



THE CAT PROTECTION SOCIETY
OF VICTORIA

Volunteer *Handbook*



(Updated March 2023)

Thank you

Welcome to The Cat Protection Society of Victoria (CPSV). Thank you for volunteering your time and services with us. Our volunteers play a vital role in supporting our Society in the day-to-day care that we provide to cats and kittens at our shelter. We are so very grateful for your kindness and support. We hope that you find volunteering at our Society interesting and rewarding.

As a volunteer at our Society, you will:

- Make a vital contribution to the community by caring for cats and kittens in need,
- Apply your passion for animal welfare and protecting animals' rights in a meaningful way,
- Gain valuable knowledge about feline behaviour, animal rescue and the not for profit environment,
- Learn and develop new skills and gain valuable work experience,
- Work with a dedicated team of staff and volunteers with a diverse set of experience and backgrounds,
- Spend quality time with our cats and kittens to provide affection, socialisation and enrichment,
- Assist in our efforts to re-home cats and kittens in need.

And help our Society provide every cat with their second chance at love, health and happiness.

Thank you again.

We think you are just wonderful.

CAT PROTECTION SOCIETY

P: 03 8457 6500 E: info@catprotection.com.au

Operating hours:

Monday-Saturday 10am-4pm,

Sunday 10am-3pm

Public holidays may vary. Please refer to our website www.catprotection.com.au

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About

The Cat Protection Society

Operating for over 75 years, The Cat Protection Society of Victoria is a not for profit animal welfare organisation committed to working with the community to ensure that every cat has the opportunity for a loving, safe and healthy home.

As a not for profit, our society relies entirely on the kindness of donations, legacies and memberships for our day-to-day existence and to ensure we can provide the highest levels of care to cats in need. We receive no government funding.

Located in Greensborough, Victoria, our society includes:

- an Adoption Shelter which provides refuge to over 1,300 stray and abandoned cats each year with the goal that each and every one of these cats are re-homed,
- a feline dedicated Vet Clinic managed by a highly skilled and compassionate team, and
- an onsite and online Retail Shop for all your feline-needs.

In addition to the work we do at our Society itself, we also work closely with local community groups and local and state government bodies to promote responsible cat ownership and to help identify proactive solutions to tackle the issue of cat overpopulation.



Departments and sections of our Society

Our Board

The CPSV's Board works to ensure that the mission of our Society is carried out with adherence to the principles of good governance. Our Board members are volunteer who are appointed based on the needed skills and experience by the Society.

Administration

The day-to-day running and promotion of our Society is managed by an Administration Team which includes:

- Chief Executive Officer
- Finance Manager
- Operations Manager
- Marketing and Communications Manager
- Volunteer and Community Outreach Manager



Adoption Shelter

Our Adoption Shelter provides accommodation, food, medical care and enrichment to surrendered and stray cats. On average, cats spend 38 days at our Adoption Shelter before they are adopted. The number of cats in our care varies throughout the year, with the warmer months generally the busiest due to kitten season.

The Cat Protection Society provides Pound services for Banyule and Nillumbik Councils and must accept surrenders from residents who live within these Council regions.

Upon arrival to our Shelter, all Cats receive a veterinary examination. Prior to being made available for adoption, they are desexed (where required), vaccinated and flea treated.

Our adoption team includes our Vets, Shelter Manager, an Adoptions Officer, Foster Care Coordinator and Animal Care Assistants.




Veterinary Clinic

Our Society also has an onsite feline dedicated Veterinary Clinic staffed with an amazing team of compassionate veterinarians and vet nurses. The Vet Clinic provides care and administers any necessary medical treatment or procedures to cats at the Adoption Shelter. The Vet Clinic is also open to the general public and is committed to providing the highest level of care at affordable prices to help promote responsible cat ownership.

Community Outreach

In addition to our work within the Adoption Shelter and Veterinary Clinic, we also engage in a range of Community Outreach Programs to help promote responsible pet ownership.



“IF YOU LOVE CATS, DON’T WAIT ANOTHER MINUTE. YOU REALLY CAN **MAKE A DIFFERENCE IN BOTH CAT’S AND YOUR LIFE. YOU WILL FEEL SO **HAPPY** AT THE END OF A DAY AT THE SOCIETY”**

SEDA, SOCIETY VOLUNTEER

Human Resource *Policy Statement*

This Volunteer Handbook has been designed to provide you with a general understanding of the Human Resource (HR) policies of our Society.

As a volunteer with our Society, these HR policies should be read and subsequently abided by whilst working as a volunteer to ensure your safety and well-being whilst on our premises. These policies are also in place to help protect and promote an understanding of The Cat Protection Society within the community.

Our HR policies cannot anticipate every situation or answer every question about volunteering with our Society. In order to retain necessary flexibility in the administration of policies and procedures, we reserve the right to change, revise or eliminate any of the policies described in this Handbook at any time.

If you are appointed as a volunteer with our Society, you are required to sign that you have read this Handbook and agree to abide by the policies and procedures contained within it. Any breaches of these policies and procedures will mean you will no longer be able to volunteer at the Society.



Essential Information

Volunteer Guidelines:

Previous experience and criteria:

Previous experience in animal handling is not a pre-requisite to becoming a volunteer at our Society, however having a passion for animal welfare and commitment to the goal of our Society is important.

In addition, our volunteers must meet the following criteria:

- Be 18 years or older.
- Be motivated and committed.
- Be able to commit to a minimum of one 3-hour shift per week/fortnight for a minimum of 6 months (relevant for most volunteer roles).
- Be able to follow and comprehend instructions and work with minimal supervision.
- Be comfortable interacting with the public and other staff/volunteers.
- Be aware of and agree with the relevant policies and procedures as included in this Volunteer Handbook.
- Dress in line with the Cat Protection Society Uniform Policy.
- Must have had a tetanus vaccination within the last 10 years and be able to provide medical documentation of your vaccination.

Arrival

On arrival volunteers are to:

- report to reception to sign out a FOB/ key and return it to reception at end of shift or to a senior staff member if reception staff are not there. The volunteer sign in book will be at reception (you have your own record and they are filed via your first name alphabetically).
- get a clean volunteer vest from the tea room (please place in green bucket in laundry at end of shift).
- report to a senior staff member in the area that you are volunteering and they will let you know where you are required.

