



Friends of the  
Melton Botanic Garden Inc.



# FRIENDS OF THE MELTON BOTANIC GARDEN (FMBG) Inc.

# VOLUNTEER HANDBOOK



Category Winner 2016  
and 2018



Category Winner

Keep Australia Beautiful Victoria  
Sustainable Cities Awards 2013

[sustainability.vic.gov.au/KABV](http://sustainability.vic.gov.au/KABV)



## FMBG Contact Information

**Email:** friends@fmbg.org.au

**Web Page:** www.fmbg.org.au  
Also find us on Facebook, Twitter, Instagram & LinkedIn

**Postal Address:** Friends of the Melton Botanic Garden  
PO Box 2381  
Melton South  
VIC 3338

**Street Address:** Friends of the Melton Botanic Garden  
21 Williams Street  
Melton  
VIC 3337

## Document Revisions

Revision	Issue Date	Description	By	Approved	Release
Issue 1	May 2016	Approved for Issue	JB	Committee	John Bentley
1.1	Oct 2016	Minor updates	JB	President	John Bentley
1.3	Jun 2017	Minor updates	JB	President	John Bentley
1.4	Apr 2018	Minor updates and Child Safety	JB	Committee	John Bentley
1.4.1	May 2018	Minor updates and names/numbers updated	JB	Committee	John Bentley
1.4.2	Oct 2018	New Committee names and emails fixed	JB	Committee	John Bentley
1.4.3	Sep 2018	New Committee names and emails	JB	Committee	John Bentley
1.4.4	Feb 2020	Minor updates and names	JB	Committee	John Bentley

## Welcome

Thank you for volunteering at the Melton Botanic Garden. Volunteers are very important to us and we want to support you and ensure your time with us is enjoyable. This information should help you to get started but if you have questions at any time, or if you would like to receive information in a different way, please ask.

## About Us (The Friends of the Melton Botanic Garden)

- We are a dedicated group of volunteers who have formed a friends group to develop a Botanic Garden in Melton. It is a garden that is a tourist attraction for the Western Region and a place where locals and visitors can come to stimulate their senses and enjoy the flora and fauna of the region and beyond.
- Since starting the group the Melton Botanic Garden (MBG) has become well known nationally and internationally and attracts interest from groups often seeking guided tours.
- We have an elected committee that meets monthly to administer the activities of the Friends group. We also have a monthly meeting for all members and friends which includes interesting guest speakers, updates on activities and the opportunity to get to know fellow members.
- The following is a list of committee members, their roles and contact details.

### Elected Committee Members August 2018

Member	Position	Contact Details
John Bentley	President	0412 762 531   john.bentley@fmbg.org.au
David Pye	Vice President	0408 387 447   david.pye@fmbg.org.au
Barbara Frampton	Secretary	9743 6893   barbara.frampton@fmbg.org.au
John Bentley	Treasurer	treasurer@fmbg.org.au
Jill Bentley	Member	0412 673 452   jill.bentley@fmbg.org.au
Steve Parker	Member	0439 671 996   steve.parker@fmbg.org.au
Jen Eldridge	Member	0422 374 392   jen.eldridge@fmbg.org.au
Michael Coveney	Member	michael.coveney@fmbg.org.au
Barb Pye	Member	barb.pye@fmbg.org.au

### FMBG Patron: Jane Edmanson OAM



Jane Edmanson OAM, FMBG Patron with Plant Label



## Who volunteers?

We have a large number of people who give their time in a broad range of ways in a voluntary capacity. They may be retired or have spare time and the skills and enthusiasm we need to progress the development of the garden.

Many people volunteer – there are opportunities to get involved in activities such as planting, propagation, administration, fund raising, being part of a committee or sub-committee, to assist with clean-ups and ‘Grow the Garden’ days.

Volunteers generally do what they do to assist the Friends group meet its goals but also because they like their involvement:

- They want to help because they like being around the Friends group
- They want to learn new skills and meet new people
- They have skills that the Friends group needs
- They want something to do with their time
- They enjoy their own or their children’s participation doing something for their community.

