



breast cancer
care wa



Volunteer Handbook

Welcome to the Breast Cancer Care WA Volunteer Family. We're delighted you've joined our team.

This handbook has been designed to provide you with the information you need in order to get started with your volunteer role. It outlines your role and responsibilities as well as how to get involved in our events.

A word from our founder and patron

Dear friend

Welcome to Breast Cancer Care WA. We are honoured that you have shown an interest in becoming a volunteer of our organisation. Our volunteers come from all walks of life. What they have in common is that they know that their contribution is meaningful and valued, and they share a desire to support those affected by breast cancer.

Please take a moment to read through this handbook as it provides you with a great deal of useful information that will assist you in your volunteering with Breast Cancer Care WA.

Volunteers are essential to Breast Cancer Care WA's ability to offer the range of services and support to women with breast cancer and their families. We welcome you to Breast Cancer Care WA and hope you find your time here fulfilling and enjoyable.

Yours in friendship

Ros Worthington OAM
Founder and Patron of Breast Cancer Care WA



About Breast Cancer Care WA

Breast Cancer Care WA provides specialist breast care nursing, counselling and financial support to West Australians affected by breast cancer. All our services are free of charge to our clients and, as we receive no government funding, we rely on fundraising and our volunteer community to help keep our organisation running.

Who are our clients?

A client is any person receiving a service or assistance from Breast Cancer Care WA. This could be people who have received a diagnosis of breast cancer or their family members and carers.

Why purple?

We chose purple as our corporate colour to set ourselves apart from other breast cancer organisations. So when you're looking for breast cancer support services – think purple!

Breast cancer facts

- » One in seven women in Australia will be diagnosed with breast cancer in their lifetime.
- » More than half of all breast cancers in Australia are discovered by the woman herself or her own doctor.
- » Early detection saves lives – the earlier a cancer is discovered, the greater the chances of successful treatment.
- » Breast cancer is also diagnosed in men (although the chances of this occurring are much lower than for women).

Our values

Our values guide how we treat our clients, our stakeholders and one another. It should be reflected in everything we say, do and write.



Compassionate



Collaborative



Approachable



Passionate

Meet the CEO

Zoe McAlpine

Zoe started her career in the not-for-profit sector right here at Breast Cancer Care WA in Events, Marketing and Fundraising in 2006 and returned as the CEO in December 2014 to lead the organisation forward.

Welcome to the Breast Cancer Care WA Team. We are so grateful that you have chosen to volunteer your valuable time and share your skills. Our volunteers are the very reason we exist – Breast Cancer Care WA started in 2000 as a volunteer run organisation, and has grown over the years thanks to the the passion and dedication of so many who have generously given their time to support those affected by breast cancer.

Volunteers are essential to Breast Cancer Care WA's ability to offer a range of services and support to those with breast cancer and their families. We hope you have a wonderful experience volunteering with us, and again, thank you so much.



Meet the team

Our Support Service Team

Breast Cancer Care WA has a dedicated team of trained professionals who work holistically to create tailored solutions to the challenges faced by our clients, throughout their entire breast cancer journey.

Sally Dare	Support Services Manager
Lucinda Watts	Support Services Coordinator
Holly Pertwee	Support Services Coordinator

Specialist Breast Care Nurses

Breast Cancer Care WA has six specialist breast care nurses, all of whom are experienced registered nurses who have undertaken specialist university-level education and training and are professionally accredited. Our breast care nurses are able to provide support over the phone or by email, as well as home and hospital visits within the metropolitan area.

Karen Lewis	Specialist Breast Care Nurse
Maria Waton	Specialist Breast Care Nurse
Emily Wilson	Specialist Breast Care Nurse
Elaine Thomas	Specialist Breast Care Nurse
Leah Marinovich	Specialist Breast Care Nurse
Melanie Rowley	Metastatic Breast Care Nurse

Counsellors

Breast Cancer Care WA counsellors are tertiary qualified and have an interest in women's issues and breast cancer. To help women deal with the issues that arise as a direct result of being diagnosed with breast cancer, our counsellors provide one on one counselling, via telehealth appointments, in our office, as well as attending home visits throughout the metropolitan area and telephone counselling to regional clients. We also run support groups and various therapy workshops. These groups are designed to assist women to deal with the issues that may arise from going through breast cancer.