General:

- **Quarantine rooms** - Buddying up with a member of staff if working in a quarantine/adoption room at all times is essential unless otherwise instructed.
- **Intake/Assessment room** - For the safety of all volunteers the Intake/Assessment room is off limits and must not be entered unless instructed by a senior staff member (please do not touch any of the kittens or cats in this room).
- **Isolation areas** - Volunteers cannot enter either Isolation areas unless instructed, due to disease control.
- **Adoption process** - Volunteers cannot assist in the adoption process, but can assist animal attendants if asked to do so with certain tasks.
- **Medication/triage** - Volunteers cannot triage a cat/kitten or give any medication. This must be done by a staff member, it is the responsibility of staff to make sure all cats are fed and triaged. Any type of medical information or advice is not to be given to a member of the public, staff are not even permitted to do so (unless they are a member of the vet team).
- **Enrichment** – Always ask a staff member before doing any enrichment with the cats and kittens. They will advise which cats and kittens are suitable for enrichment on each day. The Shelter environment can sometimes be a bit overwhelming for the cats and kittens in our care and sometimes they need a break from enrichment. Please also abide by the traffic light sticker system in the adoption room that identifies which cats and kittens are able to be patted.

End of shift:

- Place your volunteer vest in the green bucket in the laundry.
 - Please ensure you return the FOB/key to reception before you leave CPSV.
- If a reception staff member is not available to sign the FOB back in for you, please find a senior member of staff and ask them to do it for you.

If you are unable to work your rostered volunteer shift, please contact the Society as soon as possible to advise. A message can be left on voicemail prior to the Society opening hours.

Volunteer Rights

Unlike paid staff, award conditions or workplace agreements do not cover volunteer staff. Volunteers, however, do have rights, some of which are legal rights and others are moral obligations of an organisation involving volunteers. We recognise the following volunteer rights:

- To work in a healthy and safe environment in accordance with the Occupational Health and Safety Act 2004.
- To work in an environment of equal opportunity and anti-discrimination.
- To be covered by insurance as set out in the Volunteer Insurance information included in this Handbook.
- To be given accurate and truthful information about the Society which is relevant to volunteers.
- To be reimbursed, when pre-arranged with an appropriate staff member, for out of pocket expenses incurred whilst volunteering for our Society.
- To have access to the Society's Volunteer Handbook and any other policy and/or procedure that affects them as a volunteer.
- To have agreed volunteer roster and task specifications.
- To be provided with sufficient training for the tasks to be undertaken.
- To have access to a grievance procedure.
- To be provided with orientation to the Society.
- To have confidential and personal information dealt with in accordance with the principles of the *Privacy Act 1988 as amended by the Privacy Amendment (Private sector) Act 2000*.
- To be included, where deemed appropriate, in further volunteer training and meetings.

As a volunteer with The Cat Protection Society of Victoria, I understand and agree to the following:

- To abide by and work within the Society policies and procedures as outlined in this Volunteer Handbook (which may from time to time to be amended).
- That the tasks I undertake for the Society are done in a voluntary capacity.
- That the Society may change or cancel any part of its volunteer program as it sees fit at any time.
- That the Society may cancel my registration as a volunteer at any time.
- That nothing in my registration as a volunteer with the Society constitutes a continuing right to work as a volunteer for the Society or be present on Society premises.
- That my hours of volunteer work are at the complete discretion of the Society.
- That no employment relationship exists between the Society and myself via provision of my volunteer services.
- That I will receive no remuneration for my volunteer services.
- That I understand that the training required for me to become a valuable volunteer constitutes significant input of resources from the Society and I will therefore commit to provide volunteer services for at least a 6-month period.
- That I will be subject to the supervision

- of paid staff and supervising volunteers of the Society.
- That I am not covered by Workcover insurance, as I am not an employee.
- That the terms and conditions of this volunteer arrangement between myself and the Society have effect notwithstanding that I may be engaged in paid work for the Society in addition to volunteer services;
- That I am free to provide or not provide my services as I see fit but I otherwise agree to abide by the roster arrangements for volunteer work as set by the Society.
- That if I am provided with access to information considered confidential by the Society (or which is obviously so from its nature), I will not use or disclose any of the information to anyone for 12 months after cessation of volunteer work without the Society's prior written consent. Where the confidential information is a trade secret, the restraint is not limited to 12 months, but shall remain in force until the trade secret has entered the public domain.

Volunteer Insurance

The Society has insurance for volunteers that provides the following benefits covering all committee members and voluntary workers whilst on the Society site and/or undertaking activities on behalf of the Society:

Death and Capital	\$50,000
Under 18; Death only	\$20,000
Accident benefit per week	\$500
Up to 52 weeks	
Excess	One week

Injury assistance – this section provides the additional cover below in case of total disablement of the insured person:

For up to 26 weeks	\$200
Excess	Nil

75% of actual non-medical related expenses incurred for home help, child minding, traveling and the like up to the maximum weekly amount.

75% of actual expenses incurred for home tutorial by a qualified tutor up to the maximum weekly amount shown on your schedule.

Note: The age limit applicable to the cover is up to 80. The exception to this is the cover for permanent total disablement which is limited to those under 65 years of age.

The Volunteer Insurance cannot cover medical expenses that are covered by Health Insurance.

Human Resource

Policies and Procedures

Code of Conduct

The Society expects all volunteers and employees to act in the best interests of the Society. All volunteers and employees must adhere carefully and diligently to the policies, goals and principles of the Society.

All volunteers and employees shall:

- Observe and strictly comply with all laws governing the operation of the Society.
- Treat all individuals with respect regardless of their sex, race, colour, religious beliefs or position in the operation.
- Accept responsibility to work safely.
- Conduct all business dealings and financial transactions with integrity in an honest, fair and reasonable manner that will reflect well upon the individual, the Society and its clients.
- Use the Society funds and other resources responsibly and in the best interests of Society.
- Not disclose, or otherwise make available to any unauthorised parties, any intellectual property or other proprietary information belonging to the Society. This includes intellectual property and other proprietary information belonging to other parties, which may be in the care of and/or for the specific use of the Society.
- Not accept benefits, gifts or other inducements from third parties associated with the Society unless they are of a trivial, inexpensive or seasonal nature and do not influence the outcome of any dealing. In any event, an employee or volunteer shall advise a senior staff member or the CEO of the receipt of all such items.
- Not enter into any transaction or become engaged in any other situation which might result in a conflict of interest with the Society.
- Maintain written records of all material dealings with external parties to provide adequate audit substantiation and demonstrate compliance with the Society policies.
- Be familiar with all relevant Society policies and procedures relevant to all activities undertaken.
- Not act in any manner, which might discredit the name and reputation of the Society.
- Not use the name, reputation or other resources of the Society to promote any unauthorised activity.

