



Volunteer Handbook

2011

Fishers with Disabilities Association Inc
14 Capo D'Orlando Drive Fremantle Western Australia 6160
Postal: PO Box 466 South Fremantle Western Australia 6162
Telephone 08 9432 8020 Fax 08 9432 8060
Website <http://www.fisherswithdisabilities.org.au>
Charitable Collections Licence No. 20627 - ABN:44 155 057 728

Introduction

Fishers with Disabilities Association Inc (FwDAI) (ABN 44 155 057 728) is a not for profit community organisation that works to provide to people with disabilities, the opportunity of independently participating in fishing as a recreational pastime.

This manual is designed to be a volunteer's handbook to assist in the effective operation and development of the FwDAI program.

As with any handbook of this type, there will be times where situations occur that are beyond the scope of this manual. In those cases common sense should prevail and the normal channels for authority pursued to resolve the matter(s).

The manual should be used by volunteers and FwDAI staff as a reference point for any issue involving the activities of FwDAI volunteers. The aim is to increase the enjoyment volunteers derive from their involvement in the program and increase the benefit to the community.

Updates and changes to the manual will be necessary as a deeper understanding of volunteer requirements and needs evolve. This manual will be reviewed regularly to ensure it always remains relevant to the requirements of the FwDAI programs and the community members it serves.

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About the Fishers with Disabilities Association

Vision

To enhance the quality of life and self esteem of people with disabilities.

Purpose

To promote and provide assistance and opportunities for recreational fishing to people with disabilities.

Objectives

- To expand, develop and deliver the Fishers with Disabilities program within Western Australia.
- To empower fishers with disabilities and build capacity to enable greater participation in recreational fishing.
- To develop strategic alliances and co-operative arrangements with key government, private sector and other organisations to ensure the Association is properly resourced.
- To implement good governance practices.

Introduction to Volunteering

Background

Volunteers have been integral to the Fishers with Disabilities program since its inception. Traditionally the FwDAI has attracted people with a range of backgrounds and skills, a shared enjoyment of recreational fishing and a desire to help community members with disabilities have the opportunity of participating in recreational fishing.

Our volunteer program brings substantial benefit to:

- Our volunteers by providing them with an opportunity to be involved in the planning and delivering of activities;
- Our organisation by bringing skills and knowledge into the organisation to assist, develop and deliver programs; and
- Our participants by providing skilled and trained advisors that assist them to enjoy an independent fishing experience.

The contribution of volunteers remains vital to FwDAI's operations. FwDAI recognises and values the reciprocal nature of the relationship between organisation and individual and is committed to providing a volunteer program which both:

- Supports FwDAI's work; and
- Meets the expectations and needs of individual volunteers.

Definition and Principles of Volunteering

FwDAI refers to Volunteers in Australia's definition of formal volunteering which is as follows:

Formal volunteering is an activity which takes place through not for profit organisations or projects and is undertaken:

- to be of benefit to the community and the volunteer;
- of the volunteer's own free will and without coercion;
- for no financial payment; and
- in designated volunteer positions only.

Principles of Volunteering

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- 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 only
- Volunteering is not a substitute for paid work
- 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

Model Code of Practice for Volunteer Agencies

FwDAI adheres to the principles of volunteering as defined by Volunteering Australia as follows:

- Interview and employ volunteers in accordance with anti discrimination and equal opportunity legislation
- Provide volunteer staff with orientation and training
- Provide volunteer staff with a healthy and safe workplace
- Provide appropriate insurance coverage for volunteer staff
- Not place volunteer staff in roles that were previously held by paid staff
- Differentiate between paid and unpaid roles
- Define volunteer roles and develop clear job descriptions
- Provide appropriate levels of support and management for volunteer staff
- Provide volunteers with a copy of policies pertaining to volunteer staff
- Ensure volunteers are not required to take up additional work during industrial disputes or paid staff shortage
- Provide all staff with information on grievance and disciplinary policies and procedures
- Acknowledge the rights of volunteer staff
- Ensure that the work of volunteers complements but does not undermine the work of paid staff
- Offer volunteers the opportunity for professional development
- Reimburse volunteers for out of pocket expenses incurred on behalf of the organisation
- Treat volunteers as valuable team members and advise them of any opportunities to participate in the organisation's decision making
- Acknowledge the contributions of volunteers

Philosophy

FwDAI values the contributions made by volunteers and seeks to recognise that by:

