



Volunteer Handbook

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1. Welcome

Welcome to the Little BIG Volunteer Tribe! We're so happy you're here.

We could not succeed in our mission of making communities happier, healthier and kinder without the help of a skilled set of volunteers like you. Volunteers who believe deeply in the work we're doing and support us on our journey of fighting loneliness in Australia by creating connected communities.

Volunteering or helping others, is one of the 5 Ways to Wellbeing. As the team at 5 Ways to Wellbeing say:

- Scientific studies show that helping others boosts happiness. It increases life satisfaction, provides a sense of meaning, increases feelings of competence, improves our mood and reduces stress.
- Even the smallest act can count, whether it's a smile, a "thank you" or a kind word. Larger acts, such as volunteering at your local community centre, can also make a difference to the life of others and your own.

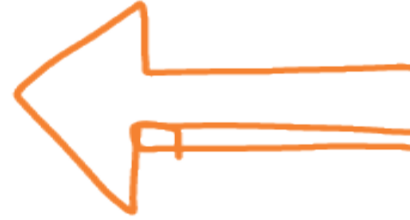
Moreover, volunteer involvement is a critical part of Australian society and contributes to building strong, inclusive and resilient communities.

We're excited that you've taken this step to not only help others, but also to support your own wellbeing by giving back to your community, and extremely grateful that you've chosen to support our work. Thank you for dedicating your service, time and skills to the Little B.I.G. Foundation and making your community a happier, healthier and kinder place. We hope you will find the experience rewarding and enjoyable.

Sarah

CEO, Little BIG Foundation

2. About Us?



2.1 Who We Are

The Little B.I.G. Foundation is on a mission to reduce loneliness by inspiring communities to become better connected. Australia's loneliness epidemic is coming to a tipping point. Nearly half of Australians don't have neighbours they can call on for help. Our vision is for a future in which people enjoy happier, healthier and kinder lives.

We foster a deep and personal connection to community through a shared community hub, where locals can come together to hang out, join a free event, or host an activity that's good for the 'hood'. We inspire and empower communities by creating opportunities for connection. We believe it's the little things that make a BIG difference. BIG lives are made up of brief moments and it's these little moments of connection that can have the biggest impact on someone's day.

The Little BIG House is where the magic happens, where locals can share their passion or hobby with their community, where ideas are seeded and flowers blossom. By working with the local community and partnering with like-minded individuals, we curate a program of events and groups that speak to everyone in the community and allow them to connect with their neighbours.

For more information take a look at our website: www.littlebigfoundation.org

And make sure to follow us on social to keep up to date with what we're doing:

Instagram: [@summerhilllittlebighouse](https://www.instagram.com/summerhilllittlebighouse)

Facebook: [@TheSummerHillLittleBIGHouse](https://www.facebook.com/TheSummerHillLittleBIGHouse)



2.2 Vision, Mission and Values

HAPPIER, HEALTHIER, KINDER COMMUNITIES

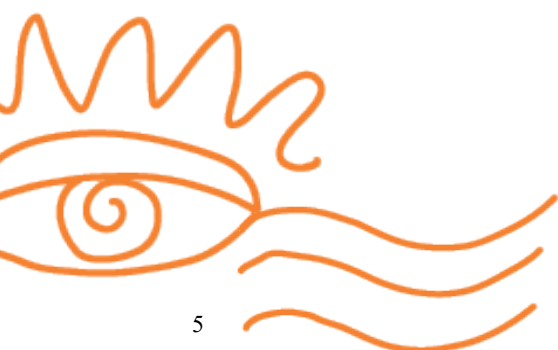
Mission

Mental wellbeing through belonging



Theory of Change:

- If we... encourage social connections
- By... providing a Little BIG House, seeding ideas, finding community leaders and supporting interest groups and events
- We can... create a future in which people enjoy kinder, happier and healthier lives



Values

LIVE HAPPIER, HEALTHIER, KINDER

"You cannot love your brother or sister across the world if you do not love your neighbour across the street" – Unknown

We ask all volunteers and visitors to the Little BIG House to uphold our vision of a happier, healthier and kinder community. We each need to 'live' this in order to become it. By being kind to one another we can make a huge difference to our neighbourhood, our community and the world. Say 'hi' to the next person you meet, consider if your idea can help the community to be healthier, welcome all to your group and if you can help someone – go for it.

