

Queensland Blue Light Association Incorporated
ABN 67 047 589 753

Volunteer Handbook



www.bluelightqld.org
Printed July 2009



LOCAL BRANCH DETAILS



BLUE LIGHT		
Position	Name	Phone
Coordinator		
President		
Secretary		
Treasurer		
Other Contact		
Venue Address		
Event Details		

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Welcome to QBLAI

Welcome, congratulations and thanks for being a QBLAI Volunteer. QBLAI is completely dependant on the commitment of our volunteers, and would not be able to operate without these special people dedicating their time, energy and knowledge.

QBLAI acknowledges that our volunteers play a vital role in our ability to provide the children of Queensland with safe, supervised alcohol and drug free entertainment and activities.

What ever your reason for volunteering, your efforts will have a direct impact on the youth of your community – and for that,
we thank you.

Important Contacts / Information

Volunteer Role	
Direct Supervisor	
Other Contact	
Local Blue Light	
QBLAI State Office	GPO Box 1440, Brisbane Q 4001 State Coordinator: Paul Lincoln Email: blue.light@pcyc.org.au Phone: 07 3909 9540 Administration: Jenny Monk Email: blue.light2@pcyc.org.au Phone: 07 3909 9541 Web: www.bluelightqld.org (electronic copy of this handbook available online)
Local Hospital	
Local Ambulance	

ALWAYS DIAL 000 IN AN EMERGENCY

Personal Volunteer Record

Date

Commenced ____ / ____ / ____

Training

Completed _____

QBLAI History

Blue Light is a police youth program designed to encourage better relations between the police, young people, their parents and the community. It does this by involving young people in supervised cultural, social and sporting activities in an environment free from alcohol, drugs and violence. Blue Light has developed into a crime reduction initiative, which aims primarily to identify and address the needs of young people who are 'at risk'. Blue Lights operate in all States & Territories of Australia and New Zealand, and recently in the United Kingdom.

The first official Blue Light Disco in Queensland was held on the Gold Coast in 1984. The QBLAI was officially incorporated on the 1st May, 1986. There are currently 69 Blue Light Branches throughout Queensland. Remote areas such as Torres Strait, Barcoo, Charleville, Cunnamulla and St George all benefit from programs run by their local Blue Light. Current branch details can be viewed on our website at www.bluelightqld.org.

Traditionally just discos, Blue Light now also plays host to events such as skating, movie nights, pool parties, camps, adventure activities, drag racing and more.

The record of achievements of the QBLAI is testament to the many hours of work contributed by thousands of volunteers over the years.

Volunteering and QBLAI

QBLAI has many opportunities for volunteers to be involved in a variety of activities throughout Queensland. The majority of our volunteers work within their local community, providing entertainment in the form of dance or movie nights. This could involve working in a canteen, selling tickets, promoting the event or providing supervision during the event. At times our volunteers are called upon to travel with groups of children on our youth camps.

Whatever the level of your involvement, QBLAI recognises the importance of adhering to the National Standards for Involving Volunteers in Not-For-Profit Organisations as published by Volunteering Australia.

Definition of Volunteering

- 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

1. Volunteering benefits the community and the volunteer.
2. Volunteer work is unpaid.
3. Volunteering is always a matter of choice.
4. Volunteering is not compulsorily undertaken to receive pensions or government allowances.
5. Volunteering is a legitimate way in which citizens can participate in the activities of their community.
6. Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
7. Volunteering is an activity performed in the not for profit sector only.
8. Volunteering is not a substitute for paid work.
9. Volunteering respects the rights, dignity and culture of others.
10. Volunteering promotes human rights and equality.

Volunteer Program Purpose

QBLAI's volunteer program aims to provide volunteers with a level of engagement that involves their local community and especially youth under the age of 18.

Rights and Responsibilities

Unlike paid staff, volunteers are not covered by award conditions or work place agreements. Volunteers, however, do have rights, some of which are enshrined in legislation, and some of which are the moral obligations of the organisation they volunteer for.

As a QBLAI Volunteer you have the right:

- To work in a safe and healthy environment in accordance with the OH&S act;
- To be treated in accordance with the equal opportunity and anti discrimination legislation;
- To be treated fairly and shown respect;
- To be provided with adequate training;
- To be provided with safe systems of work;
- To be provided with adequate supervision and support;
- To be provided with a volunteer induction & orientation;
- To be provided with a Position Description for your role and agreed working hours;
- To be provided access to a grievance procedure;
- To have your information stored and confidentially maintained in accordance with the Privacy Act 1988.



