



Volunteer Information and Induction Handbook

*Supporting lives unaffected by
cystic fibrosis*



Chief Executive Officer Welcome

Cystic Fibrosis Queensland is the leading peak not-for-profit charity dedicated to providing education, high-quality membership programs, funding for research and advocacy on behalf of the increasing number of people living with cystic fibrosis



To achieve our vision of “lives unaffected by cystic fibrosis” we need to ensure that Cystic Fibrosis Queensland has the resources and capacity to deliver practical support programs and services to the cystic fibrosis community.

State and Federal Government provide no designated funding for Cystic Fibrosis Queensland’s programs. We rely on generous donations from community fundraisers, public and private donors, corporate sponsors and service clubs to meet our financial needs.

Cystic Fibrosis Queensland’s success is underpinned by our dedicated volunteers, internship program and Board.

These people work tirelessly for our cause and are generous with both their time and spirit

On behalf of Cystic Fibrosis Queensland, our members and the entire cystic fibrosis community, thank you for your support.

A handwritten signature in black ink, appearing to read 'Petrina Fraccaro'. The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Petrina Fraccaro
Chief Executive Officer
Cystic Fibrosis Queensland



Introduction to Cystic Fibrosis Queensland

About cystic fibrosis

Cystic fibrosis (also often called CF) is the most common, life-limiting genetic condition affecting Australians. In Australia, approximately 3,500 people are living with cystic fibrosis and 1 in 25 people carry the recessive cystic fibrosis gene.

Babies born today with cystic fibrosis can expect to live well into adulthood. There is no cure, but advances in treatment and care are helping people to better manage the chronic illness.

Cystic fibrosis affects the airways, lungs, endocrine system by causing an abnormal build-up of thick and sticky mucus. Treatment requires intensive daily physiotherapy to clear the lungs and airways, countless medications and frequent hospitalisations.

About Cystic Fibrosis Queensland

Founded in 1960, Cystic Fibrosis Queensland is the peak community not for profit charity working with and for the increasing number of people living with cystic fibrosis who attend a Queensland Health clinic for treatment.

We advocate for the entire cystic fibrosis community and seek to raise much needed awareness of this debilitating condition.

Mission

Lives unaffected by cystic fibrosis.

- To be relevant to our community
- To work collaboratively and advocate for our community
- To be effective in the work we do for our community
- To be respectful of our community, our stakeholders and each other.



Volunteer Program

Purpose

To assist Cystic Fibrosis Queensland in its mission of lives unaffected by cystic fibrosis.

Overview

Cystic Fibrosis Queensland is committed to involving volunteers in meaningful ways, working collaboratively with Cystic Fibrosis Queensland employees to assist Cystic Fibrosis Queensland in its work with, and for, the increasing number of people with cystic fibrosis.

Cystic Fibrosis Queensland highly values the contributions of its volunteers who enhance the quality of work undertaken by the organisation. Cystic Fibrosis Queensland is reliant on volunteer contributions for effective and efficient delivery of its programs and services. Cystic Fibrosis Queensland recognises the great variety of skill that volunteers offer the organisation and afford volunteers the same respect and as paid employees.

Volunteers are unpaid staff members and they are bound by the policies and procedures of Cystic Fibrosis Queensland. Cystic Fibrosis Queensland undertakes to provide a working environment which reflects the level of expectation placed upon volunteers.

Responsibilities of Cystic Fibrosis Queensland to its volunteers

In recognising the importance of the volunteer role, Cystic Fibrosis Queensland acknowledges that volunteers have several rights. Cystic Fibrosis Queensland is committed:

- To ensuring privacy and confidentiality of all parties.
- To providing clear and accurate task directions for all volunteers.
- To providing regular supervision.
- To providing relevant information about volunteer vacancies to allow potential volunteers to make informed decisions about accepting a position.
- To enabling volunteers to use their skills, talents and knowledge to benefit the organisation.



- To providing introductory information about the organisation, its policies and procedures.
- To providing an induction, which will provide information about volunteer tasks.
- To providing a safe working environment.