We encourage people to help out as much as they can, and encourage an ‘everyone pitches in’ when required culture.



## Getting Started

You may already be familiar with the Friends group and the surroundings, but if not please ask an experienced person to show you around including:

- The toilets
- Where tools, equipment and supplies are kept
- First Aid facilities
- Where to park cars or bicycles
- Where to get a drink when you need one
- Areas where smoking is allowed
- Taken through the Codes of Conduct

*NB: All volunteers require a Working With Children Check.*

## People to Help You

Here are some useful people to contact with your questions or for assistance:

Role	Name	Contact Time	Email / Phone
Bushfoods Garden and Ryans Creek Sth	Steve Leyden	Meet at Depot	bushies@fmbg.org.au
Creekers Coordinator	Alan Partridge	Any time by email	alan.partridge@fmbg.org.au
Nursery External Events	Margaret Peters	Any time by email	margaret.peters@fmbg.org.au
Depot Manager	John Bentley	Any time by email	john.bentley@fmbg.org.au
Eucalyptus Arboretum and West/South Aus. Garden Coords	David & Barb Pye	Any time by email	david.pye@fmbg.org.au barb.pye@fmbg.org.au
First Aid Leader, Admin Manager and Safety Officer	Janet Dyke	Any time by email	janet.dyke@fmbg.org.au
Koori Student, IDP, VVP, Sensory Gardens Curator	Milan Lukavic	Meet at Depot Tue/Wed/Thu am	Tues/Wed/Thu mornings
Librarian and Administration	Mark Keehn	Meet at Depot Tues & Thu am	mark.keehn@fmbg.org.au 0414 740 511
Memberships, Matchworks liaison & Lakers Coordinator.	Jill Bentley	Any time by email	jill.bentley@fmbg.org.au 0412 673 452
Mediterranean Garden Curator	Ian Barnes Wayne Fergeus	Meet at Depot	sunseekers@fmbg.org.au
Administration Assistants At the Depot	Heather Pongracic Jeanette Hodder Evelyn Meijer	Tue, Wed am Tue, Wed, Thu am Thu am	admin@fmbg.org.au
Nursery Promotions & Facebook and Safety Officer	Jen Eldridge	Any time by email	jen.eldridge@fmbg.org.au
Nursery Manager, Eucalyptus Arboretum/WASA	Anne Langmaid	Any time by email	anne.langmaid@fmbg.org.au
Odd Jobbers Coordinator & Safety Officer Co-ordinator	John Bentley	Any time by email	john.bentley@fmbg.org.au 0412 762 531
Safety Officer, Odd Jobber Lake Wall and Overflow	Daryl Harris	Any time by email	daryl.harris@fmbg.org.au 0400 014 046
Safety Officer Odd Jobber	Robin Stewart	Any time by email	robin.stewart@fmbg.org.au 0419 383 160
Southern African Garden - Safaris	Steve Parker Ella Parker	Any time by email	steve.parker@fmbg.org.au 0439 671 996

## Volunteer Registration Form

On your first day as a volunteer, you will be asked to fill in a Volunteer Registration Form requires your contact details, and contact person details in case of an emergency. Any personal health statements are confidential and for our use in ensuring you are safe and can be treated appropriately. All information will be kept securely. **See Attachments at the end of this booklet.**

## Keeping Everyone Safe

In your next few visits you will also be shown:

- What to do if you hear the fire alarm
- What to do if you hurt yourself at the garden
- Where the first aid kit is located
- Who can assist with your injury

If you see something that you think is unsafe, please alert one of the Safety Officers and your Team Leader.