In conjunction with your rights you have a responsibility to:

- Be the holder of a current Blue Card, as issued by the Commission for Children and Young People and Child Guardian.
- Follow instructions of your supervisor;
- Be aware of and abide by the guidelines outlined in the Risk Assessment;
- Respect and abide by QBLAI Policies and Procedures;
- Agree to work in a safe and healthy manner – not to jeopardize the health and safety of others – both fellow volunteers, paid staff and the public;
- Be reliable and commit to any duties you have agreed to perform;
- Respect the confidentiality of information you may be exposed to;
- Nominate an emergency contact person prior to commencing;
- Notify QBLAI of any pre-existing medical conditions that could be aggravated or any special needs you have;
- Report injuries, and complete a BL7 Incident Report form for any injuries or incidents;
- Notify your QBLAI supervisor with adequate notice if you are no longer able to participate.

WIZARD OF ID By Brant Parker & Johnny Hart



Occupational Health and Safety

QBLAI is committed to providing a safe environment for all volunteers and patrons participating in its activities. Section 4 of the QBLAI Procedures Manual covers topics such as:

Basic activities guidelines	Reporting of incidents	Conditions & duties
Volunteer Briefings	Risk management checklist	Emergency procedures

Volunteers should have access to the QBLAI Procedures Manual at all times. Volunteers should primarily look out for the health and safety of themselves and that of fellow volunteers and the children in their care.

Manual Handling

Manual handling results in around 1/3 of all occupational injuries within Australia. Please take care in any activity involving manual handling, which can be

lifting	lowering	pushing
pulling	moving	holding
carrying	restraining	

Always assess any task involving manual handling and be aware of the dangers. You should consider your own stature, strength and that of others in the workplace. Never lift or move anything you are not sure of. It is always better to ask for assistance or utilize mechanical means of shifting an object than to risk injury.

Correct lifting techniques should always be employed – an object does not have to be heavy to possibly cause an injury.



Further information can be found on the Department of Employment & Industrial Relations website at

www.deir.qld.gov.au/workplace/subjects/manualhandling/index.htm

Training

All volunteers are to undergo training for the role they will undertake, with Blue Light this is usually delivered on the job at your local branch. Your Supervisor should be able to instruct you. Assistance is always available from State Office also, and can be provided in the form of either over the phone counseling or the provision of manuals/information via post or email. On site training can also be provided for volunteers needing assistance with the administration requirements of Blue Light.

Volunteers wishing to undertake First Aid training should approach their Supervisor, who in turn should contact State Office for funding assistance.

QBLAI's biennial State Conferences are an important way of providing up to date training for our volunteers. Attendance by at least one person from each Branch is strongly encouraged.

An Australasian Blue Light Conference is held each year, with New Zealand and the Australian States taking turns in hosting. This is also a great forum for networking and an exchange of ideas. On going training is an important part of volunteering for QBLAI, and you are encouraged to participate in any training opportunities that may arise.

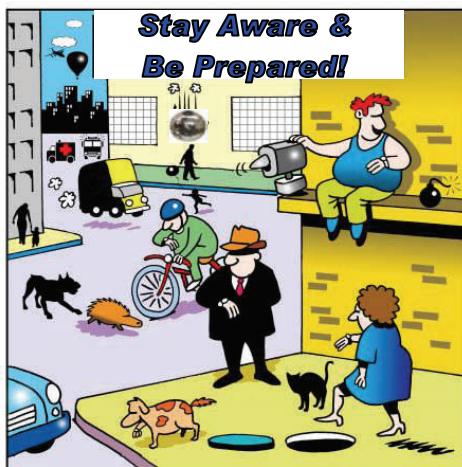


Insurance

Insurance policies are in place to cover QBLAI's volunteers. To be covered by our insurances, volunteers must;

- Be aged between 18 and 70 years.
- Have filled out a Volunteer Registration Form with QBLAI.
- Have completed the QBLAI induction (this booklet).
- Be participating in a task during, or in preparation for an official Blue Light event.
- Be complying with QBLAI policy as described in the Procedures Manual.
- Be the holder of a current Positive Notice Blue Card.
- If using your own car, you are required to have your own comprehensive car insurance policy, however injuries sustained as a result of your voluntary duties will be covered by our personal accident policy.
- If you sustain an injury whilst undertaking your voluntary duties for QBLAI, you are covered under our insurance policy, but you first need to claim from Medicare and your Health Fund (if applicable).