- Report to the CEO any breach, by any person, of this code of conduct, or any Society policies or procedures, or any other unlawful activities of which they become aware.

Updating Personal Details

It is vital you advise us of any changes to your contact details as soon as possible.

Occupational Safety & Health Policy

CPSV will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, volunteers, contractors, visitors and members of the public who may be affected by our work.

To do this, CPSV will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees, volunteers and health and safety reps on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees and volunteers
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- conduct systematic audits to support continuous improvement
- provide employees, volunteers and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace. All persons responsible for the work activities of other employees and volunteers are accountable for:

- identifying practices and conditions that could injure employees, volunteers, clients, members of the public or the environment
- putting in place controls that minimise or remove the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure employees and volunteers under their supervision use personal protective equipment (PPE) and training employees and volunteers to use PPE correctly
- making sure PPE is maintained and working properly.

CPSV demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees and volunteers, irrespective of their position.

Volunteer and Employee Responsibilities

All volunteers and employees are required to implement practices consistent with the policies and guidelines outlined in this Handbook.

You have responsibility not to do anything that may cause injury to yourself or others. You could be held personally liable for injury caused through your actions if they are determined as negligent. Occupational Health and Safety laws require you to work in a safe manner and to ensure that you are working at safe workplaces. Just as you must be aware of accident possibilities on the roads and must take care, so the same applies to being at the Society. You are not expected to work under unsafe conditions. If you think conditions are unsafe, you must report them to a senior staff member or the CEO immediately. This booklet cannot cover all possibilities. You have a responsibility to be alert and thinking at all times. Ask questions when in doubt. Even if asked, do not do anything which you feel is unsafe. Advise a senior staff member or the CEO if you have concerns.

Protective Clothing

You must wear protective clothing wherever provided by the Society.

Clothing

The Society has in place a Uniform Policy that we expect all volunteers and employees to adhere to. Whilst working as a volunteer, we ask that you wear the following:

- Loose fitting trousers
- Plain t-shirt without any logo or image

- Closed toe shoes that cover the entire foot
- Volunteer vest (provided at the Society for you to wear during your shift).

Although the Policy may change from time to time, the following principles will always apply:

- Torn, tatty and stained clothing is not acceptable.
- Shorts not permitted for safety reasons.
- Clothing is expected to be kept as clean as practically possible.
- Jewellery must be such that it does not pose a hazard to the wearer or the cats. i.e. no necklaces, facial piercing studs only.

Footwear

In accordance with the Uniform Policy, comfortable strong footwear that covers the entire foot must be worn. Sandals, soft shoes, open toe shoes, open weave shoes or high heel shoes are unsuitable and must not be worn.

Accident and Injury Reporting

All accidents and injuries incurred while at the Society must be reported and recorded immediately:

- The first priority is medical attention. The injured volunteer or nearest staff member/volunteer should contact one of CPSV's first aiders. For a serious injury also call an ambulance.
- Any volunteer who is injured while

at the Society, experiences a safety incident or a near miss, must report the incident to a senior staff member or the CEO.

- The incident must be recorded in the Incident Register by a senior staff member.
- The senior staff member must write a report in the Incident Register. This standard report must include:
 - » volunteer's name and role details
 - » time and date of injury
 - » exact location the injury/incident occurred
 - » how the injury/incident happened
 - » details of the injury/illness and the part/s of the body injured
 - » names of any witnesses
 - » name of the person entering details in the Register
 - » date CPSV was notified
- CPSV will let the injured volunteer know in writing that we have received notification of any injury or illness reported in the Register.
- It is strongly advised that you follow any advice provided by the CEO or senior staff member, such as seeking formal medical treatment.

Tetanus Vaccination

Tetanus vaccinations must be current (within 10 years) while volunteering at the Society. Proof of current coverage will be required prior to a volunteer commencing with the Society.

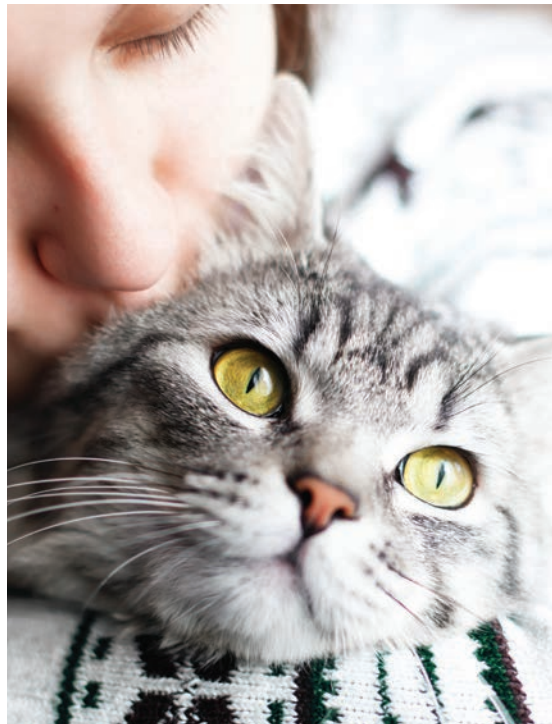
Other requirements

Depending on the volunteer role and/ or general health risks in Victoria at the time of volunteering with the Society, the Society may require volunteers to have

other relevant documentation that are deemed necessary (for general or safety reasons) for particular roles and tasks. These may include, but are not limited to, a Working with Children Check, a current Australian Driver's License and an up to date COVID vaccination.

Cat Bites and Scratches

You will receive training in the correct handling of cats to minimise the likelihood of scratches and bites. If you are in any doubt about your ability to safely carry out these responsibilities, particularly with cats that are not used to being handled, you must seek advice from a senior staff member on site. If you are bitten or scratched, even if you perceive the injury to be insignificant, it must be treated as potentially serious, disinfected and reported as an injury. Medical treatment may be required.



Toxoplasmosis

Humans become infected with the parasite that causes toxoplasmosis through contact with infected animal faeces (poo), usually from cats. In most cases of infection, there are no symptoms, or they are mild. However, toxoplasmosis in pregnancy can cause birth defects. It can also cause illness in people with a compromised immune system. Therefore, women who are pregnant and people who have compromised immune systems must take precautions against becoming infected with toxoplasmosis.