Aileen McCaul	Counsellor
Katie Marsh	Counsellor
Jacqui Cairns	Counsellor
Shelley Long	Counsellor
Holly Pertwee	Counsellor

Our Fundraising Team

Breast Cancer Care WA receives no government funding and relies solely on the generosity of the WA community to continue its vital work. Sponsorships and donations are the life source of the organisation. The funds raised allows us to provide assistance to those who have been diagnosed with breast cancer, their families and carers who have their own challenges and needs, enabling us to provide support and care. We have an energetic fundraising support team who work with the WA community on internal and external events so we can raise vital funds that enable us to bring free of charge support services and financial assistance to our clients.

Kerrin Girando	Community Relations and Philanthropy Executive
Michelle Cook	Community Relations Executive
Sue Curtis	Individual Giving Coordinator
Laura Harvey	Direct Mail Coordinator

Our Support Team

Andrea Sampson	Operations Manager
Sandra Smith	Volunteer Coordinator
Johanna Ryan	Receptionist
Wenny Gowinda	Database Coordinator
Amy Henderson	Marketing Manager
Brooke Mengler	Marketing Coordinator
Ellen Thurley	Marketing Coordinator
Chandrika Gibson	Research, Evaluation and Project Development

Volunteers are vital part of Breast Cancer Care WA. As a volunteer you can be engaged in events, fundraising, practical support as well as office tasks. You will be able to enjoy meeting new people, learning new skills, gaining work experience and most importantly, knowing that you are making a difference!



Why volunteer?

- » You will have the opportunity to make a meaningful contribution to West Australians who are affected by breast cancer.
- » We have a great volunteer community for you to meet and socialise with.
- » You will get the chance to learn new skills.
- » Volunteering has health benefits – scientists have proved that volunteering is good for you!
- » You get opportunities to apply your existing knowledge and skill set for the benefit of the community.
- » You have the chance to be part of an organisation which provides support directly to the WA community.

Volunteer Roles

Every effort is made to ensure that volunteers are given suitable roles that are aligned with their interests and skills. Breast Cancer Care WA endeavours to provide volunteers with roles that offer the opportunity for challenges, growth and personal rewards. If volunteers find their role not suitable, this can be discussed with the Volunteer Coordinator. Volunteers can assist in a variety of ways, if you have a special skill you would like to share please let us know so we can explore opportunities on how you can use them to help!

Administration and office volunteers

Our administration volunteers attend our Cottesloe office to assist with a range of tasks. Duties may include:

- » Database entry
- » Calling and thanking our monthly donors
- » General Ad-hoc duties
- » Stocktaking
- » Mail outs – creating and printing off letters etc.

Promotional and community activity volunteers

From time to time Breast Cancer Care WA is asked to have a display at shopping centres, schools and other public events.

Duties would include:

- » Set up/pack up of the display materials
- » Providing basic information about the organisation (either through leaflets or your experiences)
- » Running our merchandise tent at events

Client support and practical assistance volunteers

People who have been diagnosed with breast cancer often contact Breast Cancer Care WA for support and assistance in a range of areas. We have a dedicated volunteer base who provide the following help;

- » Transport to and from medical appointments
- » Be a listening ear and provide general support
- » Gardening assistance e.g. pruning/ cutting grass
- » Household cleaning and shopping
- » Helping with children

Volunteers who provide support to patients are to ensure that professional boundaries are maintained. Volunteers must not provide counselling or therapy to patients. Volunteers are not to provide advice to patients that may be considered contrary or in conflict with the advice of their medical practitioner.

Fundraising and event volunteers activities

Generally these duties are at Breast Cancer Care WA events, or external events that benefit Breast Cancer Care WA. Duties include:

- » Shaking donation tins
- » Selling raffle tickets
- » Set up and pack up of our displays and events
- » Hospitality duties
- » Preparing gift bags for events
- » Gift wrapping
- » Sending out event packs
- » Meeting, greeting and seating guests
- » Prize sourcing
- » Creating decorations
- » Carpark attendants
- » Event supervisor roles

What happens to the funds we raise from our events?

Receiving no government funding, Breast Cancer Care WA relies on the generosity of the WA community in order to provide its range of services at no charge.

The funds raised from our events allow us to continue to provide personalised emotional, practical and financial support to both men and women affected by breast cancer as well as their families. This may be counselling, helping with weekly cleaning services, provide transport to and from medical appointments, financial assistance with household bills, support from our Breast Care Nurses and so much more.

