

Nutrition Australia is the registered business name of the Australian Nutrition Foundation Inc.



Volunteer information kit



'Inspire Healthy Eating'

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Welcome

The information provided in the *Nutrition Australia Volunteer information kit* has been developed to assist and inform individuals wishing to volunteer for Nutrition Australia. It also outlines volunteer rights, responsibility and requirements.

A mandatory on-site workplace induction session will be conducted at the commencement of volunteer placement. On-the-job training may also be required so that volunteers can be provided with the information and skills necessary to perform the volunteer position to a competent standard. To assist this process a staff member will be assigned to a volunteer who will help guide them with the volunteer task. The timing and methods for delivery of such training will be determined according to the complexity and demands of the position.

Should you have any questions in regard to the contents of this kit or require assistance in completing any of the forms please contact Sally Ham, Administration Officer.

About Nutrition Australia

Nutrition Australia is the peak community nutrition education body and registered business name of The Australian Nutrition Foundation Inc.

Nutrition Australia aims to *Inspire Healthy Eating*. We aim to achieve this by basing our programs and services on scientific principles related to human nutrition and dietetics, health promotion, food science and technology.

Nutrition Australia is involved with information services for health professionals, educators, and the public by:

- Conducting displays, workshops, forums and seminars, liaising with food industry, schools and workplace programs and providing demonstrations, presentations and nutrition training.
- Producing and providing numerous education resources and publications on a range of topical nutrition issues for health and education professionals and workplace programs.
- Providing a variety of consultancies including food service in schools, child care centres, aged care facilities, workplaces and a Nutrition Clinic for the general public.

Nutrition Australia Victorian Division Programs & Services

Healthy Eating Advisory Service

- Nutrition Australia Vic is currently funded by the federal and state governments to deliver the Healthy Eating Advisory Service (HEAS) which supports Victorian early childhood services, schools and workplace and hospitals to implement healthy changes, and to support them in meeting relevant food service policies and guidelines.
- The HEAS delivers a broad and integrated advisory service to assist each identified setting to meet relevant nutrition policies and guidelines as well as support food industry in the development of healthier food and drink options.

Workplace Health and Wellbeing Program

- Aims to assist in creating supportive environments that enable and empower individuals to choose healthier foods.
- Nutrition education in the workplace including the delivery of nutrition presentations and cooking demonstrations.
- Menu assessments.

National Nutrition Week

- October. Each year National Nutrition Week raises awareness of the role of food on our health, and supports the community to enjoy healthy eating.

Publications online shop

- A range of resources are produced to help promote optimal health through food variety and physical activity. Resources may include: books, posters, leaflets, games, magnets and DVD's.

Webinars and seminars

- NA provides 4-6 webinars over the year covering a range of topics for students and professionals.

Website: www.nutritionaustralia.org

- Receives more than 90,000 visits per month
- Provides free access to resources and fact sheets
- Recipe section (plus recipe of the month)
- Online shop – publications and resources (monthly specials)
- Members section
- Latest news, programs and service descriptions from all Nutrition Australia Division
- Latest news from the Nutrition industry

Volunteer Program outline & benefits

Volunteer program

Volunteering with Nutrition Australia will give you the opportunity to expand your skills and experience in a wide range of areas as well as providing:

- A valuable insight into the operation of a non-government, non-profit community health education organisation;
- Teamwork with staff and other volunteers;
- Networking opportunities;
- Opportunities to expand your nutrition knowledge through exposure to our resources.

Many of our volunteers have used the experience and skills they obtain volunteering with Nutrition Australia to gain employment with other organisations as well as gaining entry to further studies (e.g. Masters). There may also be opportunities for free attendance at events you may be assisting us with.

Please be advised - we have very limited volunteer opportunities available throughout the year.

Volunteers may be involved in the following types of work:

One off activities

Very limited opportunities available, 10-12 per year.

These activities usually require a 4-6 hours over one or two days. Type of activities include food preparation, recipe testing, event assistance, admin support.