WELCOME EVERYONE

"We must not only learn to tolerate our differences. We must welcome them as the richness and diversity which can lead to true intelligence" – Albert Einstein

The Little BIG House is everyone's neighbourhood hub, open to all in the community to enjoy. We welcome everybody, no matter your background; whether you're a vegemite fan or can't stand the stuff; whether you prefer rugby over AFL. Whoever you are, come on inside and join in on the fun. We believe all people have a right to full inclusion as valued community members and we respect and encourage diversity of all forms – cultural, gender, age and thought diversity.

Welcome everyone inside and help us make this community the most connected and the happiest, healthiest, and kindest community there is.

BE RESPECTFUL

"Unexpected kindness is the most powerful, least costly, and most underrated agent of human change" – Bob Kerry

The Little BIG House is a space for people working on their novel, for children to play (and maybe sometimes cry) and neighbours to chat while the footy plays, for groups to meet and one-on-one connections to forge. Everyone is welcome and there's lots of room to feel at home together in this beautiful, shared space.

Please respect other volunteers and guests. Make room for one another, be considerate and always polite.

LITTLE B.I.G. ACTIONs

"Great things are done by a series of small things brought together" – Van Gogh

A smile goes a long way. In fact, it can make a world of difference to someone's day. Little moments of connection can have the biggest impact on how someone is feeling.

They all add up - helping us feel happier and more resilient - no matter what the world throws at us. Best of all, they're easy. No planning needed.

Look out for one another, help out if you can and do the little thing that will put a smile on someone's face.





2.3 The Little BIG House

The Little BIG Foundation work with and support the community through our Little BIG Houses and the programs and activities that take place in the space. The Little BIG House is where the community come together and connect, building a healthier, happier, and kinder community.

The Little BIG House is a shared community hub, which is open to everyone from the local community to use. It can be booked for community events open to all to attend, which support attendees to become happier, healthier and kinder.

3. Preparing For Your Volunteer Role

3.1 Selecting the Right Volunteer Role

We have a number of volunteer roles on offer at the Little BIG Foundation, all as important as each other. Consider the following when reading the volunteer opportunities and selecting the right one for you:

- What you want to get out of the experience (your motivation for volunteering)
- The skills you have to offer
- How much time you can invest in volunteering

If you have further questions about the roles, please contact the Little BIG Team on hello@littlebigfoundation.org.

