



**AAIC** Australian  
Anti Ice  
Campaign  
Putting the *Freeze* on Ice

**Winner Gold Coast Community Organisation of the Year 2017**

## *The Australian Anti Ice Campaign*

# **Volunteer Handbook**

**24 October 2019**



# Welcome

## About Us

AAIC (Australian Anti Ice Campaign) are Educating & Raising Awareness of the dangers associated with the drug ICE, which is currently a growing epidemic in our nation.

We are inviting the community to unite with us in this campaign to “Put the Freeze on ICE”.

To achieve this we have a number of programs:

The **AAIC Community Education Program** initiatives include:

- AAIC Community Forums
- Conducting AAIC Education Workshops in Schools, Workplaces, Sports Clubs, Prisons and Child Safety Organisations
- AAIC Outreach and other Community Events
- *Let's Talk About Ice* shows on radio and on live stream
- AAIC Media Coverage

The **AAIC In-School Education Workshops** will educate students, parents and teachers on:

- What ICE is
- What ICE looks like
- The mechanics of ICE addiction
- The highly toxic ingredients that combine to produce it
- The serious consequences associated with trying ICE even once

The **AAIC Workplace Education Workshops** will educate participants on:

- What ICE is
- What ICE looks like
- The mechanics of ICE addiction
- The highly toxic ingredients that combine to produce it
- The serious consequences associated with trying ICE even once

This Volunteering Handbook will provide useful information about the organisation, where you can find more information about policies and procedures and general workplace information. The content is based on best practice, however should you require further explanation of any information noted in this handbook, please discuss the matter with your supervisor.

Welcome and thank you for joining us.

## Leadership and Management

### Board of Directors

#### Chief Executive Officer

Andre'a Simmons

#### Chairperson

Andre'a Simmons

#### Deputy Chair

George Patriki

#### Treasurer

Rob Purdie

#### Board Members

Andre'a Simmons

Tony Walter Grout

Ian Slack

Sue Baines

George Patriki

Glenn Ivers

Rob Purdie

## Office Location and Contact Information

### Head Office Contact Details

**Address:** 25a /207 Currumburra Road,  
Ashmore, Queensland 4214

PO Box 5496,  
GCMC, Queensland, 9726

**Telephone:** (07) 5665 6063

**Email:** [admin@australianantiicecampaign.org.au](mailto:admin@australianantiicecampaign.org.au)

## **State Office Contact Details**

### **South Australia**

Email: [adelaide@australianantiicecampaign.org.au](mailto:adelaide@australianantiicecampaign.org.au)

### **Victoria**

Email: [victoria@australianantiicecampaign.org.au](mailto:victoria@australianantiicecampaign.org.au)

### **New South Wales**

Email: [nsw@australianantiicecampaign.org.au](mailto:nsw@australianantiicecampaign.org.au)

## **Hours of Operation**

AAIC Head Office hours are from 10 am to 5 pm Monday to Thursday.

# **Our Vision, Mission, Objectives and Values**

## **Our Vision**

In 2013 Andre'a Simmons formed a not-for-profit organisation called "The Australian Anti Ice Campaign" (AAIC) to raise awareness and educate the public, in particular our youth, as to the incredible dangers of the drug Ice, or Crystal Methamphetamine. The core message is "Not Even Once". The core objective is "Putting the Freeze on Ice" and has formulated a National Ice Action Strategy program which has expanded nationally.

## **Our Mission**

The AAIC offers Ice Specific Education delivered by trained lived experience presenters who deliver workshops in high schools, sports clubs, workplaces, prisons and child safety organisations. Following an In-school Education Workshop the high school teachers' led role play activities to reinforce the "Not Even Once" message. To further engage the students in the Anti-Ice conversation AAIC has a school based Art competition – "Paint the Nation".

AAIC's lived experience presenters are also trained to act as "Lived Experience Buddies" to help people who are having an issue with Ice use, to assist these people through the process of making the decision to seek help and then refer them to available support services. AAIC's buddies are also available to provide initial Online Family Support for families and loved ones of people who are struggling with Ice addiction and to refer them to available family support and other services.

AAIC hold Community Forums to inform the general public and to provide a direct form of outreach for anyone struggling with addiction.

AAIC's delivers a weekly Facebook Live Stream show – "Let's Talk About Ice". Each week people reach out to us through watching the

show and we have been able to help families and Ice users into Rehab.

AAIC engage in other events that include, “Walk against Ice”, gala dinners, youth engagement and other fundraising events throughout the year. AAIC also have regular information and outreach tables at shopping centres throughout Australia.

### **Our Objective**

Our Key Objective is **“Putting the Freeze on Ice”**.

### **Our Values**

Our values influence our thoughts, guide our decisions, mould our policies and help determine our course of action. Every decision and action we take is governed by our eight core principles.

- **Professionalism**
- **Equity**
- **Respect**
- **Accountability**
- **Commitment**
- **Safety**
- **Culture of Service**
- **Excellence**

### **The Principles of Volunteering**

- Volunteering benefits the community and the volunteer;
- Volunteer work is unpaid;
- Volunteering is *always* a matter of choice;
- Volunteering is an activity performed in the not for profit sector;
- Volunteering respects the rights, dignity and culture of others; and
- Volunteering promotes human rights and equality.