- Acknowledging that the relationship between volunteers and FwDAI is a reciprocal one
- Acknowledging that volunteers exercise free choice in committing to FwDAI
- Acknowledging that volunteers are of equal status and deserve the same treatment and respect as paid employees, and that FwDAI can expect the same standards of its volunteers as it expects of its paid employees
- Ensuring volunteers are not used to replace paid staff positions and only carry out work that they have agreed to do
- Stating and acknowledging the contribution of volunteers in FwDAI documentation and recording hours worked
- Providing an opportunity for the development of skills and experience

- Providing support in the form of clear policy guidelines, training, recognition and support and the provision of references if required

Purpose

The purpose of our volunteer program is to:

- Recruit and maintain a committed group of volunteers who assist the work of FwDAI
- Provide volunteers with the level of responsibilities and involvement that meet their expectations
- Help FwDAI achieve it's goals

Recruitment

Policy

Our recruitment policy is driven by our purpose, which is to fulfil the needs of our organisation and the expectations of our volunteers.

FwDAI applies the principles of equal opportunity to its recruitment processes and will not withhold a volunteer job on the basis of race, age, gender or religion. All prospective volunteers are to be interviewed by the FwDAI Volunteer and Program Coordinator, Executive Officer or the Board of Management prior to placement. The area of work and level of involvement will be arranged on an individual basis at the time of interview.

Prospective volunteers are matched for their suitability to position descriptions. The selection criteria for each position depends upon the particular skill needed to fulfil the duties of that position. Commitment to the goals, values, policies and procedures of FwDAI will be looked upon favourably as will the ability to work as part of a team and the acceptance of the relevant roles and responsibilities.

Due to the resources required for training it is preferable that prospective volunteers can commit to FwDAI at least two days a month for a period of 12 months or more.

Initial Contact

On contacting FwDAI, all potential volunteers are to be informed of FwDAI's recruitment policy, type of voluntary work available and hours of operation. Prospective volunteers will be directed to the website which will contain information about FwDAI activities, volunteering possibilities, this volunteer handbook and a volunteer application form.

Registration

All volunteers are to fill out an application form and meet with the Volunteer and Program Coordinator to discuss their interest in volunteering. The purpose of this meeting is to:

- Determine what brought them to FwDAI
- Discuss any particular expectations regarding volunteering
- Get to know them eg. their background, what they are doing now

- Determine their availability
- Update them on FwDAI and its work by running through the background of FwDAI and current programs
- Talk about the type of activities volunteers can do
- Talk about the expected commitment from volunteers
- Ask about any special needs or limitations FwDAI ought to be aware of
- Discuss their suitability for FwDAI and FwDAI's suitability for them

Reference Checks

If the Volunteer and Program Coordinator deems it appropriate, the volunteer may be asked for work or character references before further placement at FwDAI.

Clearances

All FwDAI Volunteers will be required to hold the following current clearances:

National Police Clearance

Working with Children Check

Induction

Once a volunteer has been accepted, the volunteer's rights and responsibilities will be discussed with them and they will be given an FwDAI Volunteering Pack containing:

- FwDAI Volunteer Handbook
- FwDAI "Nev Thomas" Vessel Operating Manual and
- FwDAI uniform

Volunteer Position Description

Title: Fishers with Disabilities Association Inc Volunteer

Purpose: To provide independent and enjoyable fishing experiences to people with disabilities.

Responsible to: Volunteer and Program Coordinator

Duties

- Give practical assistance to participants in fishing method, skills and use of FwDAI fishing equipment.
- Be aware of current rules and regulations regarding recreational fishing and promote ethical fishing practices.

Time Frame

Volunteers are encouraged to commit to the FwDAI for an initial term of 12months. Volunteers are expected to commit to at least two activities per month.

Place of Work

Activities are carried out at various metropolitan locations and although consideration will be given to where people live, work will not be limited to one specific location. Regional programs are also delivered from time to time. Volunteers may be requested to assist at regional activities in Geraldton, Albany, Busselton or Bunbury, to name a few locations.

Skills/Qualifications required

- Acceptance of the principles, policies, aims and objectives of FwDAI
- Ability to work well as part of a team and communicate with people
- Ability to swim 50 metres and stay afloat for 10 minutes fully clothed and able to walk short distances
- Willingness to undertake a police clearance and working with children check

Training Offered

Orientation training provided at supervised activities

On-the-job training and support

Briefing sessions and ongoing training as required

Specialised training courses as required and available.