Personal hygiene is paramount in protecting against infection with toxoplasmosis and other animal borne diseases. In particular, you must always wash your hands:

- After handling cats or equipment relating to cats,
- Before consuming food or drink, and
- Before smoking.

As soon as a volunteer is aware that she is pregnant, she must advise a senior staff member or the CEO. The health of the volunteer and the unborn child is paramount.

Further information on toxoplasmosis is available at www.betterhealth.vic.gov.au

Transmission of other diseases from cat to cat and cat to human

In addition to Toxoplasmosis, there are a range of other diseases which cats can pass onto humans (referred to as Zoonoses) such as ringworm, roundworm and cat scratch disease. It is also possible to inadvertently pass a disease (ie. Feline flu) onto your own pets if you have been in contact with an infected cat while volunteering at the Shelter.

Good hygiene practices (ie. wash and/or sanitise your hands regularly during your shift and at the end of each shift) and regular vaccination, worming and flea treatment for your own pets will go a long way to minimise the risk of disease transmission. Our Society strongly recommends that you ensure your own pets are up to date with their vaccinations and flea and worm treatments at all times.

Chemicals

A Material Safety Data Sheet (MSDS) specific to each chemical employed on the Society site is available to employees and volunteers for reference. You are expected to familiarise yourself with these.

You will be provided with training in how to correctly handle and use the chemicals during your induction (if relevant to your role) in accordance with the relevant MSDS. However, you should **ALWAYS READ THE INSTRUCTIONS** on the container and follow them explicitly. Using the incorrect amount of a chemical may render it ineffective or potentially cause a lethal hazard to both you and the cats in your care.

You must always **USE THE PERSONAL PROTECTIVE EQUIPMENT** provided at all times. Failure to do so will mean that we may not be able to continue to have you volunteering at the Society.

Alcohol and Illegal Drugs

Consuming alcohol or using illegal drugs or abusing prescription drugs on the Society premises is strictly prohibited. Volunteering while under the influence of alcohol, illegal drugs, or while adversely impacted by the use of prescription drugs is also prohibited. A breach of this requirement will mean you will no longer be able to volunteer at the Society. You will be held personally liable for any injuries or problems caused while you

are under the influence of alcohol, illegal drugs, or adversely impacted by the use of prescription drugs.

Prescription Drugs

All volunteers have a responsibility to check for possible side effects with their doctor if they are required to use prescription drugs while volunteering on our premises. If there are possible side effects that could impact your ability to work safely, you must advise us. We will work with you to help ensure that you, other volunteers and our employees are safe at work.

Medical Conditions

If you have a medical condition that does not prevent you from volunteering but could pose a safety issue for you or others, you have a responsibility to bring this to our attention. Where appropriate, we will ensure that support procedures are in place were required to assist you to safely carry out your responsibilities. You must declare in writing pre-existing injuries and/or illnesses that impact your ability to perform the inherent requirements of the tasks you are volunteering to undertake. If you do not declare these, any compensation claim made by you may be disallowed.

Smoking

The Society site is Smoke Free and there is an absolute ban on smoking on the Society site other than in the designated

area. If you want to smoke, you must do so during an authorised break and in the area designated for smoking. Any breach of the No Smoking requirements will mean you will no longer be able to volunteer at the Society.

Manual Handling

It is CPSV's policy to provide all employees and volunteers with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While CPSV management is responsible for the health, safety and welfare of all staff and volunteers, all employees and volunteers must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

Workplace Behaviour

CPSV is committed to ensuring that employees and volunteers work in an environment where people are treated with mutual respect. It is important for a productive and harmonious workplace that employees and volunteers are aware of the impact of their behaviours on others.

All employees and volunteers have a legal responsibility to care for their own health and safety and that of others in the workplace, and therefore must treat

everyone with respect and courtesy and not engage in acts which constitute inappropriate behaviour. Employees and volunteers found to have either committed or condoned such behaviour in the workplace may be subject to disciplinary action which may include the termination of employment or termination of registration as a volunteer.

What is inappropriate behaviour?

Bullying:

Workplace bullying is repeated, unreasonable behaviour directed at an employee/volunteer or group of employees/volunteers that creates a risk to health and safety. The following types of behaviour where directed towards an individual or group and is repeated, or occurring as part of a pattern of behaviour, could be considered to be bullying:

- Demeaning language or verbal abuse.
- Threats, physical or verbal intimidation.
- Outbursts of anger or aggression.
- Unreasonably excluding or isolating employees/volunteers.
- Giving employees/volunteers impossible assignments.
- Deliberately changing work rosters to inconvenience employees/volunteers.
- The above list is not exhaustive. Other types of behaviour may also constitute bullying.

What is not bullying?

- Reasonable management actions carried out in a reasonable manner is not bullying, e.g.:
- Setting reasonable performance goals, standards and deadlines
- Deciding not to select an employee for promotion
- Informing an employee/volunteer about unsatisfactory work performance
- Informing an employee/volunteer about inappropriate behaviour in an objective / confidential way
- Making organisational changes or restructuring with consultation.
- Conflict between people at work such as differences of opinions
- Poor management practices
- Dissatisfaction or grievances with organisational decisions.

Discrimination:

Discrimination is when a person is treated less favourably to other people because of a particular trait that they possess or

their personal attributes. It is unlawful to discriminate against someone on the grounds of:

- Sex;
- Marital or relationship status;
- Religion
- Political activity
- Pregnancy;
- Family responsibilities;
- Breastfeeding
- Race;
- Disability;
- Sexual preference or orientation;
- Gender identity or intersex status;
- Age;
- Physical appearance;
- Political opinion;
- Employment status;
- Raising an OHS issue to management or government authority such as WorkSafe.



Gender Identity

It is important to know how people identify. Gender neutral pronouns are now commonplace. It is appropriate to ask a person which pronouns they use if you are unsure. This will avoid embarrassment for both parties.

In terms of communicating to or about a person the following guidelines are helpful:

- Traditional gender-neutral pronouns you can introduce into your everyday conversation, regardless of the individual include “Them”, “They”, “Their”, “Everyone”, and “That Person”.
- When in doubt, refer to someone by their name, rather than “him” or “her”.
- If you make a mistake simply apologise.

Victimisation:

Victimisation is subjecting, or threatening to subject, someone to something detrimental because they have asserted their rights under equal opportunity law, occupational health and safety law, made a complaint, helped someone else to make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation.