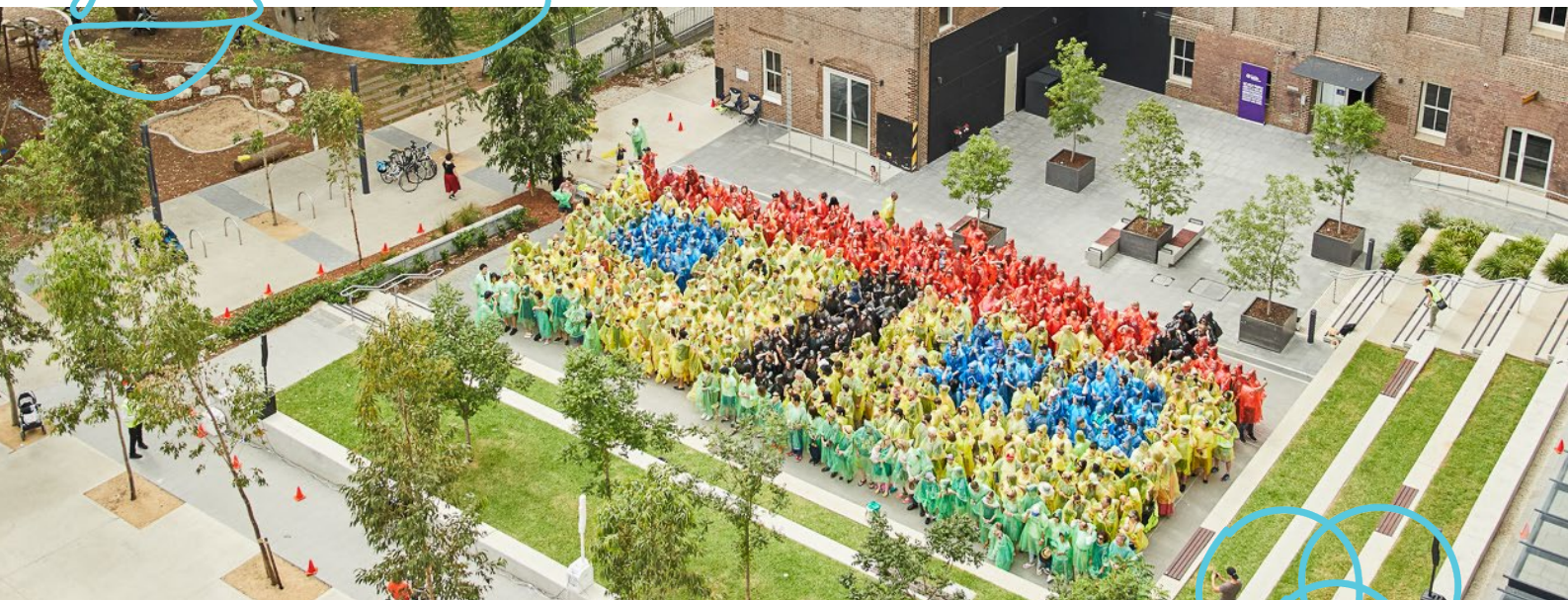


4. What You Can Expect as a Volunteer

The Little BIG Foundation want to create the optimal environment for volunteering to attract and retain the best volunteers, and to ensure you enjoy your time with us. To this end, we outline below the reciprocal responsibilities between the Little BIG Foundation and its volunteers.

We recognise and uphold the Principles of Volunteering as set out by the National Standards for Volunteer Involvement (2015):

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid work
- Volunteering is always a matter of choice
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not-for-profit sector
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality



4.1 Your Rights as a Volunteer

Little BIG Volunteers have the right to:

- Work in a healthy and safe environment and be adequately covered by insurance
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Be given accurate and truthful information about the organisation for which you are working
- Be reimbursed for out-of-pocket expenses incurred on behalf of the organisation for which you are working, as long as there is prior consent to the expense being incurred
- Be given a copy of the organisation's volunteer handbook and any other policy that affects your work
- Have a role description that reflects the role and responsibilities and relevant requirements
- Have access to a grievance procedure
- Be provided with orientation to the organisation and sufficient training to perform your role
- Have your confidential and personal information dealt with in accordance with the Privacy Act
- Provide and receive feedback
- Be recognised for your commitments and contribution to our work
- Change or reconsider your volunteer involvement with the Little B.I.G. Foundation at any time

For the latest information on the rights of volunteers please refer to the Volunteering Australia website [here](#).

4.2 What to Expect From the Little BIG Foundation

To ensure we create the best work environment for all volunteers, you recognise that the Little BIG Foundation will actively evaluate the ongoing suitability of volunteers for the specific volunteer roles.

- We will evaluate all volunteer applications and select the candidate that we believe best meets the volunteer role requirements.
- We will ensure that all volunteers complete the necessary training prior to commencing their role.
- We will monitor volunteers' engagement and performance in their roles, and if required we may suggest alternative roles that we assess would be better suited to your skillset. We will always discuss this with you, but if the role requirements are no longer being met or there are behavioural issues, we may ask you to vacate your role.

5. Creating a Happy and Safe Environment For All

The Little BIG House is committed to creating a happy, healthy and safe environment for all our volunteers, employees, contractors and community members. It is everyone's responsibility to comply with the health and safety guidelines, to be aware of their own actions and to take reasonable steps to create a positive environment that the community want to be a part of.

5.1 Fire, Safety and Emergency Procedures

All volunteers must read the Venue Guide and familiarise themselves with the venue's safety protocols, in particular:

- Emergency evacuation of the building
- What to do in case of a fire
- Emergency telephone numbers