For further information regarding QBLAI's Insurance Policies contact State Office. Queries will be forwarded to our insurance broker for clarification.



Grievances / Complaints

A grievance is any type of problem, concern or complaint related to your voluntary work environment that may arise from an act, situation, decision or omission which you consider to be unfair, discriminatory or harassing.

Where feasible it is encouraged to discuss your dispute with the concerned party, however it is also acknowledged that for what ever reason this isn't always possible. There are several avenues for which you could resolve your grievance, however you should always ensure your Supervisor is aware of the situation:

- Talk to your Supervisor and discuss the problem.
- If you feel comfortable your Supervisor will initially encourage you to discuss the problem with whoever is concerned.
- If for any reason you are not able to discuss the problem with your supervisor, you should contact State Office and speak to your State Coordinator directly.
- State Office will keep a record of the grievance for future reference, and implement a management plan if required.
- Depending on the situation there is likely to be various solutions. You should feel happy and safe whilst volunteering with Blue Light, and if a situation arises that effects your well being it should be discussed with your Supervisor or State Office staff.

ALL grievances will be handled with the highest of confidentiality, impartiality, sensitivity and within a timely manner.

Incident Reporting

All accidents, incidents and injuries must be reported to your supervisor immediately. The vast majority of incidents are minor, a scraped knee or a stubbed toe. An Incident Report Form (BL7) must be completed and signed.

The original of this form is then sent to QBLAI State Office. From there it is reported to our insurance company and then kept on file. This is an important part of meeting our Public Liability Insurance requirements.



Responsible Behavior & Code of Conduct

As a supervisor/volunteer for QBLAI you are expected to adhere to the following Code of Conduct whilst undertaking volunteer duties.

- All volunteers are to be neatly dressed and wearing the supervisors uniform as prescribed by their Branch during all activities. (This will require a minimum of T-Shirt & enclosed footwear).
- At all times volunteers are to conduct themselves in a correct and proper manner having regard to the use of correct language and force when dealing with patrons.
- Volunteers are responsible for the safety of patrons whilst entering the building, during the activity, and on leaving the hall at the end of the night. The major duty for supervisors is in the hall during the activity to ensure the safety of patrons.
- Volunteers are to report any problems to their Supervisor and/or the Police in attendance at the activity.
- No volunteer may be under the influence of illegal drugs or alcohol whilst on duty.
- Volunteers should not make any public comments or statements to the media that would lead anyone to believe you are representing the views of QBLAI. All media enquiries should be referred to State Office.



Dismissal Procedure

To ensure we are providing the highest quality service to the youth of Queensland, if supervising staff feel that a volunteer is not fulfilling their duties, an alternative position may be offered. Volunteers may also be dismissed if it is identified the rights and responsibilities are not being adhered to.

Typical Volunteer Duties

Volunteering for QBLAI can involve a number of duties, from planning & preparation of events, supervision of children, set up & care of audio visual equipment and canteen duties, to serving on the Branch Committee.

Following is an outline of some of the duties to be performed by persons assisting at Blue Light Events. As the majority of events are dance parties, it has been based on an event held in a hall. Each Branch should produce their own customized list to be given to volunteers.

Front Door: To be manned at all times by Police personnel. Collection of monies at the front desk to be performed by two people.

Toilets: Both the male and female toilets are to be inspected at least every 15 minutes by volunteers of the same sex. Children are not permitted to loiter in toilets and should be asked to return to the main hall.

Incidents: If you witness a patron causing trouble of any kind or performing a dangerous act, you are to escort that person to the main office in the company of another volunteer, preferably a police officer. An incident report can then be filed.

Canteen: There must be an adult supervisor in the canteen at all times. This person must ensure that the canteen goods and monies are secure and that excess money is taken into the main office.

First Aid: All supervisors must know the location of the first aid equipment. Please inform your supervisor of any treatment given. All major incidents and accidents are to be reported and recorded on a BL7 Incident Report for forwarding to State Office.

Supervision: Supervision throughout the evening is to be performed at the designated points in the hall. These should be arranged and discussed with your supervisor prior to the event.