Insurance

Volunteers are covered by Personal Accident and Public Liability Insurance when undertaking official FwDAI activities.

Reimbursement

Volunteers are not paid or otherwise remunerated for their activities unless asked to undertake travel for a particular project. Out of pocket expenses incurred specifically for workshops (eg. purchase of bait or other equipment) or FwDAI business will be reimbursed.

Other Benefits

To have the opportunity to advocate for the provision of greater access to fishing areas for people with disabilities.

To be actively involved in promoting recreational fishing as a pastime which can be enjoyed by the whole community.

Other Relevant Information

Volunteers will be issued with a uniform and name badge which must be worn when carrying out all FwDAI activities.

Rights and Responsibilities of Volunteers

Rights of a Volunteer

As a FwDAI volunteer you have the right to:

- work in a healthy and safe environment (refer various Occupational Health and Safety Acts[s]);
- be interviewed and accepted in accordance with equal opportunity and anti-discrimination legislation;
- be adequately covered by insurance;
- be given accurate and truthful information about the organisation for which you are working;
- be reimbursed for out of pocket expenses on production of appropriate receipts;
- be given a copy of the volunteer policy and any other policy that affects your work; and
- not fill a position previously held by a paid worker.

Responsibilities of Volunteers

The FwDAI also asks that its volunteers agree to:

- participate in a cooperative team effort to achieve the goals of the Association;
- be reliable and commit, where possible, to the negotiated commitment of day/s and time so programs can be planned accordingly;
- keep FwDAI informed of changes of address and phone number;
- be committed to high quality service, and willing to accept positive and negative feedback related to performance;
- show enthusiasm, loyalty and belief in the work of the Association;
- respect the confidentiality of the Association and participants;

- agree to work in a safe and healthy way and not jeopardise the health and safety of others;
- give advance notice when changing circumstances will affect their capacity to volunteer;
- be non-judgmental and respect the dignity of others;
- actively support other team members;
- speak out about concerns that might affect their work relationships or quality of service; and
- abide by any FwDAI policies regarding their volunteer activities.

FwDAI's Commitment to Volunteers

FwDAI recognises that volunteers contribute a vast wealth of skills, knowledge and support towards the running of its programs. The board of management and staff of FwDAI in return are to treat volunteers with respect and support. In undertaking the volunteer activities of the FwDAI it is acknowledged that volunteers have all of the rights of a volunteer (as outlined above).

Confidentiality

Volunteer's personal information will be treated with confidentiality. The volunteer database will remain under the control of the FwDAI and volunteers' personal information will not be made available to another party without prior consent from the volunteer.

In return, volunteers are to respect the confidentiality of the FwDAI and its participants.

Personal Insurance Cover

FwDAI must always have a current Voluntary Workers Personal Accident insurance policy. The policy will insure all volunteers while engaged in unpaid voluntary work officially organised and under the control of FwDAI including necessary direct travel to, from or during such voluntary work.

Register of Volunteer Activities Performed

All volunteers are asked to fill in a log sheet for all volunteer hours not directly related to shore or boat based fishing activity (see Monthly Activity Form at appendix I). These should be submitted to the FwDAI Volunteer and Program Coordinator as soon as possible at the end of each month.

Equal Opportunity

Principles

FwDAI is committed to equal opportunity and its effective implementation. FwDAI is opposed to discrimination on the basis of gender, race, age, physical or mental disability, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, industrial activity, pregnancy, victimisation, physical features or social and cultural backgrounds.

Policy

Applicants will be considered for voluntary positions in FwDAI solely on the basis of skill, aptitude and relevant qualifications.

FwDAI is committed to the equal participation of women and men in the organisation, including avoidance of sexist language and provision of non-sexist voluntary position advertising, recruitment and selection processes.

Harassment

FwDAI will not tolerate harassment of any kind (racial, sexual, bullying etc) to staff or volunteers. Any harassment claims should be taken to the Volunteer and Program Coordinator or the board of management as soon as possible. All claims will be handled promptly, confidentially and in a manner that is fair to all involved in the complaint.

Volunteer Grievance Resolution

FwDAI is a community organisation and it is hoped that all disputes can be resolved through discussion with concerned parties. FwDAI has a grievance procedure so that volunteers can voice any concerns they have. This is the avenue to solve them, with respect and fairness to all concerned.