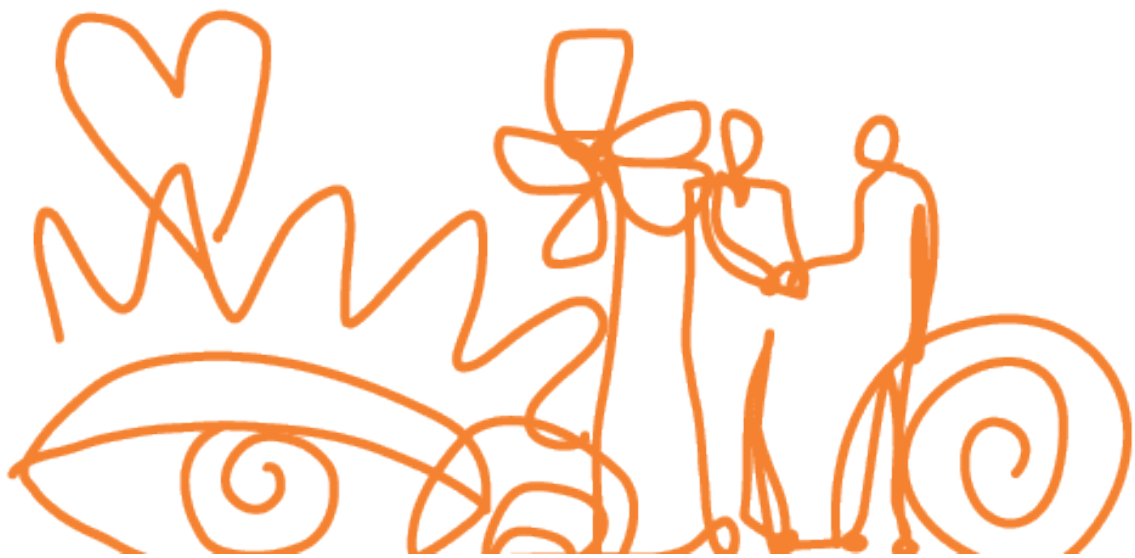
If there is an emergency always dial 000 immediately and get yourself to safety.

5.2 OH&S

We take the safety of our volunteers and community members very seriously.

As a volunteer you have a duty to:

- take reasonable care for your own health and safety
- take reasonable care to ensure you don't affect the health and safety of other people, for example, other volunteers, members of the public or clients you may be assisting
- comply, so far as you are reasonably able, with any reasonable instruction that is given to you by the organisation, and
- co-operate with any reasonable policy or procedure that the organisation has provided to you.



5.3 Bullying and Harassment

The Little BIG Foundation does not tolerate any actions that are recognised as discrimination, bullying or harassment. We are building a community where people feel they belong, are accepted for who they are and treated with respect. We will not tolerate any behaviour that aims to humiliate, victimise, intimidate or threaten anyone directly or indirectly. When engaging with other volunteers and community members, take care not to judge or treat people differently based on:

- Age
- Gender or gender identity
- Sexual orientation
- Status as a parent
- Religious discrimination
- National origin
- Pregnancy
- Race or ethnic background
- Previous criminal record
- Relationship status
- Political beliefs
- Disability
- Carer status
- Relationship status
- Physical features

5.4 Violence and Assault

The Little BIG Foundation does not condone and will not tolerate violence, aggression or any other behaviour that may constitute assault in any form against any person. This includes both physical and verbal abuse. It is not acceptable to use any verbal language that is intended to cause harm, bully, harass, shame, humiliate, belittle or degrade someone. You must not use inappropriate, uncivil or offensive language.

5.5 Looking After Yourself and Others

At the Little BIG Foundation we believe it's the small actions that make a BIG difference, and this applies also to creating a happy and safe environment for other volunteers and the community. Make sure you are looking after yourself and others by always remaining professional and respectful. Establishing boundaries that help us to stay within our volunteer role can help us to ensure we are always behaving appropriately towards others. If you are unsure about your specific volunteer role and its parameters, speak to your Line Manager / Volunteer Manager.

We will not accept any behaviour that puts others at risk of harm.

5.6 Incident and Accident Reporting

Accidents happen but we want to ensure that when one does happen it is reported as quickly as possible so we can rectify it and make sure it doesn't happen again. **If an incident, injury or near-injury occurs, an Incident Report Form will need to be completed.** Please report the incident to your Line Manager / Volunteer Manager no later than the end of that day. We recommend that you write down what happened immediately so as not to forget any details.

You can scan the QR code at the back of the Venue Guide to fill out the Incident Report Form, otherwise there are paper forms located within the Little BIG House. Please email or call us on 0451 155 145 if you cannot locate the forms or need one to be sent to you electronically.