All volunteers from 12 to 85 are covered under Cystic Fibrosis Queensland's insurance for public liability and personal accident cover.

If a volunteer has a grievance, query or complaint, this can be directed to the Volunteer Coordinator or the workplace supervisor. Cystic Fibrosis Queensland undertakes to provide an appropriate response to such concerns.

Cystic Fibrosis Queensland appreciates and values the contribution of volunteers and will formally recognise their work.

Cystic Fibrosis Queensland has the right to:

- Evaluate a volunteer's performance and negotiate with them any changes that need to be made.
- Expect a volunteer to perform to the best of their ability.
- Release a volunteer who proves to be unsuitable for the job.

Responsibilities of Cystic Fibrosis Queensland Volunteers

It is expected that volunteers will:

- Accept the Mission Statement of Cystic Fibrosis Queensland.
- Be honest, reliable, responsible, conscientious, dedicated, and trustworthy in their dealings with clients, staff and other volunteers.
- Work within the guidelines of Cystic Fibrosis Queensland policies and procedures.



- Participate in initial and ongoing training and accept direction and supervision from their supervisor.
- Be aware of their personal limitations and ask for support and assistance.
- Not pressure others into accepting personal views, values, or standards.
- Be positive about jobs they are undertaking.
Carry out agreed tasks as negotiated with the Cystic Fibrosis Queensland staff.
- Stipulate their limitations, time restraints and other commitments to those with whom you are working.
- Treat people they work with fairly, support and encourage fellow volunteers and staff.
- Utilise correct equipment to do the job and consider personal safety.
- Be trusted with confidential information that will help you to carry out the work more effectively.

Cystic Fibrosis Queensland aims to provide a high-quality service and encourages its volunteers to discuss any concerns and/or complaints they have about their role with their supervisor. Raising a concern or complaint will not result in disadvantage. If you feel your Cystic Fibrosis Queensland supervisor has not dealt with a particular situation adequately, the Chief Executive Officer may be contacted through Cystic Fibrosis Queensland office on 07 3359 8000. All complaints will be handled in a prompt, fair and confidential manner.

Code of Conduct

Cystic Fibrosis Queensland commits to encouraging a safe, supportive, and productive work environment. This can only happen when everyone cooperates and agrees to suitable standards of conduct. The following behaviours are considered unacceptable by Cystic Fibrosis Queensland and may result in termination of your volunteer position:

- Using threatening or abusive language to another volunteer, staff member or customer.
- Wilfully damaging or stealing property belonging to other volunteers, staff members or customers.
- Fighting or engaging in disorderly conduct.
- Coming to work under the influence of alcohol or drugs.
- Wilfully or habitually violating health and safety regulations.
- Wilfully damaging or stealing company equipment or using company equipment in an unauthorised manner.
- Refusing to follow or failing to carry out the reasonable instructions of your supervisor.



CFsmart

cystic fibrosis education program

CFsmart is an online educational resource that teaches about cystic fibrosis. CFsmart is primarily a resource for teachers and educators, but provides a sound background in understanding the cystic fibrosis disease. Cystic Fibrosis Queensland requires all volunteers to complete two modules of the e-learning course, ideally on their first day.

Instructions

To register for e-learning, volunteers will need to go to the [CFsmart website](#) and click on register in the top right corner.

When registering, volunteers should select 'Other' under the question 'I'm enrolling as a', and 'N/A' for 'What level of education is the child you work with?' The organisation name is 'Cystic Fibrosis Queensland.'

After registering, volunteers will be able to begin the modules in e-learning under the 'Education and Training' tab and should select module 1 to start. Modules contain information and short videos that teach about cystic fibrosis. At the end of each module there will be a short quiz to test your knowledge.

After module 1, volunteers can choose between modules 2, 3 and 4, which are about cystic fibrosis at different stages of a child's life. Modules will provide volunteers an insight into what life is like for a child with cystic fibrosis.

When the two modules are completed the volunteer will receive an online certificate which they can show to their supervisor.