Occupational Violence and aggression:

Occupational violence and aggression are when a person is abused, threatened or assaulted in a situation related to their work. Examples of occupational violence

include: yelling, swearing and name calling, standing over someone, biting, spitting, scratching, hitting, kicking; pushing, shoving, tripping, grabbing; throwing objects; verbal threats; threatening someone with a weapon, sexual assault.

Harassment:

Harassment is any behaviour that is unwelcome or uninvited and that humiliates, offends or intimidates another person. It may be verbal, written, visual, electronic or physical and may consist of a single incident or a repeating pattern of events. Even if the harasser did not intend to offend, humiliate or intimidate, if it is reasonable for a person to feel offended, humiliated or intimidated then the behaviour may constitute harassment.

It is unlawful for harassment to occur on any of the grounds identified above in ‘What is Discrimination’. Please note that if an outside relationship brings bad feelings or behaviours into the workplace, this may provide valid grounds for a complaint.

Sexual Harassment:

Sexual Harassment is said to have occurred where a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to another person, or engages in any other unwelcome conduct of a sexual nature in relation to another person in

circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Work-related sexual harassment is sexual harassment directed at a person that can happen at work, work-related events, or between people sharing the same workplace. Work-related sexual harassment isn't always obvious, repeated or continuous.

Sexual harassment may include:

- touching
- staring or leering
- unnecessary contact, such as deliberately brushing up against you or unwelcome touching
- suggestive comments or jokes
- insults or taunts of a sexual nature
- intrusive questions or statements about a person's private life or body
- displaying posters, magazines or screen savers of a sexual nature
- sending sexually explicit emails, text messages or social media activity
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- requests for sex or repeated unwanted requests to go out on dates
- behaviour that may also be considered to be an offence under criminal law,

such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment is not consensual interaction, flirtation or friendship. Sexual harassment is not behaviour that is mutually agreed upon.

Sexual harassment is against the law and is a breach of this policy. The relevant legislation for Victoria is the Equal Opportunity Act 2010 (VIC) and the Occupational Health and Safety Act 2004 (VIC).

CPSV will not tolerate sexual harassment under any circumstance. Responsibility lies with every Manager, Supervisor and employee/volunteer to ensure sexual harassment does not occur.

No employee or volunteer at any level should subject another employee, volunteer, customer or visitor to any form of sexual harassment.

A breach of this policy will result in disciplinary action, up to and including termination of employment or termination of registration as a volunteer

CPSV strongly encourages any employee or volunteer who feels they have been the subject of sexual harassment to take immediate action by following the Grievance Policy.

Complaints Procedure

What can I do to report a breach of the social media policy, or if I believe I am being bullied, discriminated against, sexually harassed, victimised, or experienced occupational violence or aggression?

Below is a summary of the steps that can be taken to address individual concerns and who to contact:

- If you can, try to resolve the problem yourself with the person(s) involved as soon as possible.
- If you're unsure of how to handle the problem yourself, you can report your complaint verbally by talking to your supervisor or in writing by completing an incident report form/hazard report form and giving it to your supervisor.
- If your complaint is about your / supervisor you can report your complaint directly to the CEO.

If you witness another employee or volunteer being bullied, discriminated against, harassed or victimised bring it to the attention of your supervisor.

If you do make a complaint about a breach of social media policy, bullying, discrimination, harassment or victimisation you are responsible for ensuring that you:

- Make the complaint honestly and in good faith.
- Provide all the facts relevant to the complaint.

- Co-operate with the investigation and resolution processes

If a complaint of a breach of social media policy, bullying, discrimination, harassment or victimisation has been made about you, you are responsible for ensuring that you:

- Cooperate with the investigation and resolution processes and maintain confidentiality.
- Provide a written or verbal response to the complaint which has been made.
- Provide all relevant facts to the person conducting the investigation.

Confidentiality

All persons associated with the Complaints process (including complainants, respondents, witnesses, and management representative) should maintain confidentiality and only discuss the grievance with those who have responsibility for dealing with the grievance. Any breach of confidentiality by a person involved in the grievance process may be subject to appropriate disciplinary action.



Management responsibility

If an employee or volunteer brings an allegation of a breach of social media policy, bullying, discrimination, occupational violence, aggression, harassment or victimisation to your attention:

Do Not

- Ignore the complaint.
- Tell the employee/volunteer making the complaint to sort it out themselves.
- Make a judgement about whether the complaint is true or not.
- Say that the employee/volunteer should put up with the behaviour, discrimination, or victimisation.

Do

- Behave consistently with the expected workplace behaviours.
- Resolve the complaint as quickly as possible.
- Be sympathetic, sensitive and serious; the complaint is serious to the person making it.
- Enquire into the matter within 5 working days, and attempt to resolve it as soon as possible.

Supervisor's action steps

1. Notify the CEO immediately.
2. Document the complaint using an Incident reporting form.
3. In discussion with the CEO or their delegate, determine who should investigate, and if possible, mediate the complaint.


Investigation and mediation

Investigation of a complaint relating to a breach of social media policy bullying, discrimination, occupational violence, aggression, harassment or victimisation must commence within 2 working days of receipt of the complaint.

With the CEO or their delegate, determine who the appropriate person to investigate the complaint is.

The investigator must be someone who is impartial, and who has been trained to conduct investigations. This person may need to be sourced from outside the organisation.

Mediation may be a consideration in resolving a bullying, discrimination, harassment, occupational violence, aggression, or victimisation complaint. This form of dispute resolution is appropriate only if the person making the complaint agrees.



“VOLUNTEERING WITH THE SOCIETY HAS **PROVIDED ME WITH SUCH A SENSE OF PURPOSE**, KNOWING THAT I AM HELPING TO CARE FOR CATS WHO DON'T HAVE A LOVING FAMILY OR HOME ENVIRONMENT AND IT IS SO WONDERFUL WHEN YOU SEE A CAT YOU HAVE HELPED LOOK AFTER BE ADOPTED. I HAVE ALSO HAD THE **OPPORTUNITY TO LEARN** SO MUCH FROM THE SOCIETY TEAM AND OTHER VOLUNTEERS I HAVE WORKED WITH”

SOCIETY VOLUNTEER

Conduct of Investigation

- The principles of natural justice and procedural fairness will apply to an investigation. This means that the employee/volunteer will be informed of the allegations against them and will be given an opportunity to provide a response to the allegations.
- The investigation will typically involve interviewing or gathering information from the person making the complaint, the person that is the subject of the complaint and any relevant witnesses. Any relevant documentation will also be considered.
- An individual who is interviewed as part of an investigation may have a support person accompany them. The purpose of a support person is not to advocate for an individual, but to provide emotional support. A support person cannot be another witness to the allegations.