If you are unsure whether something counts as an incident, injury or potential hazard, ask your Line Manager / Volunteer Manager. It is always best to check and act on the side of caution.

Act and report a concern

As a Little BIG Volunteer you also have the responsibility to report a behaviour or incident where you believe the safety of others has been put in danger. Please report any such behaviour to your Line Manager / Volunteer Manager.



6. Code of Conduct

The Code of Conduct sets out the personal and professional standards we expect our volunteers to abide to while contributing to the work of the Little BIG Foundation. By following the code, we can maintain an environment that is happy, healthy, kind, productive, enjoyable and safe for all.

Breaches of the Code of Conduct may relate to specific breaches of policies and procedures and may attract disciplinary action against the volunteer. Disciplinary action may include investigation, removal of privileges or access, repayment of monies, referral to Police in the case of unlawful behaviour, and termination of engagement.

The Little BIG Foundation interacts with a range of diverse groups. **It is essential that all volunteers recognise and respect not only their own rights and responsibilities, but also the rights and responsibilities of other members of the community**





6.1 Your Behaviour

When volunteering for the Little BIG Foundation, your words and actions must align with our vision, mission and values. As such we require all volunteers to:

- Behave honestly and with integrity.
- Treat everyone with respect and courtesy.
- Welcome everyone and do not discriminate.
- Act with due care and diligence.
- Dress appropriately for their volunteer role, with neat, smart-casual and clean clothing. If required to wear a Little BIG Foundation branded clothing, please do so when required and only when volunteering.
- Always try to do your role to the best of your ability. If you have any questions about your duties and expectations, please talk to your Line Manager / Volunteer Manager.
- Be punctual and regular in your attendance. If you cannot attend a volunteer shift due to sickness or any other reason, please inform your Line Manager / Volunteer Manager as soon as possible (preferably before the starting time).
- Comply with all applicable Australian laws and any lawful or reasonable direction given by a person with the authority to give that direction.
- Follow the requirements set out in the preceding section on creating a happy and safe environment for all volunteers and community members.

6.2 Representing the Little BIG Foundation

When you are volunteering for the Little BIG Foundation, you are representing us within the community. As such, we expect you to uphold the positive and respected image of the organisation. We require all volunteers to:

- Behave in a way that upholds the values, integrity and reputation of the Little BIG Foundation.
- Use the Little BIG Foundation's name properly.
- If responsible for budgeting and/or spending money on behalf of the Little BIG Foundation, do so efficiently, carefully, and honestly with due authorisation and without misapplication and/or misappropriation.
- Maintain appropriate confidentiality in relation to dealings with other volunteers, staff, management and community members.
- Disclose, and take steps to avoid, any conflicts of interest whether real or apparent.
- Not provide false or misleading information.

Media and social media

Only authorised representatives can speak to the media on behalf of the Little BIG Foundation. If the media contact you, you must refer them to your Line Manager / Volunteer Manager.

You can post photos of your time volunteering to social media, but you must always get consent from others before posting their image. While volunteering you are a representative of the organisation and must conduct yourself in such a way on social media that will not damage the reputation of the Little BIG Foundation, another organisation we may be partnering with or an individual.

Smoking, drugs, and alcohol

The Little BIG Foundation has a zero-tolerance policy around smoking, drugs and alcohol. Smoking is not permitted while wearing the Little B.I.G. Foundation branded clothing or representing the organisation in your volunteer capacity. When volunteering for the Little BIG Foundation you must not be under the influence of alcohol or illegal substances.

Possession, use or trafficking of illegal drugs on the Little BIG Foundation premises is not permitted. This includes the Little BIG House, any outdoor space where an event is being held, and any other meeting room.

Failure to comply may result in termination of your volunteer role. Any illegal activity will be reported to the police.

6.3 Communication

Our mission at the Little BIG Foundation is to tackle mental wellbeing through belonging, which means creating connection within the community where everyone feels welcome. To support this mission, you will be asked to communicate regularly with local community members as part of your volunteer role. **We ask that you communicate with kindness, compassion and in a way that make the other person feel comfortable.**

How to communicate effectively with others?

Here are a few tips that might help you communicate effectively with other volunteers or community members:

① BE AN ENGAGED LISTENER:

when communicating make sure you are actively listening to what the other person is saying and do not get distracted.