## What you can expect from us as a Volunteer

Whilst at Melton Botanic Garden you can expect to:

- Be treated with respect and as an equal.
- Receive help and/or training for you to learn and develop skills
- Be given tasks that match your interests and skills
- Be provided with safe working conditions
- Be protected by insurance
- Be thanked and recognised for volunteering

## What the FMBG Expects from You

All Volunteers are expected to:

- Treat everyone with respect, be polite and well behaved
- Follow the rules and procedures – you will be taken through these
- Ask if there is anything you don't understand
- Adhere to the rules regarding safe work practises
- Work together with other volunteers
- Be reliable, and let relevant people know if you can't come / will be late
- Ask for support when needed, talk about any concerns you may have
- Let us know on your Registration Form if you have any medical conditions we should know about
- Notify the Secretary of change of address or phone number

Volunteers may choose to leave at any time, we ask for as much notice as possible. The Committee reserves the right to terminate a membership for justifiable reasons such as if the person is considered to have physically or verbally abused their fellow volunteers while at the MBG.

## Dress Code

Volunteers set the tone for the Friends group and need to dress appropriately for their duties. Comfortable, neat attire and appropriate closed footwear is required for most volunteer roles. Obviously soft shoes are not appropriate when using sharp tools. You are required to wear a high visibility vest or clothing when outside of the depot area. Generally clothes including long trousers, sun protection and gardening gloves are suitable for most activities in the garden.

## Concerns or Complaints

FMBG has a very strong policy on bullying and harassment which you can see displayed on the noticeboard. Whilst we hope it will never happen, issues and grievances could occur within the Friends group – this is natural and we would like to try to resolve these as soon as possible:

If you have a concern or a complaint, you can:

- Speak directly to the person with whom you have a grievance;
- Speak to the Team Leader or a committee member;
- Speak to the FMBG President.

***It is OK to raise concerns!***

## Conduct

Volunteers are expected to follow codes of conduct. Inappropriate behaviour may lead to disciplinary measures from the Committee.

Examples are:

- Bad language / abusive behaviour directed at anyone
- Breach of trust and confidentiality
- Neglect of duties and responsibilities
- Failure to wear appropriate safety equipment
- Theft or inappropriate removal of property
- Physical violence
- Use of alcohol or illegal drugs while undertaking volunteer duties
- Arriving under the influence of alcohol and/or drugs
- Committing a criminal offence while undertaking volunteer duties
- Smoking in the presence of juniors whilst in your role.

## Protecting People's Privacy

From time to time FMBG may need to collect contact details and health related information from members – it is important to know that this information is stored securely, and NOT distributed unless consent has been given. This information will only to be used for the purpose for which it was collected. For more information, discuss with the President.

## Children

FMBG is a child safe organisation. Children are welcome at most FMBG activities but must be under the direct supervision of a parent, guardian, teacher or an authorised group supervisor (e.g. scout leader etc) at all times. Children are welcome in the lunchroom. *The Depot is a work area and children must not be allowed to play in the depot area or nursery.*

Please read the FMBG Child Safe Policy – available on the website.

**All volunteers must obtain a Working With Children Check.**





## Emergencies

Volunteers should familiarize themselves with safety practices and emergency procedures adopted by the FMBG. At a minimum, there should be access to a phone. A copy of the FMBG Emergency Response Plan is posted on the notice board in the Depot.

## Safety Officers

Name	Contact	Email
John Bentley	0412 762 531	john.bentley@fmbg.org.au
Janet Dyke	0408 170 070	janet.dyke@fmbg.org.au
Jen Eldridge	0422 374 392	jen.eldridge@fmbg.org.au
Daryl Harris	0400 014 046	daryl.harris@fmbg.org.au
Rob Stewart	0419 383 160	robin.stewart@fmbg.org.au

## Loss of Personal Property

Volunteers should exercise caution to protect their personal property. Handbags, purses, wallets or other valuable items should never be left unattended. If an item is lost or stolen, a committee member should be notified, but the committee cannot be held responsible for replacement.

## Non-smoking Environment

The FMBG Depot and surrounding area is a smoke-free environment. Smoking is not permitted in any indoor or enclosed areas. There is a declared smoking area near the information shelter. As the gardens are generally covered in dry, flammable mulch material responsible disposal of cigarette butts is requested, as is restraint from smoking in the presence of juniors whilst in your volunteer role.