Importantly: all money raised in WA stays in WA.



Our Key Events

Take part in one of our annual, iconic events or organise one of your own fundraisers. However you'd like to get involved there are plenty of ways you can join in the fun with some of Perth's most loved calendar events.

Long Table Lunch



The Celebration of Women Long Table Lunch was established by Faith Nichols of Comestibles in 2004 to commemorate the life of Pippin Bath, a prominent member of the Perth catering industry who lost her battle with breast cancer at only 37 years of age.

Long Table Lunch is Breast Cancer Care WA's signature fundraising event where the food is a work of art. Delivered by some of Perth's top chefs, the produce is of the highest quality and the company is second to none. The luncheon epitomises the spirit, generosity and giving of the WA community as every item - from the marquee and furniture down to the butter and teaspoons - is donated to ensure that every dollar raised goes directly to help support Western Australians with breast cancer.

Purple Bra Day



Purple Bra Day is all about having fun, raising funds and awareness and showing that you care and are breast aware! Supporters of Breast Cancer Care WA turn the streets of Perth purple!

Fundraisers take to the streets of Perth to tin shake, and businesses and friendship groups hold their own events - both males and females wear the bra OVER their clothes to raise funds for us and also to raise awareness of breast cancer.

With the support of all West Australians we will continue to 'raise the bra' on Purple Bra Day!

Jump for Jane



Experience the biggest adrenaline rush of your life by taking part in Jump for Jane, the skydive fundraiser that helps to support Western Australians affected by breast cancer.

Your tandem skydive will see you jump from 14,000ft as you take in incredible views of the Turquoise Coast before landing directly on the beach at Jurien Bay.

People take part in Jump for Jane for a number of reasons. Some do it in honour of a loved one, others to celebrate overcoming their own breast cancer diagnosis or simply to raise funds and awareness.

Volunteer Selection

Breast Cancer Care WA has a commitment to select volunteers who can uphold its mission and philosophy through a genuine desire to support those affected by breast cancer. Breast Cancer Care WA is committed to promoting a culture of Equal Opportunity, meaning that all volunteers, regardless of gender, ethnicity, culture, age, religion or any other factor, will be treated equally and should never be discriminated against.

To become a volunteer with Breast Cancer Care WA you will need to:

1. Complete a Volunteer Registration Form.
2. For practical support (eg transport, gardening, cleaning, childcare) some roles require accreditation and approval to meet certain criteria.
3. Complete relevant paperwork and checks.
4. Attend orientation if required.

Volunteer commitment

Breast Cancer Care WA recognise that your time is precious. We want your volunteer experience to be positive and rewarding. Please discuss your availability and commitment options with the Volunteer Coordinator.

If you accept a transport role or say you are able to attend an event or promotional activity, we do ask that you endeavour to you keep that commitment. If your availability changes and can no longer assist, please provide as much notice as possible so that we can look at sourcing a suitable replacement.

Volunteers may review their commitment; however, volunteers are expected to be punctual and present for each agreed time they volunteer. This is critical with transport volunteers as our clients need to adhere to hospital appointment times.

Under no circumstances should you volunteer if you are sick. Some of our clients are on treatment that makes them very susceptible to the cold/flu virus. It can be can be extremely dangerous for our clients to be exposed to viruses and we insist that volunteers stay at home, rest and do not return to volunteer duties until they are better.

Rights and responsibilities

Before you decide to volunteer you should have a clear understanding of your rights and responsibilities. Please see the following list of volunteer rights and responsibilities, as established by Volunteering Australia.

Volunteers have the right to:

- » Be interviewed and engaged as a volunteer in accordance with equal opportunity and anti-discrimination legislation
- » Receive information about the organisation and a clearly written role description
- » Know to whom they are accountable
- » Be recognised as a valued team member
- » Be supported and supervised
- » Have access to a healthy and safe working environment
- » Be protected by appropriate insurance
- » Say no if they feel they are being exploited
- » Be reimbursed for approved out-of-pocket expenses
- » Be advised of the travel reimbursement policy
- » Be informed and consulted on matters which directly or indirectly affect them and their work
- » Have access to the organisations grievance procedure
- » Be engaged in the organisation through an orientation and training
- » Have access to information about policies and procedures that affect their work
- » Have their confidential and personal information dealt with in accordance with The Privacy Act (1988)