A volunteer with a complaint or grievance should convey this to their Volunteer and Program Coordinator. This process can be done verbally and appropriate action will be determined by the Coordinator.

Resolution should occur as quickly as possible to avoid the negative effects of ongoing problems.

If the grievance involves another volunteer – the volunteer is encouraged to deal directly with the person(s) involved. The volunteer may request the presence of the Coordinator in this process.

If the grievance involves the Volunteer and Program Coordinator, the volunteer may speak with the board of management who will determine appropriate action.

All grievances will be treated in a professional and confidential manner.

Unsatisfactory performance

Skills and duties for FwDAI voluntary positions are to be listed in a volunteer position description. If it is deemed that a volunteer is not able to fulfil the duties in the position description adequately, the Volunteer and Program Coordinator will ensure more training is offered, when available, to allow the volunteer to improve their skills to a suitable level to be able to adequately perform the duties required. The volunteer has the option of going through the Volunteer Grievance Resolution process if they feel that they are being treated unfairly and have been in a volunteering position for more than three months.

Inappropriate behaviour and volunteer dismissal

All volunteers are expected to act in a suitable manner at all times. FwDAI will provide a positive and safe environment and expect all staff and volunteers to uphold these standards. Volunteers who do not adhere to the FwDAI policies and procedures, or who fail to satisfactorily perform their volunteer activities, are subject

to dismissal. Dismissal is difficult for all concerned and volunteers will be given the same respect and treatment as if they were paid staff.

Dismissal of volunteers will be a 'last resort' applied only when other available and appropriate approaches have been attempted and failed. Dismissal will only take place after consultation between the Volunteer and Program Coordinator, the board of management and the volunteer concerned.

Volunteer dismissal should follow these guidelines:

- An informal discussion between the Volunteer and Program Coordinator and the volunteer outlining the problems, and agreed measures to fix these problems.
- A written outline of the problems by the Volunteer and Program Coordinator if the behaviour has not improved.
- If the behaviour still continues the Volunteer and Program Coordinator can ask the volunteer to hand in their uniform and equipment for an agreed time period and this may eventually lead to the volunteer being asked to leave the program.
- A final dismissal will be made in writing by the Chairperson of the Board and should include proper explanation and support. It must be recognised that adequate opportunity has been given to you, the volunteer, to meet the requirements of the Association.

Volunteers have a right to expect:

- Supportive and constructive comments
- Clear details regarding inappropriate or unsatisfactory performance/behaviour
- Suggestions regarding what improvements are required, how to carry them out and time and opportunity to demonstrate them
- Written records of unsatisfactory performance
- A formal written opportunity to show "just cause" why they should not be dismissed.

Immediate Dismissal

There may be times when a volunteer's behaviour is so dangerous, harmful or otherwise inappropriate that it may warrant an immediate response, bypassing the normal guidelines for volunteer dismissal.

Volunteers may be suspended without warning if there is 'just cause'. FwDAI has the right to request a volunteer to suspend activities immediately. Grounds for volunteer suspension may include, but are not limited to:

- gross misconduct or insubordination;
- being under the influence of alcohol or drugs while performing volunteer activities;
- theft of property or misuse of agency funds, equipment or materials;
- illegal, violent or unsafe acts;
- abuse or mistreatment of clients or co-workers, including Association staff and other volunteers;
- failure to abide by association policy or procedure; and
- unwillingness or inability to support and further the objectives of the Association and/or the objectives of the volunteer program.

The offending volunteer shall be immediately suspended from all volunteer duties. The volunteer must be advised of the reasons why dismissal is being contemplated, and must have a formal written opportunity to show 'just cause' why they should not be dismissed.

Immediate dismissal will take place only in the most serious circumstances, and must have the approval of the Chairperson of the Board of management.

Resignation

Volunteers are an invaluable resource to FwDAI but it is recognised that due to changing circumstances the volunteer may need to resign from their voluntary position. FwDAI asks all volunteers to give as much notice as possible to the Volunteer and Program Coordinator before leaving FwDAI.

FwDAI is committed to constantly improving the Volunteer Program and all feedback regarding the volunteer's experience at FwDAI would be appreciated. If the volunteer is leaving due to any sort of problem or dissatisfaction with the FwDAI it would be beneficial to FwDAI if they notified the Volunteer and Program Coordinator as to their reasons.