## Reimbursement of Expenses

The volunteer is responsible for expenses incurred, except where purchases are authorised by a committee member. Purchases of this nature should generally be approved by the Committee prior to any purchase for the FMBG.

*Valid Tax Receipts and/or Tax Invoices are required for reimbursement.*



## Safety and Liability

If a volunteer is injured during the course of volunteer service the President must be notified and the appropriate accident report forms need to be completed.

## General Information

During the induction process you will be advised of the facilities available and the various activities that you can choose to assist with. You must advise during the induction process if you are unable to carry out suggested activities.

You will then be assigned to one of the many teams carrying out activities at the Garden. In general you will be given information about when the various activities will be running and as a member you will receive calendar updates via email.

***Thank you again for joining our team of volunteers!***

### FMBG Contact Information

**Email:** friends@fmbg.org.au

**Web Page:** www.fmbg.org.au (Also find us on Facebook and Twitter)

**Postal Address:** Friends of the Melton Botanic Garden  
PO Box 2381  
Melton South  
VIC 3338

**Street Address:** Friends of the Melton Botanic Garden  
21 Williams Street  
Melton  
VIC 3337

## Attachments

**Volunteer Registration Form**  
**Induction Safety Checklist**  
**Anti-Discrimination Policy**  
**Emergency Response Plan**

## VOLUNTEER REGISTRATION FORM

(To be completed when joining the FMBG and updated annually by all Volunteers)

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Street Address \_\_\_\_\_

Town / Suburb \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone (home) \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Emergency Contact Person \_\_\_\_\_

Relationship: (e.g. Parent, Partner) \_\_\_\_\_

Telephone (home) \_\_\_\_\_ Mobile \_\_\_\_\_

Do you have any medical conditions, allergies, disabilities, past injuries or take any medications that may affect your participation?  Yes  No

*If **yes**, please discuss with your Friends Group Activity Leader. It is the volunteer's responsibility to update the Activity Leader of any changes to your health or medical condition when attending working bees.*

Working With Children Check  Yes  No → Reason for No \_\_\_\_\_

Expiry Date: \_\_\_/\_\_\_/\_\_\_\_\_ Note: it is a requirement to have a WWCC or equivalent

*Please sign below once volunteer induction completed and the relevant safety information and volunteer responsibilities have been covered with the Activity Leader/Safety Officer.*

### ACTIVITY LEADER

### VOLUNTEER

All declared pre-existing medical conditions discussed with volunteer	<input type="checkbox"/>	<input type="checkbox"/> I have informed Activity Leader of any relevant medical conditions that may affect my work with the group
Safety briefing has been provided	<input type="checkbox"/>	<input type="checkbox"/> I have read and understood the OH&S information and know where the first aid kit is located
All information has been checked and is complete	<input type="checkbox"/>	<input type="checkbox"/> I have read and understood all identified risk and safety prompts
Volunteer responsibilities discussed with volunteer	<input type="checkbox"/>	<input type="checkbox"/> I understand my responsibilities as a volunteer
Signature		Signature
Date		Date

## INDUCTION SAFETY CHECKLIST

**Activity:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Induction Performed by:** \_\_\_\_\_

<b>ACTIVITY LAYOUT</b>	<b>TICK</b>
WORKED THROUGH THE VOLUNTEERS HANDBOOK	<input type="checkbox"/>
ALL PERSONS INVOLVED IDENTIFIED	<input type="checkbox"/>
PERSONS IN CHARGE OF ACTIVITIES AND SAFETY IDENTIFIED	<input type="checkbox"/>
SHOWN "NO GO" OR RESTRICTED AREAS	<input type="checkbox"/>
ADVISED THE LOCATION OF REST FACILITIES e.g. Toilet/washroom	<input type="checkbox"/>