Projects

A Project volunteer is appointed on an as-needs-basis. We may have 5-6 projects per year requiring volunteer assistance. Projects can be short or long term but often require a commitment of four hours per week over a number of weeks, to achieve specific project outcomes. Projects may include research, evaluation, reviewing or writing content.

Ongoing roles (usually 13 week commitment)

Generally requires volunteers who have some office administration skills &/or experience who wish to continue developing their business skills. Ongoing roles can depend upon the volunteer's particular skills or interests and include weekly front desk shifts, mail outs, communications or acting in a general support role for our teams.

We have four intakes per year; January, April, June & September. We take approx. five people per intake.

All volunteers are eligible for:

Certificate of Appreciation

Verifying involvement with Nutrition Australia and awarded for a minimum of fifteen (15) volunteer hours.

Reference / referee

Individuals who volunteer 50 hours or more will be eligible to use Nutrition Australia Victorian Division as a reference on their resume or for job interviews. We will also provide a written reference / statement.

NB: under no circumstance will a reference be provided to a volunteer with less than the required 50 hours.

Volunteer of the Year:

This award will be presented to a volunteer who has demonstrated excellent volunteering commitment, a positive attitude and is a good team player. The successful volunteer will be provided with a certificate and will be rewarded for their efforts and contribution to Nutrition Australia during the year.

Volunteer Requirements

Volunteers are required to:

- Attend an on-site induction and familiarisation session
- Complete and return the application form, Volunteer Detail form (appendix one), the Volunteer Agreement form (appendix two) and the Photo Release form (appendix three)
- Provide Nutrition Australia with a police check or Working with Children Check or current Teacher registration id. (Cost for a police check for Nutrition Australia Victoria is approximately \$25.00 and can take up to 20 working days. For further details visit www.police.vic.gov.au). The Police check application form is available from Nutrition Australia Vic division and will be sent to you upon receipt of the completed forms mentioned above.
- Provide Nutrition Australia with a Food Safety certificate from the Department of Health Food Safety course or an accredited RTO. The Dept of Health course is free and online (100% pass rate required). Visit <http://dofoodsafely.health.vic.gov.au/>

Volunteer requirements for workplace insurance:

- Nutrition Australia Victorian Division covers volunteers under our volunteer accident insurance.
- Nutrition Australia's volunteer insurance policy currently does not cover individuals that are not eligible for a Medicare card (this usually applies to non-permanent residents); as such we are not able to include volunteers without a Medicare card in our volunteer program.

Expectations of Nutrition Australia & Volunteers

What can volunteers expect from Nutrition Australia?

- A workplace induction and familiarisation session facilitated at the Nutrition Australia Victorian Division office.
- Once a volunteer has completed and submitted all required paperwork they will be added to the volunteer database.
- Emails will be sent to volunteers on the database advising of upcoming volunteer opportunities.
- Confirmation from Nutrition Australia on successfully securing advertised upcoming positions.
- Every volunteer has the right to be treated with dignity and respect, regardless of their personal circumstance. If a discrimination issue arises, please raise this on a confidential basis with the Administration Officer or the Executive Officer.
- Every volunteer has the right to work in an environment free of hostility, offensiveness, intimidation and sexual harassment. Harassment in the workplace, whether bullying or of a sexual nature is unacceptable and will not be tolerated. If a discrimination issue arises, please raise this on a confidential basis with the Administration Officer or the Executive Officer.

What can Nutrition Australia expect from volunteers?

- To fully read the Volunteer information kit.
- To attend an induction / familiarisation session and read all required documentation.
- Volunteers to be punctual, arriving at the specified time.
- Volunteer hours are recorded in the 'Volunteer Sign In' folder and are signed off by the Administration Officer or supervising staff. This is extremely important to keep a history of your hours for a certificate / reference.
- When allocated a work station, it will be kept tidy and packed up at the end of the day. Please ask your allocated supervisor where to save any working documents and turn off the computer prior to leaving.
- The organisation is required to maintain a safe and healthy work environment and work practices. Please report any health and safety issues that may arise to the Administration Officer.

