement.

Induction will include:

- Alwyndor's Values and Code of Conduct
- Key policies and procedures (including privacy and confidentiality)
- Aged Care Quality Standards and Statement of Rights
- Work Health and Safety requirements
- Role-specific expectations

Ongoing training and support will be provided as required.

## Volunteer Responsibilities

Volunteers are expected to:

- Act respectfully, professionally, and in accordance with Alwyndor's values
- Maintain confidentiality and privacy
- Follow all policies, procedures, and reasonable directions
- Work within the boundaries of their role
- Maintain appropriate professional boundaries with residents and clients
- Notify their manager of any absences or concerns

## Supervision and Support

- Volunteers will have a designated manager for guidance and support
- Regular communication and feedback will be encouraged
- Volunteers will be supported to perform their role safely and effectively

## Work Health and Safety

- Alwyndor is committed to providing a safe environment for volunteers
- Volunteers must follow safety procedures and report hazards, incidents, or injuries
- Volunteers must not undertake tasks that place themselves or others at risk

## Conduct and Safeguarding

Volunteers must:

- Maintain appropriate boundaries at all times
- Not accept gifts, money, or personal benefits from residents or clients
- Not enter into private arrangements outside of their role
- Report any concerns regarding safety, abuse, or wellbeing immediately

## Recognition

Alwyndor values the contribution of volunteers and will recognise their efforts in a meaningful and appropriate way.

## Concerns and Feedback

- Volunteers are encouraged to raise concerns with their leader or a manager
- Concerns will be addressed respectfully and in a timely manner



# Alwyndor Volunteer Policy, Cont.

## Performance and Conduct Management

Where concerns arise, Alwyndor may:

- Provide additional support or training
- Reassign the volunteer
- Suspend or discontinue the volunteer arrangement

Serious misconduct may result in immediate termination of the volunteer role.

## Ending Volunteer Engagement

- Volunteers may cease their involvement at any time
- Alwyndor and Volunteers may cease the Volunteer's involvement by mutual agreement
- Alwyndor may discontinue a volunteer arrangement where it is no longer appropriate.
- Feedback may be requested to support ongoing improvement of volunteer processes and experience.

## Responsibilities

Managers and Team Leaders:

- Support volunteer engagement within their teams
- Provide supervision and ensure safe and appropriate volunteer involvement

People & Culture:

- Oversee volunteer processes and ensure compliance with legislation, training and organisational requirements
- Maintain appropriate records
- Undertake recognition programs
- Provide organisational communication updates

Executive and Senior Managers:

- Provide oversight and ensure alignment with organisational strategy and service delivery

## References

- Code of Conduct
- Aged Care Act 2024
- Aged Care Quality Standards
- Work Health and Safety legislation



# Thankyou for choosing to volunteer with Alwyndor



By sharing your time, skills, and compassion, you make a meaningful difference in the lives of the older people we support. Whether through a conversation, a shared activity, or simply being present, your contribution helps create connection, independence, dignity, and a sense of belonging.

Volunteers are an important part of the Alwyndor community. Your commitment, kindness, and generosity help us provide welcoming and enriching experiences for those in our care and support services.

Together, we create an environment where older people feel valued, respected, and supported to live well.

Thank you for being part of our team and helping us make a positive difference every day.