Finish: At the end of the evening all Police personnel are to patrol outside the venue and car park.

It is part of the volunteer's duties to ensure that patrons adhere to our rules. There are **four** rules that must be enforced at **ALL** Blue Light activities. They are:

- 1. **NO SMOKING**
- 2. **NO ALCOHOL**
- 3. **NO PASS OUTS**
- 4. **UNDER 18'S ONLY**

There are other restrictions that may be implemented at the Branch's discretion in order to help manage activities. **Some** of these are:

• No hats/caps	• No chewing gum
• Dress Standards (shoes must be worn at all times)	• Bags to be placed in cloak room
• No bags permitted	• No mobile phones

These are not exhaustive in any way and are merely suggestions. Any restrictions implemented by a branch must not be discriminatory.

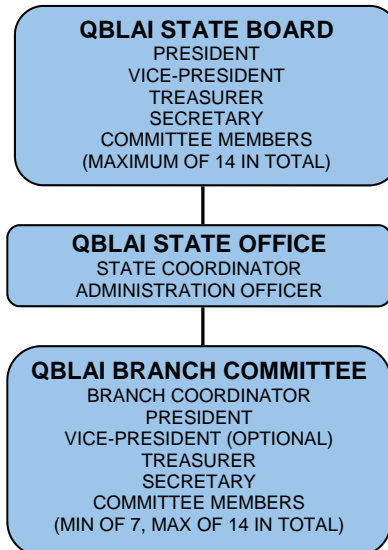


QBLAI Board

The Association is run by the State Board, elected each year at the Association's Annual General Meeting. Positions on the State Board are President, Vice-President, Treasurer, Secretary, and Committee Members, totaling no more than 14 persons. One of these positions is held by the State Coordinator, a Police Officer who is the only person employed full time for the QBLAI. An Administration Officer is employed part-time by the Association. Decisions regarding the day to day running of QBLAI are made by State Office (The Coordinator & Admin Officer), with major expenditure and policy changes needing the approval of the Board.

Each Branch has it's own Committee, with the same Executive Positions as the State Board, but with the addition of a Branch Coordinator. The Branch Coordinator and Branch President must be serving Police Officers, while the rest of the Board can be Police or Civilians. The position of Branch Coordinator and President can be held by the one person. In very small communities it is not unusual for Volunteers to hold more than one position on the Board.

Job descriptions for Branch Committee members and a template for taking meeting minutes can be found in section 4, page 45 of the Procedures Manual.



Risk Assessment & Safety

A Risk Assessment is essentially a document outlining the risks associated with a particular task, activity, situation or location. The risk analysis identifies the potential of or risk arising to ones safety from the work you plan to undertake, the risk assessment then outlines the precautionary action one should take to minimize harm.

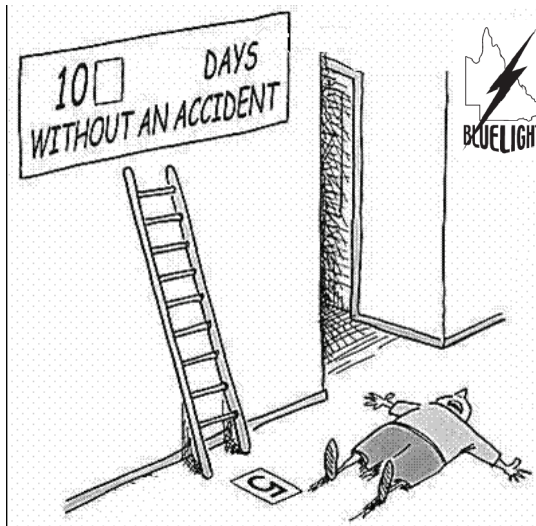
This section of the handbook is able to demonstrate to you the purpose of a Risk Assessment and to get you thinking about the risks associated with your voluntary position, for yourself and others.

A Hazard is the task, object or circumstance that has the potential to cause harm, for example working in extreme heat or cold, or near traffic, or lifting heavy objects.