Outcome

On the basis of all the information gathered, the investigator will determine whether an allegation is substantiated or unsubstantiated. An unsubstantiated allegation means there is insufficient evidence or information to prove the allegation.

The complainant and the respondent/s of the investigation will be advised of the findings and, where appropriate, actions arising from the investigation.

The findings will advise whether the allegations are substantiated or unsubstantiated. Any disciplinary action arising out of the investigation that has been taken against a respondent will remain confidential and will not be shared with the complainant.

Where an allegation is unsubstantiated, appropriate action may be proposed to facilitate positive and professional relationships in the workplace, such as a facilitated discussion or temporary changes to work practices.

In situations where a breach of confidentiality, social media policy, bullying, discrimination, harassment, occupational violence, aggression, or victimisation complaints are substantiated, management may take the following actions:

- Require an apology from the respondent
- Make changes to work practices
- Undertake disciplinary action including termination of employment
- Require employees/volunteers to participate in training
- Place notes in personnel file
- Require removal of information contained on any social media platform that breaches policy
- Restrict access to social media
- Any other action deemed fair and reasonable.

Public Relations and Media Policy

The Society has a public relations and media policy in place so that we can better protect the good name of the Society and organisation identity in the media.

The policy is simple:

No individual other than the CEO is authorised to talk to the media about the Society, its clients, the relevant industry or any other issue relating to their association with the Society.

This is not because we have anything to hide. It is because our first responsibility is to our good name, and because media contact needs to be closely co-ordinated and controlled to be effective. All enquiries from individuals representing any form of media should be directed the CEO. Do not get involved in discussions or debates with the media. Simply take the name of the person calling, and the name of the organisation they represent, and tell them that someone will get back to them.

Of course, our media policy in no way prevents you from speaking positively about the Society in general, non-confidential terms with customers, suppliers, family, friends and local community. These contacts provide you with an ideal opportunity to enhance our image and we encourage you to use them.

Social Media

“Social media” refers to a variety of online communities like blogs, social networks, chat rooms and forums. This policy covers all of them.

CPSV regards social media as potentially useful. However, the use of social media for the promotion of the Society and its activities is limited to the CEO and Marketing and Communications Manager.

The use of the Society name in personal social media posts on sites such as Facebook, Twitter, YouTube, Instagram and LinkedIn is not permitted, nor is the posting of photographs of the Society site or animals in our care.

Volunteers shouldn't state or imply that their personal opinions and content are authorised or endorsed by CPSV. We advise using a disclaimer such as “opinions are my own” to avoid misunderstandings.

CPSV's reputation and brand should be protected by all employees and volunteers. The lives and actions of your coworkers should never be shared online. Please note the preferences of fellow employees and volunteers who are parents before you use the name of their children online.

Use of personal social media accounts on the Society premises must be limited to designated breaks, on personal devices. Any accessing of social media sites

outside of designated breaks is strictly prohibited for safety reasons.

If you become aware of negative comments made about the Society, its employees, or anyone associated with the Society on social media sites, please discuss the comment with the Marketing and Communications Manager as soon as possible. Use your best judgement and, if you believe it necessary, alert the CEO.

Should you post any negative comments regarding the Society, or negative comments about your involvement with the Society, on social media your access to the Society site will be withdrawn immediately, no matter when it occurs.

Use Personal Mobile Telephones

The Society expects you to devote your full attention to the tasks at hand. Mobile telephones could present safety hazards and cause quality control problems by distracting you from concentrating on what you are doing. For these reasons, it is important that there should be no distraction from the job that you have been directed to carry out. The use of mobile phones is limited to designated breaks in the lunch room/rest area.

Should there be a need to contact you urgently, family and friends may do so via the Society office on 03 8457 6500

Use of the Internet/Intranet and Emails

Internet/intranet and email facilities may be provided by the Society for use to assist volunteers to perform tasks assigned to them. The Society expects that these facilities will be used responsibly, in accordance with the Code of Conduct, and the guidelines below. These aim to reduce the likelihood of legal liability for the Society, our employees and volunteers.

Users shall:

- Send all authorised confidential emails with suitable encryption. If in any doubt as to how to encrypt an email, seek the advice of a senior staff member or the CEO.
- Ensure that emails are only sent to necessary recipients, as reading them can be time consuming.
- Treat digital signatures (used in 'signing' contracts/agreements via email) as binding as handwritten signatures.
- Be aware that emails can be retrieved from back-up copies of the system, even though they may appear to have been deleted.
- Delete non-essential email, regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
- Be aware that the use of the internet/intranet and email is intended for the specific purpose of discharging the

tasks assigned by the Society. Do not save important documents to your Desktop. This is not routinely backed up and is easy to access illegally.

Users shall not:

- Reveal or publicise confidential information about the Society.
- Transmit any information relating to a third party (particularly Society employees and volunteers) without prior approval of the individual and/or the CEO.
- Download any software or electronic files without ensuring virus protection measures, which have been approved by the Society, are installed and operating effectively.
- Intentionally sustain high volume usage that substantially hinders others in their use of the above-mentioned facilities e.g. electronic chain mail.
- Send electronic messages containing any words, phrases or other material that may be sexually or racially abusive, obscene, discriminatory or defamatory, in any way whatsoever, or which may have the effect of the recipient feeling harassed or victimised as a result of receiving the message. Should you receive a message that is offending in any way you must bring this to the attention of both a senior staff member and the CEO immediately.
- Upload, download, or otherwise transmit commercial software or copyrighted materials belonging to parties without their consent.

- Use the internet for freelance business, gambling, viewing pornographic, obscene, hateful or other inappropriate sites.
- Use the Society provided internet facilities to access social media sites unless specifically authorised by the CEO.
- Examine, change, or use another person's files, output, or user name without authorisation by the CEO,
- Access emails that are not addressed to them, unless they have been given authority to do so by the person(s) to whom the message was addressed.
- Perform any other inappropriate uses identified by the Society from time to time.

Monitoring of Internet/Intranet Usage and Emails

Whilst being mindful of the general rights of volunteers and employees to privacy, in order to safeguard the Society's greater interest, the Society reserves the right to monitor emails at any time sent or received by any of its employees or volunteers. This covers emails sent and received internally or externally and also the employee or volunteer's use of the internet/intranet where relevant.