Evaluation

The Volunteer Program and all Volunteer Manuals will be constantly reviewed and updated as required. Feedback to the FwDAI on these manuals and their contents is welcomed.

Orientation and Induction Training

All volunteers will receive orientation and induction training by Fishers with Disabilities Association Incorporated (FwDAI). The training covers the Association's objectives, where you as a volunteer fit into the team, all necessary safety policies, procedures and guidelines, and your role and responsibilities as a Fishers with Disabilities Association Inc Volunteer.

Orientation and induction training usually takes approximately one half day, in addition to an approved basic first aid course and two supervised activities.

The initial training session is designed to give you an understanding of operational procedures including operation of specialised equipment, Occupational Health Safety and Welfare (OHS&W) and basic communications skills.

Orientation and induction is only the beginning of the FwDAI training process. Additional skills and development opportunities, in the form of training courses, workshops and seminars will be made available to volunteers as required.

Volunteer Image

Volunteers are an integral part of the FwDAI team. As such, you should present, at all times, professional behaviour, a neat appearance and a good image to clients and the community. Being well groomed will help to establish your credibility. If you

are working at any activity, your surrounding also looks well cared for. Do not smoke, swear, or look unhappy to be present.

You are expected to be reliable and punctual in the performance of your duties. It is important that you uphold the mission and objectives of the Association at all times.

Volunteers must not publicly criticise FwDAI. If you have a complaint, this should be addressed to the FwDAI Volunteer and Program Coordinator, either verbally or in writing.

Clients, the general public, FwDAI Board members and other volunteers should always be treated with respect. Smile! Be friendly, enthusiastic, patient and approachable. Speak clearly and maintain a sense of humour.

A FwDAI volunteer's primary role is to encourage and assist with independent participation and an enjoyment of recreational fishing.

Training

The Volunteer and Program Coordinator will arrange for the new volunteer to undertake a minimum of two FwDAI program activities under the supervision of experienced volunteers. These will act as training activities and the experienced volunteer will be responsible for the new volunteer while they are learning about the FwDAI program activity and to use FwDAI equipment. If further training activities are deemed necessary, by either the experienced or the new volunteer, they will be arranged by the Volunteer and Program Coordinator.

Volunteers are to be encouraged to develop and expand their personal skills to maintain and enhance the FwDAI's effectiveness. Specific training for volunteers will be provided where appropriate and financially possible.

Communication Skills

In delivering the Fishers with Disabilities programs effective communication is important. Communication is the imparting, conveying or exchange of ideas, knowledge, skills etc. It is a two-way process that involves listening to others and expressing oneself.

The art of communicating effectively cannot possibly be covered in an information booklet such as this. This guide is therefore provided only as a basic introduction to the principles of communication.

Approach

It takes seven seconds for a person to form an opinion of you. Their first impression will go a long way in determining how they will interact with you for the length of the activity. Their first impression will depend on the following:

the words you speak

the way you say them

your body language (appearance, personal space, posture, facial expressions, gestures etc.)

Remember: You only get one chance at a first impression.

Introduction

Always introduce yourself to clients you are dealing with, both participants and carers and use your first name in the introduction to ensure a warm and friendly approach.

Don't Touch

Do not touch a participant unnecessarily. It may be a friendly gesture on your part, but people may take offence.

Watch Their Space

Be careful of intruding into a person's personal space. Approximately 1 meter in an open area is a good guide, but this will vary from person to person and depending on the assistance you are providing.

Body Language

Face the person speaking to you, maintain appropriate eye contact and focus on what is being said.

Be conscious of your body language.

Don't fold your arms, put your hands on your hips or behind your head, look disinterested, display anger or annoyance.

Remember to smile!

Communication with People with Disability

During your activities you will be required to communicate with people with communication disability.

The ability to communicate well with people with communication difficulties is extremely beneficial in delivering the FwDAI programs effectively.

General advice for communication with people with disability

- Speak directly to the person with disability rather than through a companion or carer.
- Offer to shake hands when introduced – even if the person has limited hand use or an artificial limb. Using the left hand is acceptable to most people.
- Always identify yourself, and others with you, when meeting someone with a visual impairment. Remember to identify the person you are speaking to.
- If you offer assistance, wait until the offer is accepted. Then listen or ask for instruction.
- Treat adults as adults. Address people with disability by their first names only when extending that familiarly to all others. Never patronise people in wheelchairs by patting them on their head or shoulder.
- Do not lean against or hang on someone's wheel chair. People who use wheelchairs usually view their wheelchairs as extensions of themselves.
- Place yourself at eye level when speaking with someone in a wheelchair or on crutches.
- Relax.