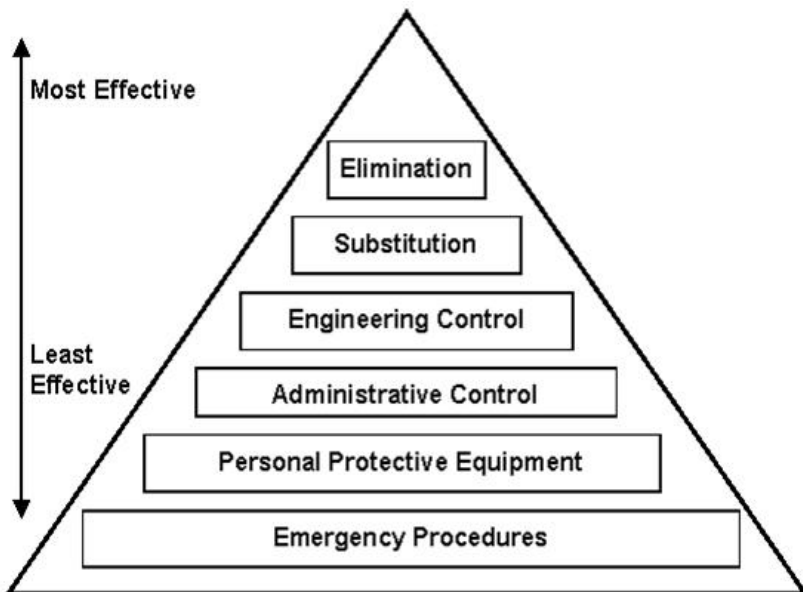
A Risk is the harm or result that could occur when people interact with the hazard, for example heatstroke, traffic injury or strained back.

Risk Control is the strategy implemented to eliminate or minimize an identified risk.

All volunteers should ensure they are aware of the Risk Assessment relevant to their role.



Risk Management / Hazard Control Triangle



Elimination completely removes the hazard, or risk of exposure to the hazard.

Substitution involves replacing a hazardous substance, machinery or work process with a non-hazardous one. Example: moving equipment in smaller lots to reduce manual handling injuries.

Engineering Control is the next best thing if a hazard cannot be eliminated. Example – use shade cloth for sun protection, install a fan to alleviate heat stress in hot weather.

Administrative Controls means introducing work practices which reduce risk, and limits the exposure of the employee to the risk. Example – reduce work hours in hot weather, more frequent breaks.

Personal Protective Equipment (PPE) such as safety hats, safety glasses etc should only be used where other methods are not practicable. When used it should be practical, fit properly & be used correctly.

Emergency Procedures and back up procedures should always be in place – never assume an accident wont happen.

Shark Infested Waters!



It can be difficult at first to understand the concept of hazards, risks and the use of the Hazard Control Triangle in managing them. The following scenario of entering or swimming in shark infested waters will highlight some simple examples.

Hazard

The hazard of course is the shark infested waters, or more accurately the sharks themselves. Unless this hazard is eliminated, it will remain a hazard throughout the rest of the control measures.

Risk

The risk is NOT the sharks, but simply when you actually enter the water to have a swim. That is when the hazard becomes a risk. Unless you get in the water, there is no risk.

Eliminating the hazard or risk

To eliminate the risk, don't get in the water. Simple! To eliminate the hazard you must remove the sharks from the water. Then you can swim in waters where there is no hazard or risk.

Substitution

Substitute the sharks with dolphins, which are much less hazardous. The dolphins may decide to bite you, but they won't do nearly as much damage as a shark.

Engineering out the risk

A shark cage is a good example of an engineering solution. You are isolating yourself from the sharks and putting an effective barrier in place to prevent injury.

Administrative Controls

Erecting a sign that says "DANGER: Shark Infested Water – Do not swim" is an administrative control example. The sign warns people not to get in the water and thereby minimises the chance of attack.

Personal Protective Equipment

Wearing a shark mesh suit over your wetsuit to minimise the risk of injury should you be bitten would be a good example.

QBLAI does not recommend swimming in shark infested waters!

Qualitative Risk Analysis Matrix

Below is a Qualitative Risk Analysis Matrix to provide an indicator for the level of risk for each activity included the Risk Assessment. This result should provide an indication of the activities suitability for volunteers and patrons to participate.

Qualitative measure of consequence (with examples)

- 1. Insignificant** No injuries, low financial implications.
- 2. Minor** Possible injury not more than first aid treatment, medium financial loss.
- 3. Moderate** Possible injuries would require medical treatment, high financial loss.
- 4. Major** Extensive injuries possible, major financial loss.
- 5. Catastrophic** Death is clearly possible, huge financial Implications.