<b>EMERGENCY PROCEDURES</b>	<b>TICK</b>
SHOWN AND DISCUSSED EMERGENCY PROCEDURES	<input type="checkbox"/>
SHOWN LOCATION OF FIRST AID KIT	<input type="checkbox"/>
SHOWN LOCATION OF FIRE FIGHTING EQUIPMENT /EXTINGUISHER	<input type="checkbox"/>
SHOWN MATERIAL SAFETY DATA SHEETS (MSDS) FOLDER	<input type="checkbox"/>

<b>PERSONAL PROTECTIVE EQUIPMENT (PPE) AND CLOTHING</b>	<b>TICK</b>
PPE AND CLOTHING WORN, WHERE REQUIRED	<input type="checkbox"/>

<b>HAZARD IDENTIFICATION</b>	<b>TICK</b>
HAZARD IDENTIFICATION AND CONTROL PROCEDURES DISCUSSED	<input type="checkbox"/>
REVIEWED AND DISCUSSED CURRENT ACTIVITY HAZARDS	<input type="checkbox"/>

<b>ACCIDENT/INCIDENT REPORTING</b>	<b>TICK</b>
ACCIDENT/INCIDENT REPORTING PROCEDURES DISCUSSED	<input type="checkbox"/>

<b>WORK ACTIVITIES</b>	<b>TICK</b>
1) IDENTIFIED TASKS TO BE DONE ( <i>ensure competency to do the tasks</i> )	<input type="checkbox"/>
2) USE OF PLANT AND EQUIPMENT IDENTIFIED ( <i>ensure competency to use them</i> )	<input type="checkbox"/>
3) HAZARDOUS SUBSTANCES IDENTIFIED AND MATERIAL SAFETY DATA SHEETS AVAILABLE	<input type="checkbox"/>
4) PERSON IN CHARGE/SAFETY OFFICER/SAFETY MONITOR IDENTIFIED	<input type="checkbox"/>
5) COMMUNICATIONS DISCUSSED	<input type="checkbox"/>
6) ENVIRONMENTAL PROTECTION AND CONTROLS DISCUSSED ( <i>oil spills, waste disposal etc.</i> )	<input type="checkbox"/>
7) OTHER ITEMS DISCUSSED ( <i>note them here</i> ):	<input type="checkbox"/>

<b>FMBG POLICIES</b>	<b>TICK</b>
ANTIDISCRIMINATION AND HARRASSMENT POLICY	<input type="checkbox"/>
CHILD SAFE POLICY, CODE OF CONDUCT AND WORKING WITH CHILDREN CHECK REQUIREMENT	<input type="checkbox"/>

This checklist provides a method of ensuring the VOLUNTEERS INVOLVED with FMBG activities HAVE BEEN made aware of the details of the activity.

**For a group induction: We, the undersigned acknowledge that we have been INFORMED of the above Health and Safety Requirements for the activity and are AWARE OF OUR RESPONSIBILITIES and AGREE TO ABIDE by the rules and procedures outlined above.**

<u>Name</u>	<u>Signature</u>	<u>Date</u>

### FMBG ANTI-DISCRIMINATION AND HARASSMENT POLICY STATEMENT

The Friends of the Melton Botanic Garden (FMBG) is committed to ensuring that our working environment is free from discrimination and harassment. Discrimination and harassment in our activity areas will not be tolerated under any circumstances and action will be taken against any member, volunteer or subcontractor who breaches this policy. Any breach of policy by a non-member directed to any person engaged on an FMBG activity shall be handled in a similarly appropriate manner.

Discrimination and harassment occurs when a person is victimised on the basis of but not limited to the following criteria:

**Race, Colour, Gender, Religion, Disability, Sexual Orientation, Pregnancy or Age and shall include exposure to racial or ethnic jokes, offensive profanity, intimidating behaviour and exposure to unwanted sexual flirtations.**

FMBG strives to achieve an environment where all persons are treated with dignity, courtesy and respect. An effective procedure is provided for all complaints to be lodged and investigated based on the principals of natural justice (*Reference Anti-Discrimination Procedure – FMBG Management Plan*).

All complaints shall be treated in a sensitive, fair, timely and confidential manner and complainants shall be guaranteed protection from any victimisation or reprisals. It is an important fundamental of FMBG policy that the reporting of behaviour in breach of policy is encouraged in order to correct and promote appropriate standards of conduct at all times.





Friends of the  
Melton Botanic Garden Inc.

## Code of Conduct Child Safe Standards

All volunteers and committee members of Friends of the Melton Botanic Garden (FMBG) are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children, as noted below.

Our organisation is committed to child safety. This includes our younger members and any children that have contact with our organisation, for example children who attend meetings, participate in our activities and visit the nursery with their parents/guardians.

All volunteers and personnel of FMBG are responsible for supporting the safety, participation, wellbeing and empowerment of children by:

- adhering to the FMBG Child Safe Policy at all times and upholding the FMBG statement of commitment to child safety at all time
- taking all reasonable steps to protect children from abuse
- treating everyone with respect
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- ensuring children stay fully clothed at all times, only removing outer layer of clothing, such as coats and jumpers as required with the assistance of a parent/carer/guardian if required
- ensuring as far as practicable that adults are not left alone with a child
- reporting any allegations of child abuse to FMBG Child Safety Officers or Committee Member, and ensure any allegation is reported to the police or child protection
- reporting any child safety concerns to FMBG Child Safety Officers or Committee Member
- if an allegation of child abuse is made, ensure as quickly as possible that the child/children are safe
- encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.

Volunteers and our visitors must not:

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- avoid any action that may affect a child's self-esteem
- exhibit behaviours with children which may be construed as unnecessarily physical (for example inappropriate sitting on laps. Sitting on laps could be appropriate sometime (for example while reading a storybook to a small child in an open plan area)
- put children at risk of abuse (for example, by locking doors)
- do things of a personal nature that a child can do for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- use inappropriate language in the presence of children
- express personal views on cultures, race or sexuality in the presence of children
- discriminate against any child, particularly in relation to culture, race, ethnicity or disability
- ignore or disregard any suspected or disclosed child abuse.

*By observing these standards you acknowledge your responsibility to immediately report any breach of this code to the FMBG Child Safety Officers and/or Committee Members.*

**If you believe a child is at immediate risk of abuse phone 000.**

Name: John Bentley (President)

Barbara Frampton (Secretary)

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: 1 March 2018

Date: 1 March 2018

## EMERGENCY RESPONSE PLAN

### VOLUNTEER ACTIVITIES WITHIN THE MELTON BOTANIC GARDEN

In the case of an event which necessitates an Emergency Response because of an injury to an individual or a situation or event arising which has the potential to place an individual or individuals at risk, the following actions shall take place as described in detail in the Risk Management Plan.

1. In the case of an injury of any severity, approach and notify an FMBG Volunteer who will be clearly identified by a High Visibility Vest/Top.
2. The Volunteer will assess the situation and escort the injured party to the Depot or a pickup point if required.
3. If the person is disabled by his/her condition and is unable to be moved, the Volunteer shall immediately notify the First Aider by phone.
4. The First Aider will proceed to the location and initiate appropriate emergency medical procedures to stabilise the situation and call emergency services Dial 000.
5. Contact will be maintained with the emergency service until such time it is no longer necessary.
6. In the case where evacuation is required, the Volunteer will, on becoming aware of the need, contact the Safety Officer who will sound 3 blasts on an Air horn followed by 3 blasts 5 seconds later.  
This is the signal to round up all persons working in the Plant Nursery and Depot and nearby areas and direct everyone to the Emergency Assembly Area marked on the south side of the Plant Nursery and Depot Car Park area.  
If evacuation is required in other areas in the Garden go to the closest Emergency Assembly Area which is the Public Carpark on Lakewood Boulevard.
7. The 'All Clear' will be sounded by a long blast.

Contact Phone Numbers:

**Project Manager/ Team Leader:** *Ask for their contact details*

**Safety Officer:** *A list is in the Depot – please note these*

**First Aid:** *List of first aiders is in the depot – please note these*

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