Volunteer Rights and Responsibility

- Be clear that all work produced or items obtained from Nutrition Australia remains the property of Nutrition Australia, in particular any intellectual property.
- Information other than that generally published and available regarding Nutrition Australia's business, systems, records, financial affairs and structure (i.e. confidential information) is restricted information. You shall not disclose any such information during or after the terms of this agreement to any individual, firm or corporation without consent in writing from the Committee of Management.
- Agree to support the rules of association and the general objectives of the Australian Nutrition Foundation Inc.
- Adhere to the Code of Conduct and OH&S policies at all times.
- Any workplace purchases need to be approved by the Administration Officer or Executive Officer PRIOR to purchase.
- Discuss the terms of your placement with your supervisor, i.e. Monday 9am-1pm, dress code, breaks and any other expectations.
- Approach your supervisor about any issues or difficulties during your time with Nutrition Australia. You also have the right to make a formal complaint on any matter either in person or in writing to the Executive Officer or Chairperson of the Committee of Management.
- You have the right to cease your involvement and any work that is being performed with Nutrition Australia at any time. It would be greatly appreciated if you could inform your supervisor as soon as possible.
- Upon completion or termination of the agreement the volunteer shall immediately return all books, documents, papers, material, keys, intellectual property or other property relating to the business of Nutrition Australia.

Becoming a Volunteer – Procedure

- Potential volunteers complete the online Expression of Interest form.

- Nutrition Australia VIC Division will provide you with:
 - Volunteer Detail form (appendix one),
 - Volunteer Agreement form (appendix two)
 - Photo Release form (appendix three)
 - A copy of the Nutrition Australia Vic division Police Check form application
 - A link to the Dept of Health Food Safety free online course

- Upon completion and return of the required forms & certificates you will be added the volunteer database.

- Volunteers are notified by email when a volunteer opportunity arises.

- Volunteers applying for opportunities may be reference checked or asked to attend an interview and checked for required documentation (ie Police check certificate, Food Safety certificate)

- The Administration Officer or role supervisor will confirm when a volunteer is successful for the position. Those unsuccessful will also receive notification.

- A volunteer successful in obtaining a volunteer position will carry out the activity as detailed in the position description.

- Volunteer to record hours in the 'Volunteer Sign In Log', or if out of office, email the Administration Officer or role supervisor to update log with hours.

Important information

Hours

Nutrition Australia office hours are 9:00am – 5:00pm Monday to Friday. Volunteer hours fall within these times unless advised differently.

In cases where scheduled attendance cannot be met, volunteers are requested to provide adequate prior notification (at least two working days). In the incidence of illness please notify the Administration Officer or role supervisor on 8341-5800 as soon as possible. If you call outside office hours please leave a message on voicemail.

Volunteer sign in log

In order to maintain a record of volunteer attendance and for purposes of insurance, volunteers are required to record their attendance and hours in the volunteer sign in log. *It is the responsibility of the volunteer to complete the attendance record.*

If you are office based, you will also need to sign in to the visitors' book.

Housekeeping

Please ensure you keep your work station tidy. Please store personal bags in drawers or under your desk. It would be greatly appreciated if you could keep mobile phone use to a minimum. When possible, please take personal calls outside to minimize office noise.

Dress code

Business casual (no jeans, t-shirts, strappy tops, thongs/flip flops etc).

Representing the organisation

The organisation takes pride in the range of activities and services we offer our volunteers. At all times volunteers should maintain a high level of behaviour when in the public eye representing Nutrition Australia. Giving public statements or acting outside the scope of authorised roles risks detrimental effects on the organisation. Volunteers must not speak for or obligate the organisation unless directly authorised to do so.

Reimbursement of expenses

Nutrition Australia recognises it may be unavoidable in some circumstances that a volunteer may incur costs while undertaking activities on behalf of Nutrition Australia. Only claims supported by prior approval and appropriate records and/or receipts will be reimbursed via petty cash.