② EXPRESS YOURSELF CLEARLY:

share your thoughts and feelings in an honest and open way, all the while being respectful of the other person's feelings. Use direct and common language to help get your message across, including examples to illustrate your point

③ PAY ATTENTION TO NON-VERBAL SIGNS:

④ BE CALM AND PATIENT:

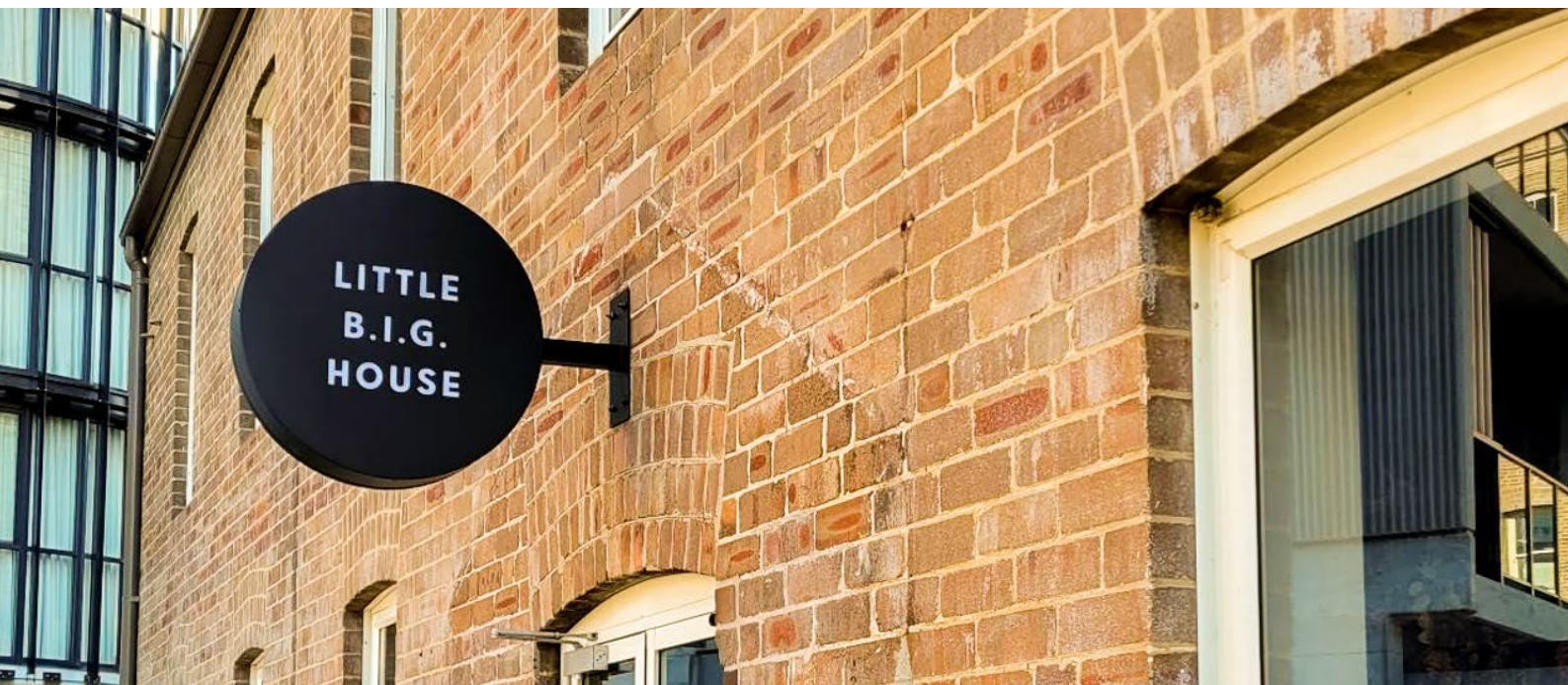
give others the time they need to think and formulate their answer. If the other person is having trouble understanding you, slow down and use short, clear sentences. Try not to raise your voice as this can come across as aggressive or disrespectful.

⑤ BE NON-JUDGMENTAL:

accept everyone for who they are, whether they have different views, or have a disability that may affect what they are saying.