Qualitative Risk Analysis Matrix		Consequence				
		Insignif- icant 1	Minor 2	Moderate 3	Major 4	Cata- strophic 5
L i k e l i h o o d	(a) Almost certain	H	H	E	E	E
	(b) Likely	M	H	H	E	E
	(c) Moderate	L	M	H	E	E
	(d) Unlikely	L	L	M	H	E
	(e) Rare	L	L	M	H	H

Legend		
Result	Level of Risk	Action
E	Extreme	Immediate action required – do not proceed with activity until the level of risk is reduced.
H	High	Implement further risk minimization strategies, ensure you are using all aids possible, use extreme caution and avoidance if possible.
M	Moderate	Ensure volunteers are informed and briefed of risk, ensure all volunteers are supervised at all times.
L	Low	Manage by routine procedures.

QBLAI EVENT RISK ASSESSMENT FORM (sample)	
Branch	Happyville
Event Location	Community Hall, Smith Street
Event Coordinator	Harriet Jones
Coordinator Contact Details	Phone: 3564 1876 Mobile: 0498 765234
Pre-Existing medical conditions checked and discussed	<input checked="" type="radio"/> Yes / <input type="radio"/> No
Volunteer Inductions Completed	<input checked="" type="radio"/> Yes / <input type="radio"/> No
Hazardous Characteristics of the site	
Tiles in boys & girls toilets would be slippery when wet.	4 Steps into back of canteen where supplies have to be carried
Tasks to be undertaken	
Lighting & DJ gear to be set up Signage re entry & rules to be put up	Canteen supplies to be carried in & put away
Risks to Third Parties / General Public	
Injury from slipping on wet tiles Injury from carrying heavy items	

RISK IDENTIFIED: Slip & fall		Risk Matrix Result	Moderate
ACTION: Erect signage warning that floors are slippery when wet. Keep mop handy to clean up any spills.	Have Supervisor patrol outside toilets at all times to stop children running. DATE: 1/7/2009		
RISK IDENTIFIED: Manual Handling (loading canteen supplies)		Risk Matrix Result	Minor
ACTION: Have supplies packed into smaller boxes/bags, & warn volunteers of the steps. Only have fit / young people	carrying boxes. Ensure correct lifting techniques are employed. DATE: 1/7/2009		
RISK IDENTIFIED:		Risk Matrix Result	
ACTION:			
	DATE:		
RISK IDENTIFIED:		Risk Matrix Result	
ACTION:			
	DATE:		
Event location reference points for emergency services: (eg distance from nearest cross street or address of closest residence if not being held in hall) Happyville Community Hall, 12 Smith Street Happyville.			
Emergency Contacts: 000 or 112 for mobile phones			
Local Police: 3564 1111			
Local Doctor: 3564 2097			
Local Hospital: 3564 8321			

MISSION STATEMENT

The mission of the Queensland Blue Light Association Incorporated is to enhance the lives of youths under 18, especially those at risk, enabling them to achieve their highest potential by fostering a better relationship with the police, their parents and the community. This is achieved by providing and supporting committed volunteers to supervise cultural, social and sporting activities in an environment free from alcohol, drugs and violence. Through this supportive, community based environment we encourage youths to develop leadership, self-esteem, mutual respect, shared responsibility, and a positive police/youth relationship.

QBLAI

Corporate Club

Established in 2004, the Corporate Club is a fundraising initiative which invites members of the business and private community to financially support our programs. With the assistance of our fundraising service provider Communitel (Aust) P/L, funds raised through the Corporate Club have enabled us to not only continue but to expand on the youth programs and activities offered throughout Queensland. Our Youth Development Camps are just one example of a program made possible through this source of funding. A listing of our Corporate Club Sponsors is available on our website.

**PLEASE SUPPORT THOSE
THAT SUPPORT US.**

Funded by



Gambling

Community Benefit Fund

Queensland Government

The QBLAI would like to acknowledge the support of the Gambling Community Benefit Fund. The GCBF, through their community grants program, have enabled us to build over 20 MERV (Mobile Entertainment Recreational Vehicles) Trailers currently in use throughout the state. They have also supplied funding for hall upgrades and sporting equipment. All grant applications are submitted through State Office. For further information on funding applications contact State Office on 3909 9541, or blue.light2@pcyc.org.au.

www.bluelightqld.org