Failure to follow the Society Internet/Intranet and Email Policy

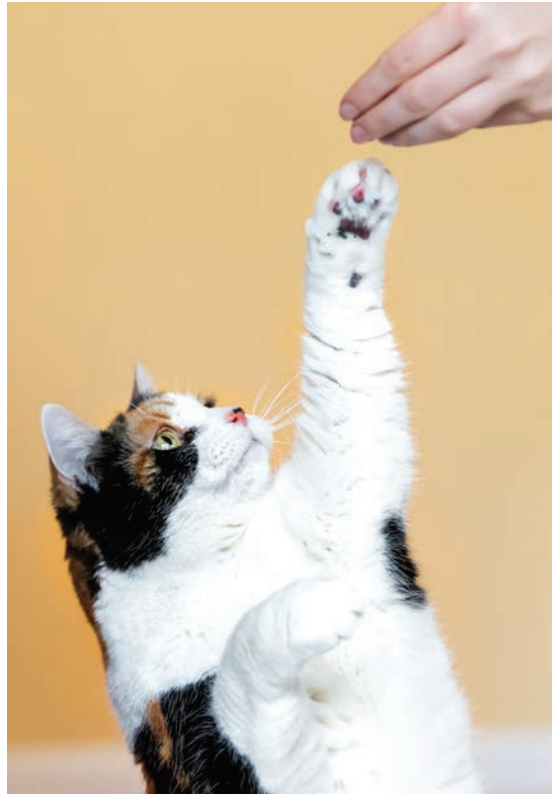
A breach of any of the provisions of this Policy will mean you will no longer be able to volunteer at the Society.

Privacy Policy

The Society complies with the principles of the National Privacy Policy (NPP). The NPP principles provide a framework governing the collection, holding, use, correction, disclosure, accessibility, securing and transfer of personal information. In line with NPP, we advise the following:

- The personal information that we have requested and you have supplied is necessary for us to perform the services that we have explained to you and are contained in this Handbook.
- The kind of information we request and hold about you is generally limited to your:
 - > Name
 - > Address
 - > Contact details
 - > Qualifications, skills and experience
 - > References
- Personal information that you have supplied to us will be handled in accordance with the NPP.
- The information is held securely within our office systems, and the employees handling that information are aware of their responsibilities.

- We will not disclose this personal information to other parties (except where required by statutory provisions or an enforcement body) without your consent.
- You have the right to access your personal information. If you wish to verify the information held, please contact us to arrange a suitable time. We will be happy to discuss any aspect of this personal information held with you, subject to the provisions contained within the NPP.



Resources

Understanding Feline Body Language

The giving and interpreting of sign language are innate in cats. The house cat has an exceptionally vast supply of many forms of expression. Domestic cats have advanced far beyond their wild ancestors in the capacity to develop new forms of social organization and communication. They use their bodies and facial expressions to communicate their intentions to all around them. By studying the various signals that make up the cat's language, you will find that you will better understand the messages your cat is trying to convey. A basic understanding of this language will aid in deepening the bonds of friendship with your feline companion.



Friendly and Content



Non-threatening, Unsure



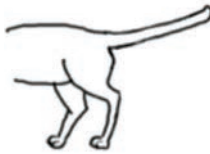
Derisive



Very happy to see you



Friendly, but unsure



Ambicable, not fearful or aggressive



Defensive aggression



Excited, angry or irritable



Angry



Potentially aggressive



Submissive



Alert, Interested

Body Gestures



Happy, Friendly



Content



Threatened, Defensive

Gestures are body positions and movements that convey a message. The cat's ability to erect the hairs on certain parts of her body must also be included.

Body

A stretched body can indicate that the cat is sure of herself or prepared to attack. A contracted body indicates fear. The arched back conveys the idea that the cat is in readiness for defence. Aggression is expressed with erect ears, constricted pupils and tail swings in low arcs close to the body. A defensive cat crouches in a cringing position with her eyes averted and ears flat and thumps the top of her tail on the ground. A happy cat relaxes her whiskers, perks up her ears and holds her head and tail high in the air.

Head

A head stretched forward is ready for contact. Facial expressions and other gestures indicate whether the encounter is antagonistic or friendly. A cat feeling dominant raises her head, and inferior feelings cause the head to lower. If the head is lowered in a jerky manner and the chin

is pulled in or the head turned sideways, the cat is displaying a lack of interest. The cat uses this gesture if she desires not to provoke or be provoked when encountering another cat. When meeting another cat that is being very persistent, the cat that wants to avoid contact will raise her head high and pull it far back.

Legs

Stretching legs to their full length is a sign of self-confidence. Depending on the facial expression, this gesture could also mean a readiness to attack. A cat bends her hind legs to convey her uncertainty or timidity. By bending the forelegs, the cat is expressing her desire to avoid conflict, while stating she will defend herself if necessary. Complete defensiveness is communicated by bending both fore and hind legs. A slightly raised paw indicates readiness to defend herself. Playful Angry Back-Off! Submissive



Playful



Angry



Back-Off!



Submissive

Tail

The tail is one of the best barometers of feline mood. A still, raised tail means a friendly greeting. A sudden whip of the tail shows a threat of impending attack. The highly excited cat waves her tail from side to side in jerky, rapid motions. The top of a tail moving means slight dissatisfaction or impatience. A relaxed cat allows the tail to hang straight down. A tail held straight out behind indicates caution. The top ships back and forth in moments of great excitement.

Hair

When the cat is afraid, the hair on her body stands erect, fairly evenly all over the body. A cat who is ready to attack or trying to threaten will raise its hair in a narrow strip all along the spine and the tail. In this mood the hair will incline slightly toward the middle of both sides, forming a sharp ridge.





Happy

Angry

Frightened

Playful

Content

Facial Expressions

Cheek Ruff

The cheek muscles pull the cheek ruff downward and toward the throat during excitement or expectation mixed with fear. A pulsing rhythm is sometimes present. This is easy to see in cats with prominent cheek ruffs, such as those with Persian ancestry.

Ears

Ears pointed forward can convey friendly interest and different degrees of attentiveness or suspense. Ears that are pricked up and turned slightly backward indicate a warning that an attack is contemplated. Ears that are raised and twisted back combined with hissing mean that a cat is ready to attack. Ears fully erect but furled back indicate anger. A frightened cat lays the ears down flat. Ears that are bent back and drawn down sideways can signal a defensive attitude, fear or readiness to take flight. A cat playing or hunting will hold the ears open, erect and slightly forward.