Confidentiality

Volunteers have a responsibility to ensure that privileged information (verbal, written and electronic) gained through their participation is not disclosed to external parties without the consent of Nutrition Australia Victorian Division.

Information and privacy

Any material produced by volunteers as a result of tasks and work performed on behalf of Nutrition Australia remains the property of the organisation and is subject to copyright laws. Any queries in relation to how this applies to your work should be directed to the Administration Officer.

Volunteer performance management

Volunteers have a right to be informed about their work performance in a supportive and confidential manner. The Administration Officer or another relevant staff member will provide feedback to volunteers on a regular basis.

Program evaluation

The organisation aims to continually improve the management of the volunteer program. A volunteer survey will be distributed to volunteers once per year

Food Safety guidelines

Basic food safety guidelines

Storage	<ul style="list-style-type: none"> • Store raw meat, fish and poultry near the bottom of the fridge and ensure juices do not drip onto other food. Try using leak proof containers. • Cover cooked and ready-to-eat food and store on shelves above raw foods. • Cool hot food quickly. Cool food on the bench only until steam stops rising. Then place hot food straight into the fridge or freezer. • Check temperature of your fridge or freezer. Fridge should be 4°C to 5°C and the freezer should be minus 15°C to minus 18°C.
Handling and Preparing	<ul style="list-style-type: none"> • Wash hands in hot soapy water for 30 seconds before and after preparing raw meats. Dry hands thoroughly. • Avoid preparing foods if you have diarrhoea or vomiting. • Use separate chopping boards and utensils for ready-to-eat-foods like salads and to-be-cooked foods like meats.
Cooking	<ul style="list-style-type: none"> • Ensure meats like chicken, pork and mince meats are cooked through. There should be no pink meat visible and juices should run clear.
Cooling and Reheating	<ul style="list-style-type: none"> • Always reheat to steaming hot. When reheating in the microwave, make sure that food is steaming throughout by periodically stirring. • Cool food as soon as possible by placing into a shallow container and then into the fridge.
Cleaning	<ul style="list-style-type: none"> • Wash all work surfaces, dirty dishes and utensils well with soapy warm water and dry thoroughly. Change tea towels when they are wet or dirty. • Dish clothes, sponges and dish-mops should be regularly changed or disinfected.
Microwave cooking	<ul style="list-style-type: none"> • Carefully follow any instructions on foods for microwave cooking. • Cover food with a lid or microwave-safe plastic wrap to trap steam. • Stir foods and turn large items over during cooking. • Cut food into similarly sized pieces • Food continues to cook when the microwave is turned off. Always wait 3-5 minutes before testing that cooking is complete.
Thawing of frozen products	<ul style="list-style-type: none"> • Thaw cooked or ready to eat foods in the fridge. • Refrigerate defrosted food if it is not to be used immediately.

Food handling at events:

- All hair must be tied back
- Gloves must be used at all times (change gloves when changing activities)
- Hand sanitizers may also be used
- No jewellery is allowed when handling food except a wedding band
- Nails must be trimmed back. No false nails are allowed when handling food
- No singlets are to be worn
- Covered shoes must be worn.
- No hot food should be transferred to venues. Any cold food that is to be transferred must be kept cold by using an esky with ice bricks or freezer
- Food must be stored correctly. Hot food **HOT** and cold food **COLD**
Hot food must remain above 60°C **Cold food must remain below 5°C**

Occupational Health and Safety (OH&S)

OH&S refers to policies, procedures, legislations and activities which aim to protect the health and safety of people within a workplace. Specific ways to limit hazards to yourself or another person whilst volunteering with Nutrition Australia Victoria are listed below.

Occupational Health and Safety

Setting up for an event can sometimes be hectic. There is always a lot to do in a small period of time but it is imperative that your health and safety is never compromised.