How do I communicate with someone who cannot hear well?

It is very difficult for a person with normal hearing to imagine what it is like to have a hearing loss. You can close your eyes and pretend to be blind but you can't close your ears and become hearing impaired. A hearing impairment is invisible and often the only way to find out if someone has a hearing impairment is to talk to them (Australian Hearing 2000, p.3).

Get the person's attention. This will allow them to be able to look at you and listen to the whole message. It is best to move into their line of vision or wave your hand.

Ask them how they prefer for you to indicate that you would like their attention.

Remember that some people may not like to be touched.

Make sure that they can see your face clearly. They can then gain as many clues as possible from your facial expressions and your mouth.

Face them and get on the same eye level.

Try not to turn away, walk around or cover your lips with your hands.

Keep the light on your face rather than behind you. If they are looking into the light, you will just be a silhouette.

Do not assume that the person will be able to lip read everything. The best lip readers only pick up one third of what is said (Australian Hearing 2000, p.3), as so many speech sounds are made hidden behind the lips and teeth within the mouth.

Give visual clues. Use facial expression. Write down what you say. Use your hand and body to convey meaning, use gestures and body language. Use any signs that you may have learnt but only if you know that they use Auslan (Australian sign Language).

Speak naturally. Try not to exaggerate your lip movements, speak too slowly or too quickly, shout or mumble. These distort the sound, make it harder to lip-read and could be very painful to a person wearing a hearing aid.

Use simple language. Rephrase your message if it is not understood and don't use unnecessary long words. Try to speak in short sentences, if you are not understood, try to find a different way to say the same thing.

Reduce background noise.

Do not assume that hearing aids make hearing perfect and do not expect every person with a hearing impairment to wear one. A hearing aid cannot restore hearing the way that a pair of glasses is usually able to restore sight. A hearing aid amplifies everything, including background noise, which may make the understanding of speech very difficult. Hearing losses also vary from person to person and some people can be helped more than others can. A hearing aid will make sounds louder but not clearer, and the sound still has to pass through the impaired hearing system. Some people are unable to adjust the hearing aid to a volume that is comfortably loud – it is either too loud or too soft for them. If you are in a quiet environment with a person who may have their hearing aid turned up during conversation, you should advise them if you are about to start a loud noise (i.e. running a boat engine).

Be careful not to patronise and assume the people are not intelligent or well educated.

Be patient. Take time to make sure that you are understood and be prepared to repeat yourself.

Do not be afraid to ask the person to repeat what was said. You must not pretend to understand when you do not.

Ask for assistance from the person's carer if you are having difficulty with communication.

How can I communicate with people who can hear me but cannot understand me?

Some people with disability have problems understanding what is said to them because of injury to or abnormal development of, the areas of their brain, which interpret what is heard. It is difficult for them to analyse and understand the meanings of the word and sentences. Some people may have only mild difficulty while others may not be able to understand spoken language at all. The following strategies may assist them, to understand a little, or quite a lot, of what you have said.

At first you must get the person's attention aiming to gain and maintain eye contact. Use their name; ask them to look at you, come down to their face level if they are sitting.

You must change the way you speak.

Speak slowly but not loudly and not in 'baby talk' (to children) or in a patronising way (to adults).

Keep sentences short and concise.

Repeat what you have said, if necessary.

Avoid slang words.

Talk about things in the 'here and now' that can be seen and experienced as you speak about them.

Emphasise the most important words and put them at the end of the sentence.

You must give visual clues.

Use facial expressions to emphasise what you are communicating about.

Use natural gestures such as pointing at what you are talking about.

Objects can be given or held up as they are talked about.

Signs can be used, especially for important key words in the sentence you say.

Photos or pictures can be held up as they are talked about.

Conclusion

People with disability have the right to communicate and participate in activities to the best of their ability. It is your responsibility to adapt your communication style so that you communicate in the way that the participant requires. You will not be alone with this responsibility. You can ask the advice of the participant or their carer.

Participant's carers will be only too happy to assist you with any communication problems.

