Insert image here

(e.g., a photograph of your volunteer group or a picture of new volunteers being formally inducted into the group)

You may find this template helpful for writing your induction booklet. Simply replace the text in this document with text that is relevant to your group. Remember to delete this paragraph when you are finished!

# **INDUCTION BOOKLET**

DATE

***Name of individual who completed this Induction Booklet***

The name of your volunteering group

Street Address

Suburb, State, and Postcode

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# **OVERVIEW OF BRIGADE/GROUP/UNIT**

MISSION, VISION, AND VALUES OF YOUR GROUP

* ***Mission*** : What are the current and primary goals of your group?
* ***Vision*** : What are the future goals of your group?
* ***Values*** : What values does this group stand for (e.g., loyalty)?

MANAGEMENT AND OPERATIONAL STRUCTURE

* What is the chain of command in your volunteering group?
  + Who is the leader?
  + Who is second in command?
  + Who is directly involved with the new volunteers?
  + Who is responsible for administration and training?

VOLUNTEER ROLES AND RESPONSIBILITIES

* What are the different volunteer roles within your group and what are their respective responsibilities?
  + Operational roles?
  + Non-operational roles?

# **EXPECTATIONS**

Use this section to lay out the expectations that your group has for new volunteers. This includes (and is not limited to):

* Expected number of hours to commit to training
* Expected number of call-outs to respond to, etc.

# **CODE OF CONDUCT**

Code of Conduct can be service-specific (e.g., State Emergency Service, Volunteer Marine Rescue Service) or specific to individual volunteering groups.

A Code of Conduct should include information on:

what is and is not appropriate behaviour

* Include information on appropriate behaviours like respecting people from diverse backgrounds, and following operational rules and procedures, etc.

common rules and procedures to follow

* Outline which rules are important for volunteers to follow, and which procedures may be more relevant to specific volunteer roles.

ORGANISATIONAL CODE OF CONDUCT

* Include the organisational Code of Conduct (if it differs from the Code of Conduct practiced at the group or service-specific level) and provide a copy of this document to new volunteers.

# **PROBATIONARY INFORMATION**

Include information, such as:

what is the probationary period?

* Define what a probationary period is.

what is the probationary period used for?

* To assess suitability of the new individual for the volunteering role.

how long will it last for?

* Typically, a probationary period should last between 3 to 6 months (e.g., 6 months for Fly-In Fly-Out (FIFO) workers who may not be available weekly).

what will new volunteers be assessed for within this time frame?

* List out the criteria of what new volunteers will be assessed on during this time, which could include:
  + How well the new volunteers mix with other volunteers,
  + How well they follow rules and procedures, and
  + Their improvement in performance and progress during this time period.

what will new volunteers be assessed on within this time frame?

* After completing the probationary period (3 or 6 months from the date of joining the volunteering group).

# **TRAINING INFORMATION**

Include information, such as:

FORMAL TRAINING PATHWAYS

* Include information on formal training pathways provided by your organisation and provide realistic expectations as to how long it takes to complete it.

informal training

* Include information on any learning opportunities or informal training sessions that are taught within your volunteering group by senior volunteers or training officers.

assessment of training

* Include any relevant or useful information on how new volunteers will be assessed for their completion of training.

feedback

* List down how often new volunteers can expect to get feedback on their training progress, and how they should ask for feedback.
* Additionally, include information on how new volunteers can provide feedback on the training and support they receive.

# **ROSTER INFORMATION (if applicable)**

Include information, such as:

what the roster system is

* Explain what the roster system is.

how the roster system works

* Explain how the roster system works and how it is organised/structured.

expectations

* Include any expectations on how often new volunteers can expect to be on duty or on call once they have completed their induction and basic training.

team allocation

* Include any information on team allocation (if necessary).

# **OCCUPATIONAL HEALTH AND SAFETY POLICIES**

Include information on these policies, whether it be specific to your individual group, service, and/or organisation.

# **SOCIAL MEDIA POLICY**

Any rules or expectations on the use of social media should be highlighted under this section (e.g., not taking photographs of a car accident/not sharing photos from call-outs on social media platforms).

# **FUNDING**

Include information on what funding your volunteering group receives, how the funding is used, and what can the volunteers be financially reimbursed for.

# **INSURANCE PROTECTION**

Include relevant information\* on how volunteers can be financially, medically, and legally protected or compensated by your emergency services organisation.

\****This information must always be kept up to date.***

financial compensation

* What can volunteers be financially compensated for?
* How will the volunteers be financially compensated?

medical insurance

* In the event that volunteers do get injured, how will they be medically covered or compensated?
* Who should they contact?

legal protection

* If necessary, how will volunteers be legally protected?
* If the volunteers break any legal rules, how will they be reprimanded?

# **VOLUNTEER SUPPORT**

Include information on:

the social support system (available in your group)

* Include information on what social support system your volunteering group has in place. Be sure to explain:
  + What systems are in place?
  + Who the support individuals are (e.g., mentor, buddy, Volunteer Coordinator)?
  + What the new volunteers can expect to be supported on (e.g., emotional support, discussing training progress)?
  + How new volunteers can expect to be supported?
  + How often new volunteers will meet with their support individuals?

mental health support services

* Include information on what mental health support services are available to your volunteers and their family members (if applicable).
  + For example, do volunteers get free counselling sessions?
  + If so, who is the provider and how would they contact these services?

# **UNIFORMS AND EQUIPMENT USE**

Include information on:

* What kind of uniforms or protective clothing can new volunteers expect to receive?
* When will they receive their uniforms or protective clothing?
* What equipment or machinery will they be expected to operate? And what licenses or training courses would need to be completed before operating such equipment or machinery?

# **COMMONLY USED ABBREVIATIONS/ACRONYMS**

Include information on any commonly used abbreviations or acronyms that are specific and relevant to your individual group, service, and/or organisation.

|  |  |
| --- | --- |
| ABBREVIATIONS/ACRONYMS | |
| EAP | EMPLOYEE ASSISTANCE PROGRAM |
| PSP | PEER SUPPORT PROGRAM |
| EAP | EMPLOYEE ASSISTANCE PROGRAM |
| PSP | PEER SUPPORT PROGRAM |
| EAP | EMPLOYEE ASSISTANCE PROGRAM |
| PSP | PEER SUPPORT PROGRAM |

# **FREQUENTLY ASKED QUESTIONS (FAQs)**

Based on previous experiences with new volunteers, list down the common FAQs and write down concise answers to it.

# **EXTRA INFORMATION**

Feel free to include additional information that is specific to your service or individual group.

# **NOTES**

Feel free to include additional notes or leave this space blank for volunteers to write their own notes.