Volunteers have a responsibility to:

- » Be reliable
- » Respect confidentiality
- » Carry out the tasks defined in the role description
- » Be accountable
- » Be committed to the organisation
- » Undertake training as requested
- » Ask for support when they need it
- » Give notice before they leave
- » Value and support other team members
- » Carry out the work they have agreed to do responsibly and ethically
- » Notify the organisation as soon as possible of absences
- » Adhere to policies and procedures
- » To keep in strict confidence any information you learn about Breast Cancer Care WA, its staff or clients, in accordance with the confidentiality agreement
- » To avoid becoming personally involved with clients
- » To neither influence nor express an opinion about a client's choices regarding treatment or other matters
- » To speak and behave courteously and respectfully to members of the public at all times, especially when engaged in fundraising activities



Volunteer policies and procedures

All volunteers shall be treated with respect and gratitude for their contribution. Volunteer's rights are protected by adhering to various policies and procedures. Breast Cancer Care WA holds policies on the following:

Home visiting and client transport

Volunteers who provide services to patients at other locations have a duty of care to maintain the safety of clients.

For volunteers transporting clients, the following is to occur:

- » Seatbelts are to be worn by every person in the vehicle
- » Road rules are to be adhered to at all times
- » Volunteers are to make reasonable effort to ensure the safety of themselves and clients through minimising risk and maintaining an awareness of their surrounding environment
- » Adhere to the volunteer transport position description and associated procedures

Please note: that it is recommended that you notify your vehicle insurance company that you are using your vehicle for volunteering purposes.

Volunteer-client relationships

As a volunteer you have a duty of care towards our clients. We ask all volunteers to maintain a professional relationship with clients.

In doing so, volunteers will:

- » Not exploit the trust of any client
- » Maintain the privacy and confidentiality of information obtained in their positions
- » Not engage in inappropriate discussion with patients
- » Clients must not be solicited by volunteers for any private practice

Alcohol, smoking and other drugs

Volunteers must not be under the influence of any substances including alcohol and/or drugs other than those prescribed by a medical practitioner while performing their duties for Breast Cancer Care WA. Volunteers may not smoke in front of our clients, supporters, or other volunteers while representing Breast Cancer Care WA and under no circumstances while wearing any branded t-shirts or uniform.



Health and safety

Volunteers using the office should ensure that their environment is kept safe and free from potential hazards.

Volunteers attending client's property should be vigilant for slip and trip hazards. If you feel there is a hazard in the workplace that may pose a risk to any person in the area, volunteers should report the hazard as soon as practicable and where possible. Volunteers must not attempt maintenance work that would normally require a trained professional (e.g. electrician, plumber).

Take particular care to ensure personal safety when leaving the premises at night. Every effort should be made not to walk alone to vehicles once the office has been exited.

If you have any health and safety concerns or spot and potential hazards please contact your volunteer coordinator immediately.

Breast Cancer Care WA complies with the Health and Safety Act (2010) however all staff members, volunteers and clients have a duty of care towards others.

Covid-19 precautions must be followed at all times as directed by the venue or organiser. PPE including face masks and hand sanitiser will be provided at all Breast Cancer Care WA events and activities. For certain events, proof of vaccination may be required.

If you are unwell, please do not attend your shift and notify the volunteer coordinator or event coordinator at your earliest convenience so that alternative arrangements can be made.

Volunteer insurance

Volunteers are covered by insurance for the various tasks they undertake on behalf of Breast Cancer Care WA. When transporting Breast Cancer Care WA clients, volunteers are required to have their own comprehensive motor vehicle insurance, however they will be covered for injury as follows;

- » Up to \$100,000 if a major injury or death occurs
- » Up to \$1000 per week for loss of income if they are unable to work as a result of the injury, for up to 52 weeks
- » If they are a pensioner or unemployed, up to \$500 per week for domestic help
- » \$1,000 one off payment of medical bills

The above also applies if they are injured whilst undertaking tasks within the Breast Cancer Care WA office.

Please note: any damage to a volunteer's car is not covered by Breast Cancer Care WA insurance, nor is Breast Cancer Care WA able to provide a hire car during this period.