Lips

Movements of the lips are usually combined with some type of sound. The grimace is a response to certain smells. The mouth is slightly open, with the nose and upper lip drawn upward expressing displeasure or disgust. The mouth is open very slightly and the nose is barely wrinkled. Another lip gesture is embarrassment. The mouth may stay open or closed, with the lips drawn back and not too far upward. The nose is not wrinkled. At the same time the head will swing slowly from side to side. This gesture expresses friendly rejection to another cat approaching with friendly intentions, and translated means "please be kind and leave me alone."

Pupils

Narrowed pupils may indicate aggressive threat, tension or a heightened interest. Surprise, fear and a defensive attitude are expressed by dilated pupils. Mood shifts can be magnified by changes in light, since the size of the pupils depends on light. A cat's eyes can speak volumes about how they are feeling:

- If your cat's eyes are wide open and looking at you, she is saying, "I'm listening."
- If her eyes are half closed it means, "I'm sleepy."
- If her eye pupils look like slits she is telling you that she is feeling alert and confident.
- A "bug-eyed" look means, "I'm frightened"...so be careful!
- If she is blinking and winking at you, she is very content.
- If your kitty's eyes are clouded, she is likely very relaxed but may be ill, so keep an eye on her!
- A kitty whose eyes are staring straight at you is saying, "Stay away." A stare is a challenge.

Whiskers

The position of the whiskers says a great deal. When a cat is excited, tense and ready to act, the whiskers will be pointed forward and fanned out. On a calm or comfortable cat, the whiskers point outward and are less spread apart. This position can also mean a friendly disposition or indifference. A cat that is hunting prey will thrust her whiskers forward. The shy, timid or reserved cat will bunch the whiskers together and flatten them out to the side of the face. Whiskers flat against the face signify the cat is frightened.

Vocalisations

Cats have a different vocal apparatus from humans. They can vocalize when exhaling as well as inhaling. The variations in the phonetic quality of sounds are achieved mainly by changing the tension of the throat and oral muscles and by changes in the speed of air moving over the vocal cords. The position of the tongue is not as important as it is in human speech. There are three general sound categories in cat vocalization. Murmuring comprises the soft sounds used for acknowledgment, approval, attention, calling and greeting; purring is included in this group. The majority of these sounds are formed with the mouth closed.

The vowel sounds are another category of sound. Cats use these particular sounds, which consist of the meows, in very specific context. Most cats have an impressive vocabulary of these sounds to express needs such as hunger, gratitude, in or out, “no,” “come here,” “move over,” to name a few. Cats seem to train their humans more readily to this part of their language than any other. The last group is made up of high-intensity, strained sounds. These are usually reserved for cat-to-cat communications and consist of the hiss, spit, growl, wail and snarl. Such sounds generally indicate anger, pain or frustration. When directed at humans these sounds mean, “Leave me alone, NOW.”

Meowing

The vowel sounds a cat makes are the meowing sounds and are used in specific context. These sounds form distinct words in that the cat closes her mouth after making each sound. These sounds are used in communicating with humans, and the manner in which a cat pronounces them gives the individual a specific voice. Cats have a broad range of several types of meows. The best known of the meow sounds is that of an unhappy kitten. A short, high meow in adults expresses discontent or unhappiness. A hungry cat shows displeasure with loud, almost screaming meows. A cat seeking attention or wanting to be petted will meow softly.

Purring

It is thought that this sound originated as a vocalization of kittens to tell a mother they are content. When they produce this sound while nursing, it does not interfere with suckling, and sound contact can be maintained with the mother cat. A mother cat purrs when approaching her kittens in order to reassure them of her presence. Older kittens purr when they are trying to get an older cat to play with them. Adult cats purr when all is well with their world. A dominant cat will purr when approaching another cat with playful or peaceful intentions. A sick cat will purr in order to try to soothe a potential aggressor. It is not known how cats purr. One theory maintains that it is the vibration of the false vocal cords. Another theory suggests that it is the result of turbulence in the bloodstream of the vena cava (the main vein returning to the heart).

Gurgling

A high-pitched gurgle means a friendly greeting. This sound is sometimes combined with gentle meows to become a chatting sound that will vary in quality in cats. It is a social contact sound. The cat has a tremendous capacity for variation on this sound. It seems to play an important role in vocal exchanges, but it has not yet been studied in depth.

Catwailing

This is a song of threat and war, sometimes called wailing. It is the sound that rival tomcats emit as they approach each other. It is often mistaken by humans to be a love song between a tom and a queen.

Growling

This sound is usually accompanied by a facial expression. Growling indicates offense rather than defence. When growling, the corners of the mouth are drawn up more than the upper lip. Repeated growling will eventually turn into snarling.

Hissing

This is a common sound. When hissing, the cat will open her mouth about halfway, drawing back the upper lips and arching the tongue. The breath is expelled with force. This is why a cat will shy away if you blow in her face. The expression of hissing without sound will succeed in repulsing a cat.

Screeching

This sound seems to have evolved from a meowing sound and is usually used to mean distress.

Spitting

This is a warning or threatening sound. It is a sudden and violent non-vocal sound, accompanied by a forepaw hitting the ground. Cats use this sound as a bluff when approached by an attacker.



Volunteer Declaration

I have read and understood all of the contents of this Volunteer Handbook including the Volunteer Guidelines, Volunteer Rights and the Human Resource Policies and Procedures, and agree to the terms and conditions contained within. I understand that failure to comply with these policies and procedures will mean I can no longer volunteer at the Society. In addition, I have provided proof of a current tetanus vaccination (within 10 years) and any other documents or vaccinations as requested by the Society during the application process.

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

Internal Use:

Date of induction: _____

Name of Society staff member performing induction: _____

Staff member role: _____

Signature of staff member: _____

Internal use only. When complete, a copy of this Volunteer Declaration will be kept on file.



Notes





YOU CAN FIND US AT:

200 Elder Street, Greensborough
Victoria, Australia 3088

OR ONLINE AT:

W: www.catprotection.com.au

E: info@catprotection.com.au

F: [@thecatprotectionsocietyofvictoria](https://www.facebook.com/thecatprotectionsocietyofvictoria)

I: [@catprotection](https://www.instagram.com/catprotection)

COMMITTED TO PROVIDING
**EVERY CAT WITH THEIR SECOND
CHANCE AT LOVE, HEALTH
AND HAPPINESS**