Fishing Activities

Fishing activities are designed to provide a quality hand-on fishing experience providing as much independent participation by participants as possible. All fishing experiences should be enjoyable. Fishers also need to be informed of ethical fishing practices and catch care method to ensure they are responsible recreational fishers.

Pre-Activity

Planning and preparation will help the activity run smoothly.

Set up rods and reels and prepare bait.

Greeting and Introduction

Get to know participants and carers. Establish what equipment is required by each fisher if not already known.

Fishing Activity

Distribute rods and bait.

Try to establish what extra needs each participant may have and how you can help provide independence.

During this time you may need to assist bait-up and cast. You may need to identify fish and remove fish caught. Whether keeping or releasing, all catch care procedures should be followed.

Conclusion

Accept feedback, positive and negative.

Post-activity

Collect equipment and unused bait and deal with appropriately.

Remember that each participant is an individual and will have different needs; remain flexible in your approach and level of assistance provided.

In the case of workshops from the "Nev Thomas" you will also need to refer to the "Nev Thomas" Operational Guidelines which form part of the Volunteer Information Package.

Guidelines for use of FwDAI vehicles and vessels by volunteers

All vehicles remain the property of the Fishers with Disabilities Association and will be operated only according to the relevant policies and boundaries of the FwDAI policies.

Any damage is to be reported to the FwDAI Volunteer and Program Coordinator or Executive Officer at the first available opportunity.

Vehicles

- The Program Coordinator must be aware of the use of any FwDAI vehicle.
- Any volunteer operating a FwDAI vehicle must hold a minimum of a Western Australian C Class drivers licence.
- Before using the vehicle it will be the responsibility of the volunteer in charge to check tyres, oil, water and fuel.
- Vehicles must not be used for any purpose other than an authorised FwDAI activity.
- All log books relevant to any vehicle being used must be completed.
- Fuel and maintenance costs of vehicles will be met by the FwDAI.
- Any fines incurred in the vehicle will be the responsibility of the driver at the time of the offence.

Trailers

- Trailers will be towed by a medium-to-large towing vehicle with safe and appropriate braking facilities.
- Volunteers driving the tow vehicle must demonstrate their ability in reversing the trailer to the Program Coordinator or Board member.
- Trailers must not be used for any purpose other than an authorised FwDAI activity.

Vessels

- For operation of any FwDAI vessel please refer to the relevant Vessel Operational Guidelines which will be included in the Volunteer Information Package.

Mobile Phones

- Mobile phones are not to be used for any purpose other than FwDAI business.
- All mobile phones remain the property of the FwDAI.
- All possible care should be taken with the phone.
- Mobile phones being used on jetties or vessels should be kept in a waterproof pouch.
- A lost or stolen phone should be reported to the Volunteer and Program Coordinator immediately.

Health and Safety

FwDAI is committed to providing a safe work place for all staff and volunteers and in return asks that volunteers accept their responsibility to work safely. This means working intelligently, with common sense and foresight.

General Information

Purpose

This document intends to assist in initiating, developing and implementing measures designed to ensure safety at all Fishers with Disabilities Association Inc. (FwDAI) activities.

Introduction

It is intended that all volunteers, participants and associated organisations have an important advisory role in the safety policies of the FwDAI. Their active involvement in assessing, reporting and implementing safety standards is welcomed and encouraged.

Safety Policy Statement

Responsibility is a duty that is shared by everyone involved in FwDAI activities.

It is the duty of all members, volunteers and participants and carers to be vigilant and aware of all circumstances that may affect the safety of both themselves and others.

It is the duty of all persons involved to notify the FwDAI of any situation or circumstance that concerns them, or that they feel may affect the safety of any person. This should be done as soon as possible.

Before performing any task or activity the following questions should be considered:

- Is this task or activity safe for my own well-being and everyone involved?
- Is there a safer way to perform the task or activity?
- Do I need assistance to perform the task or activity?

Duty of Care vs Dignity of Risk

Duty of Care refers to “the obligation to take responsible care to avoid injury to a person whom it can be reasonably foreseen, might be injured by an act or omission”. In addition to enjoying activities, volunteers should be alert to potential hazardous situations.

Dignity of Risk refers to the ability of a person to decide to take a “Safe” risk. Dignity of Risk is acknowledging a person can make their own choices, ie although a decision may look risky to you as the volunteer, the person making the choice knows exactly and is responsible for what they are doing.