If an accident occurs whilst a volunteer is transporting a client and the client is injured, as the innocent party the client would be covered by the motor vehicle registration insurance held by both drivers. Whilst volunteering at an event, all volunteers are covered by Breast Cancer Care WA public liability insurance.



Lifting and carrying items

Volunteers should adhere to safe lifting practices and ask for help from another volunteer or paid staff member when moving objects. You should only move items if you have been instructed to by the volunteer coordinator, taking note of the following:

- » Following the right procedures will help avoid injury
- » If you have to lift, only lift items you feel comfortable with or seek help from another volunteer/ paid staff member
- » Never lift an item that you do not know the weight of
- » Break large, bulky loads into smaller loads where possible
- » Use a trolley to move heavy items to and from the store room

There are eight positive steps to follow to minimise the risk of injury when lifting:

1. Make sure the area you are lifting in is free from obstacles
2. Position your feet close to the object to be lifted
3. Make sure you grip the object securely
4. Bend your knees, keep your back straight and lift at the knees
5. Take a deep breath, keep your head erect and lift by straightening your legs
6. When you are carrying something, keep it close to your body and avoid twisting your back
7. Keep your arms in and your elbows and knees slightly bent
8. When lowering the load, reverse this procedure, keeping your back straight

If you need more information about lifting and carrying in a safe manner, please ask your volunteer coordinator who is happy to show you correct technique.

Incident and accident reporting

In the case of an accident that has resulted in an injury (actual or suspected), the accident is to be reported verbally to Breast Cancer Care WA as soon as practicable after the event occurs. You should phone your volunteer coordinator; if the volunteer coordinator is unavailable, report the accident to another paid staff member.

You will be advised of the next steps to take, depending on the nature of the accident, you may be required to complete an accident/incident reporting form.

It is also important to report any incidents/ near misses so that Breast Cancer Care WA can put measures in place to prevent accidents from occurring and monitor the safety of our volunteers.



Dismissal Procedure

Summary dismissal is where the dismissal takes effect immediately. Volunteers may be summarily dismissed in various circumstances which include, but are not limited to, the following:

- » Serious misconduct
- » Failure to comply with any lawful direction
- » A serious breach of safety rules
- » Willful damage to BCCWA's assets, including the BCCWA brand
- » Physical violence
- » Theft from BCCWA, fellow volunteers or employees
- » Violation of the Alcohol, Drugs or OH&S Policy
- » Gross insubordination
- » Unauthorised disclosure of confidential information acquired during volunteering

Summary dismissal will only be considered after a full investigation of the facts and only after the Volunteer has been given a reasonable opportunity to defend allegations. Where this proceeds to dismissal, the volunteer will be provided with written confirmation including the reason for dismissal.

A complete record of the actions and correspondence leading to termination will be retained on the volunteer's personnel file.

Recognising and Rewarding Volunteers

Breast Cancer Care WA has a commitment to recognising the contribution of volunteers. Volunteers assist Breast Cancer Care WA in providing much needed support and services to those affected by breast cancer. Volunteers can expect to receive recognition from Breast Cancer Care WA through:

1. Recognition from Breast Cancer Care WA staff
2. Invitations to Breast Cancer Care WA events

Dress Code Policy

Maintaining a professional, business like appearance is very important to the success of Breast Cancer Care WA. For some volunteers your working environment and the duties you perform will require specific dress requirements, for example flat, enclosed shoes while working on events, this forms a part of health and safety requirements. Uniform and name tags are used to enable members of the public or other volunteers being able to identify you.

If you are asked to wear a uniform or name tag please adhere to the request. All other times please wear clean, respectful attire.



Grievance Procedures

If you feel that there is a problem that makes your position as a volunteer uncomfortable, or that you have been unfairly treated, please discuss the issue with the volunteer coordinator. If the grievance lies with the volunteer coordinator, the Chief Executive Officer is always available to discuss any issue that you may have.

Breast Cancer Care WA has a formal policy on Grievance Procedures that applies to both staff and volunteers.

Supervision of Volunteers

All volunteers report to Volunteer Coordinator or delegate. Event volunteers report to Event Supervisor for on-site events.



Thank you for taking the time to go through this handbook.

We hope it helps you in your volunteer work at Breast Cancer Care WA.

Volunteers are important to us and we hope that you find your time here rewarding and worthwhile.

Without your assistance, we would not be able to provide the support that we do!