⑥ BE ENCOURAGING BUT REALISTIC:

do not promise something to a community member or to your Line Manager / Volunteer Manager that you cannot deliver, but always try to find a way that you can support them or direct them to someone else who can help.



6.4 Using the Little BIG House

As part of your volunteer role, you may be provided with a code to access the Little BIG House. This code is only to be used to access the venue when you are acting in your volunteer role. You may not use the Little BIG House for any personal activity unless there is prior written agreement from the Little BIG Foundation.

You must read and familiarise yourself with Venue Guide and follow all rules and policies set out in that document



6.5 Other Obligations

Gifts

Volunteers must notify their Line Manager / Volunteer Manager of any money, gift, reward or benefit they are offered while in their volunteer role. Volunteers must not request gifts of any kind from someone as part of their role and must not provide gifts of any kind to anyone without prior written agreement from the Little BIG Foundation.

If you are unsure, always check with your Line Manager / Volunteer Manager.

Confidentiality

As part of your volunteer role, you may have access to sensitive personal and/or commercial information. This information is to be used for the Little BIG Foundation purposes only and must remain secure and confidential. You must not discuss or release to any person, inside or outside the organisation, any confidential or sensitive information relating to the Little BIG Foundation and/or its operations unless you have prior consent from the Little BIG Foundation.

Intellectual Property

All documents, plans, ideas, photographs and data belonging to the Little BIG Foundation or created for the Little BIG Foundation within your role as a volunteer are confidential and remain the property of the Little BIG Foundation. You must not use or reproduce anything without prior written consent of the Little BIG Foundation



7. How to Resolve an Issue

7.1 Grievances and Resolving Issues

The Little BIG Foundation is committed to maintaining a positive workplace where volunteers and community members collaborate and support each other. Any behaviour that jeopardises this will not be tolerated. If you believe that you have experienced or observed inappropriate workplace behaviour, we strongly encourage you to take action so it can be resolved. Please speak to your Line Manager / Volunteer Manager who are here to support you.

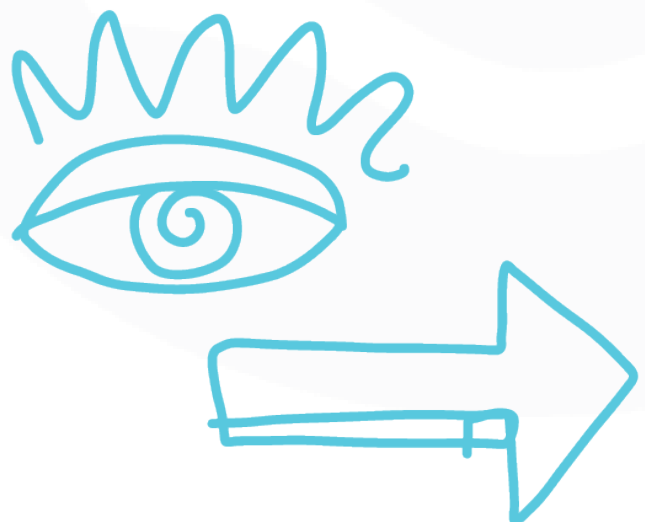
If there are other issues that arise during the course of your role as a volunteer for the Little BIG Foundation, please speak to your Line Manager / Volunteer Manager and we will work to resolve the issue. We want all volunteers to feel comfortable in their role and equipped to do their best to support their community to become happier, healthier and kinder.

If performance and behaviour issues are brought to our attention, we will work closely with the volunteer in question to resolve the issue in a positive and productive manner. We will support the volunteer to assess how they may change their behaviour through additional training, direct supervision or reassignment to a different role. If the inappropriate behaviour continues, we may need to terminate the volunteer relationship.

7.2 Leaving the Little BIG Foundation

We understand that at some point you may no longer be able to fulfill your volunteer role due to other commitments, or you may simply decide it is time to move on and try something new. If you decide to resign from your volunteer role at any time and for any reason, please communicate this to your Line Manager / Volunteer Manager in writing with as much notice as possible.

Please return anything that was provided to you during your time as a volunteer, unless told otherwise. We also encourage you to take our exit survey so we can continue to improve our volunteer offering. Please email hello@littlebigfoundation.org to request an exit survey





LITTLE MOMENTS BIG SMILES

littlebigfoundation.org