- If you have any existing injuries inform your supervisor.
- If you notice any hazards report them immediately to a supervisor (e.g. water spillages).
- Minimize the risk of tripping by placing duct tape over cords, securing them to the floor.
- Place tables and electrical items close to the power outlets whenever possible.
- Bend your knees when you lift.

Think before you lift!

Manual handling occurs when you are Lifting, Lowering, Pushing, Pulling, Carrying, Moving, Holding, Restraining.... any person, animal or thing

Before lifting

- Stop and assess the load and if too heavy seek advice
- Consult a staff member for advice on how to manage heavy loads
- Plan the lift. i.e. estimate the load and know where it is to be placed prior to lifting
- Can you reduce the load? Does the lift require two people?
- Avoid placing objects on ground if they have to be picked up later
- Ensure objects to be lifted have sufficient space around to enable safe lifting
- Make sure you are capable of lifting and your body is warm and flexible especially when weather is cold
- Avoid reaching out. Do not reach out to pick up any object
- Handle heavy objects close to the body
- If you think the load is too heavy to lift safely DO NOT LIFT IT

When lifting

- Bend your knees, keep a straight back and make use of your legs to lift
- Lift slowly and smoothly without jerking and when turning move feet
- Do not twist or turn with hips or shoulders
- Make sure you have a firm grip
- Position the feet evenly on each side of the load
- Bend the knees
- Keep your back straight and your arms close to the body
- And remember **“Lift using your legs NOT your back”**



Thank you

On behalf of Nutrition Australia Victorian Division thank you for choosing to volunteer with the organisation.

We value your offer of support and will endeavour to make your time with us both challenging and rewarding. Without the support of our volunteers, Nutrition Australia would not be as well regarded or effective as it is, nor would we be able to deliver all of our programs and services.

We hope volunteering with Nutrition Australia will give you the opportunity to expand your skills and give you a valuable insight into the operation of a non-government, non-profit community health education organisation.

We look forward to sharing volunteering opportunities with you.

Sally Ham – Administration Officer

Volunteer agreement

This agreement is required for legal protection of both the organisation and yourself. Please complete this form and return to Nutrition Australia Victoria Division prior to volunteering.

If you have any difficulties completing the form or have any questions, please contact the Administration Officer.

Declaration

I, _____ have indicated my intention to volunteer with Nutrition Australia Victorian Division for the year 201__.

I have been informed of the process to volunteer with the organisation and the type of volunteer positions available within the organisation.

I am able to cease my involvement with Nutrition Australia at any time but am required to leave all information obtained or work produced while with Nutrition Australia upon this or completion of that specified time.

I have read through the Nutrition Australia Volunteer Kit.

I understand that I will need to volunteer a minimum of 50 hours with the organisation to be eligible to use Nutrition Australia as a referee.

Name:

Signature: Date: ____ / ____ / ____

Photo Release form

Permission to release

I, _____ hereby grant permission for Nutrition Australia to use photograph(s) taken of myself for use on the Nutrition Australia website (www.nutritionaustralia.org), the Nutrition Australia Facebook Page (<http://www.facebook.com/#!/pages/Nutrition-Australia/187990794566937>) and/or the Nutrition Australia Twitter Account (<http://twitter.com/#!/NutritionAust>).

I do / do not give permission for my first name, and first name only, to be named adjacent to any photograph(s) on the aforementioned pages.

Name: _____ Signature: _____

Date: _____ Phone: _____

Nutrition Australia Victorian Division

118 Cardigan St

Carlton VIC 3053

Enquiries: (03) 8341-5800

Privacy statement

The personal information requested on this form is being collected by Nutrition Australia, Vic Division to authorise the reproduction of photographs taken of the subject and/or his or her dependents. The personal information will be used solely by Nutrition Australia, Vic Division for the stated purpose. The applicant understands that the personal information provided is for seeking authorisation to reproduce photographs taken and that he or she may apply to council for access to and/or amendment of the information. Requests for access and or correction should be made to Nutrition Australia, Vic Division at the contact details above.