## **Your Rights as a Volunteer**

As a volunteer you have the right:

- to work in a healthy and safe environment;
- to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- to be adequately covered by insurance;
- to be given accurate and truthful information about the organisation for which you are working;
- to be reimbursed for out of pocket expenses; (where approved)
- to be given access to all policies and procedures that may affect your work;
- to have a job description and agreed working hours;
- to have access to a grievance procedure;
- to have your confidential and personal information dealt with in accordance with the provisions of the Privacy Act 1988; and
- to be provided with sufficient training to do your job.

## **Your Responsibilities as a Volunteer**

As a volunteer you have the responsibility to:

- Be punctual and reliable;
- Respect confidentiality;
- Carry out the duties listed in your volunteer position description;
- Be accountable;
- Give notice if your availability changes or you are leaving the organisation;
- Report any injuries or hazards that you notice in the workplace;
- Adhere to the organisation's policies and procedures;
- Undertake training as requested;
- Ask for support when needed; and
- Support other team members:
- Dress code is to be neat and tidy.

# Code of Conduct

## Integrity

AAIC believes in honesty, integrity, loyalty, diligence, respect that includes cultural, privacy and confidentiality, no tolerance for violence and equality and therefore it is important that all volunteers reflect these behaviours so as not to tarnish AAIC's reputation by allegations of dishonesty, disloyalty, lack of duty of care or corruption.

## Receiving Gifts or Personal Benefits

All volunteers must not encourage the offer of any personal benefit or gift from any party in connection with the performance of their work.

## Non-Discriminatory Values, Attitudes and Behaviour

Throughout all dealings volunteers have with each other, children and young people who are the clients of our services, members of their families and others must:

- not behave, display attitudes or express beliefs that discriminate against others based on race, gender or gender identity, age, family responsibilities, parental status, pregnancy, breastfeeding, political beliefs, trade union activity, sexuality or lawful sexual activity, or religious beliefs; and
- acknowledge that such discrimination is illegal.

**Accordingly, volunteers must strictly observe the policies and procedures of AAIC which are consistent with the provisions of the Privacy Act 1988 (Commonwealth).**

Please refer to the Policies and Procedures Manual located in Google Drive, (G:Drive) for more information in regard to:

- Disciplinary Action and Procedure
- Grievance and Complaints
- Sexual Harassment

## Work Health & Safety

The key Work Health & Safety (WH&S) requirements are:

- All volunteers must adhere to the Work Health & Safety Policy;
- All volunteers are to make themselves familiar with the Emergency Procedures;
- If any volunteer is concerned in relation to a WH&S issue in the workplace, they should raise the matter immediately with a supervisor.

### First Aid

- There is a first aid kit located in the kitchen of the AAIC head office.
- The accident and any aid administered must be recorded in the Incident Report Book.
- All incidents and accidents will be investigated, and preventative measures implemented and monitored.
- Prompt remedial action will be taken to eliminate any unsafe or unhealthy conditions or behaviour.

### Fire Evacuation and Fire Safety

Each area of AAIC will have a known and documented fire evacuation procedure and all fire appliances will be maintained regularly by the manufacturer. All volunteers will be made aware of the location of fire extinguishers and be familiar with their use.

## Information Systems Policy and Guidelines

The Information Systems policy and guidelines are located in the Policies and Procedures Manual located in Google Drive, (G:Drive). It covers the following:

- User Accounts
- IT requests
- Passwords and Security
- Shared Access
- Working Remotely
- IT Confidentiality
- Access and use Internet & Email
- Email Etiquette
- Answering the telephone, taking messages and personal use of mobile phone

## Media Relations

In the interest of protecting individuals and to avoid conflict or misinformation, no volunteer has the authority to:

- Make statements on any subject to any representative of the media;
- Represent AAIC in any media interviews, including on the radio or television, unless expressly requested to do so by Andre'a Simmons.

For more information in regards to media relations please refer to the Policies and Procedures Manual located in Google Drive (G:Drive).

## **General Information and Housekeeping**

### **Restrooms**

Restrooms for AAIC Head Office are located on the same floor.

### **Car Parking**

There is no reserved car parking for volunteers working from the AAIC Head Office location. You may park in the streets around the office or across the road at Ashmore City Shopping Centre, paying attention to the maximum parking time limits.

### **Kitchen Facilities**

The facilities in the kitchen are for everyone to use and everyone should clean up after themselves. Please do not leave any cutlery or dishes in the sink.

### **Waste disposal**

General waste should be disposed of in the bin allocated to your workstation or the bin in the kitchen. Confidential waste is shredded.

### **Work Space**

Due to volunteers working different days and hours, you will be allocated a shared work space. It would be appreciated if all desks were kept neat and organised so that anyone can utilise the space. Some tips to help:

- Ensure things are tidied away at the end of the day.
- Some volunteers have their personal things in drawers, if you borrow something from a desk, please replace it or leave a note to let them know you have borrowed it.
- If you need office supplies, such as pens, there is stock in the stationery cabinet.