People with Special Needs

Attention should be given to any person who may have a special need and not be personally aware of the dangers or conditions that may occur through involvement in FwDAI activities i.e. sunburn or heat exhaustion.

Some participants may have little or no sensation in various areas of the body and this should be considered in regard to weather conditions. Use of precautions such as sun protection, warm clothing, adequate fluids etc should be discussed with both the participant and their carer.

Occupational Health Safety & Welfare Policy

Commitment

Occupational Health, Safety and Welfare are the shared responsibility of all FwDAI Board, Staff & Volunteers. The FwDAI acknowledges that the provision of a safe and healthy environment for staff, volunteers and participants is not just a moral and legal responsibility but also necessary to achieve its goals of providing safe and enjoyable recreational fishing experiences. This commitment also extends to ensuring the FwDAI's activities do not place the local community at risk of injury, illness or property damage.

Objectives

The Association will ensure compliance with the Western Australian Occupational Safety and Health Act and Regulations, other legislation and industry standards by:

- Providing and maintaining safe working and volunteering environments and systems.
- Providing information, instruction, training and supervision to ensure safe environments, systems and practices.
- Provide and maintain safe plant and machinery, equipment, materials and substance control.
- Consulting and cooperating with all relevant Safety, Health and Welfare authorities.
- Providing and maintaining personal protective equipment as required.
- Continuously reviewing and improving its safety performance.

Responsibilities

The FwDAI is responsible for:

- The provision and maintenance of a safe activity environment, systems and practices.
- Involvement in the development, promotion and implementation of safety and health policies and procedures.
- Training and supervising employees and volunteers in the safe performance of assigned tasks.
- The provision of resources to meet the safety and health commitments.

Employees and Volunteers will:

- Take reasonable care of their safety and health and that of others.
- Follow all safety and health policies and procedures.
- Maintain the activity environment in a safe and hygienic condition at all times as far as is practicable.
- Use protective clothing and equipment as required.
- Report all known or observed hazard, incidents and injuries.
- Attend training courses and information sessions as required.

Sun Smart Policy

As many FwDAI activities occur outdoors it is imperative for all employees and volunteers to be aware of and actively address the issue of sun protection.

You can protect your skin from skin cancer and other sun damage by being SunSmart. The Cancer Council recommends combining these 5 easy steps:

1. **Slip on sun protective clothing**
Cover up as much of the skin as possible.
2. **Slop on SPF 30+ sunscreen**
Make sure it is broad spectrum and water-resistant.
3. **Slap on a hat**
Wear a brimmed hat that covers your face, neck, head and ears.
4. **Seek shade**
Make use of trees or built shade structures - or bring your own!
5. **Slide on some sunglasses**
Close fitting, wrap-around styles offer the best protection.

And remember to take extra care between 10am and 3pm when UV radiation is most intense!

Accidents

First aid equipment must be on hand at all FwDAI activities.

All volunteers are trained and hold a certificate in either Elementary or Senior First Aid.

If an accident occurs full details should be entered as soon as possible on a Hazard/Accident/Incident Report Form (refer appendix ii) and sent to the Coordinator. It is the duty of all persons to ensure that any accident is reported to the Volunteer and Program Coordinator.

Appendices

- i Volunteer Monthly Activity Form
- ii Accident Form

HAZARD AND INCIDENT REPORT FORM
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Date of Incident..... Date of Report.....
 Location of Incident..... Time of Incident.....

EVENT TYPE (Tick one or Two)	INJURY SCALE (Tick one or two)
<input type="checkbox"/> HAZARD	<input type="checkbox"/> LOST TIME
<input type="checkbox"/> ACCIDENT	<input type="checkbox"/> DID NOT CEASE WORK
<input type="checkbox"/> INCIDENT	<input type="checkbox"/> NEAR MISS
<input type="checkbox"/> INJURY	<input type="checkbox"/> DAMAGE

Details of Injured Person:

Was the injured party a: Volunteer Participant Carer

Surname:..... Other Names:.....

Address:..... Phone:.....

No Injury Minor Injury First Aid Hospital

Was there any witness: Yes / No

If yes

Name of Witness..... Contact Number:.....

Description of Incident/Injury:

Description of Hazard/Accident

Description of Damage to Property/Equipment: (No damage...)

What caused the Hazard/Accident/Incident/Injury?

What will be done to prevent a similar incident?

FwDAI Coordinator's Comment and Recommendations:

FwDAI Board of Management Comments and Recommendations:
