

DUYFKEN 1606 REPLICA FOUNDATION



Duyfken Volunteer Program Handbook 2016

Welcome to the Duyfken Foundation Volunteer Program

'Welcome aboard' and thank you for becoming one of our volunteer team members.

Duyfken was created to tell the story of the early European exploration of the Australian Coastline. We regard our ship as a floating museum, which aims to inform and inspire everyone who visits her.

Keeping the ship alive and operating is the long-term goal of the Foundation and to achieve this requires a great commitment from our many volunteers.

While *Duyfken* is a relatively small vessel, she does require continual maintenance. This is critical not only for the ship and the Foundation, but also for the many visitors who are attracted to her. Therefore, everyone in this organisation plays a part in helping to achieve the Foundation's goal of keeping the ship alive and working.

Our volunteers bring many valuable skills with them - whether tour-guiding, presenting our school education program, ship keeping, to crewing the vessel on sailing days and helping out with maintenance and re-fits. I hope you can help the 'Little Dove' as well.

It is fun and immensely rewarding to be part of the Duyfken Replica Foundation. I have personally been involved with *Duyfken* since 1993 and I can say that *Duyfken* has given me more than I have ever given to the ship. I hope that you will feel the same after becoming involved with our very special ship.

John Longley AM CitWA
Chairman

Our Vision

Making History Matter – inspiring and engaging people by inviting them to experience life aboard a 16th century Dutch, Age of Discovery ship.

Our Mission Statement

Promote *Duyfken* as a living celebration of Australia's maritime heritage.

Our Methodology

Through the historical interpretation and preservation of our maritime heritage, while acting as a tourism icon and a cultural and education resource, the opportunity for community engagement will be realised

- by developing wide ranging, innovative and accessible education programs for all sectors in the community;
- by developing and implementing marketing and communication strategies that continue to build awareness of *Duyfken* and promote visitation to the ship;
- by welcoming and interacting with community members, including those from overseas;
- by forming partnerships and collaborating with a wide variety of government and non-government entities within and outside of Australia, particularly in the Netherlands, Indonesia and South East Asia.

Being a Duyfken Volunteer

The Duyfken Volunteer Program was first introduced in 2000 in Fremantle. Its primary objective is to facilitate community involvement and assist in the achieving of the Foundation's goals.

The program provides individuals with opportunities to participate in all aspects on the operation and maintenance of the Foundation and the activities of the ship.

Since 2000, *Duyfken* has acted in an unofficial ambassadorial role for Australia in South East Asia, the Indian sub-continent, Africa and Europe.

Duyfken Volunteer Responsibility

- Volunteers are required to be at the ship 30 minutes before their shift commences to receive hand over instructions or complete exhibition set up procedures.
- All volunteers are required to sign in at the commencement of their shift and to wear their allocated uniform.
- To provide historical, educational interpretation and hands on experience for visitors as they step back into the history of those who actually worked and lived aboard a 16th century ship.
- Where required, assist *Duyfken* visitors on and off the ship.
- Ensure visitors on *Duyfken* have an extraordinary and inspirational experience on board.
- Ensure the safety of visitors on *Duyfken*.
- Introduce the *Duyfken* merchandise collection, when appropriate.
- Record the number of visitors on the *Duyfken* through ticket sales.
- *Duyfken* is a dry ship and no alcohol is to be consumed on her unless at an approved official *Duyfken* function or as approved by the Chair, Captain or CEO.
- Report all OH&S incidents and additional issues to the Shift Manager or CEO.
- If, for any reasons, you are unable to attend your shift, then the first step is for you to endeavour to locate a replacement volunteer from the casual volunteer list. You are also to advise the Volunteers Coordinator that you are looking for a replacement and to confirm once you have done so.

Preferred Requirements

- An inquiring interest in maritime history, tall ships, local history, education and tourism.
- A focus on delivering a high-quality experience for all visitors to *Duyfken*.
- Good communication skills with the ability to communicate clearly to small tour groups.
- Ability to work with minimum supervision within a team environment.
- When on shift, volunteers are required to wear the supplied Duyfken polo shirt, cap and name badge, matched with navy pants (or unfaded jeans) and comfortable dark coloured footwear.
- Able to respect the principles of Workplace Diversity, Industrial Democracy and Occupational Health & Safety.

Training

- Training sessions with Duyfken Foundation staff will be conducted prior to the commencement of an exhibition or school's program.
- Additional training will be provided at the exhibition locations prior to the commencement of your first scheduled shift.
- Familiarisation visit prior to the opening of the ship for exhibition.
- Volunteers will be issued with a Duyfken Replica booklet, containing information on interpretative and historical information about the ship. For the delivery of the Elizabeth Quay exhibition, volunteers will be provided with the Duyfken Audio Tour on an MP4 player to gain familiarity with the delivery of the tour.

Communication with Volunteers

Volunteers will be updated on any new developments via personal email, the Duyfken website, SMS and Facebook. Please remember to check your emails on a regular basis.

Online Volunteers Roster

An online volunteers roster - "SignUp" - has been developed for volunteers to select their shifts. This gives our volunteers control in scheduling their own shifts. Once you have registered your interest to volunteer, you will be sent an invitation to this online volunteers roster. We encourage you to sign up for shifts on a regular basis, ideally on a weekly or fortnightly basis.

When you have signed up for a shift, you will be sent a system-generated email reminder three days before the scheduled day. If you are unable to attend your shift, we ask you to immediately find a replacement by contacting other volunteers on the casual list supplied to you. If your unavailability is at short notice, please contact the Volunteers Coordinator as early as possible.

Volunteer Benefits

- Duyfken Foundation Certificate of Service
- Duyfken corporate uniform
- Duyfken name badge
- Invitations to Volunteers Appreciation Functions
- Opportunity to contribute to the exciting future of *Duyfken*
- Working in with an exciting group of fellow volunteers

Security Arrangements

Duyfken Foundation is entrusted with the custody of many valuable objects and equipment and therefore must ensure that strict and reliable standards of care and security are maintained.

Occupational Health and Safety

The Duyfken Foundation is responsible for ensuring that areas under its control are maintained in a healthy and safe state and that the work for which they are responsible for is carried out in a manner that protects the health and safety of their staff, volunteers and visitors. Further information is available on: <http://www.commerce.wa.gov.au/worksafe>

Public Liability Insurance

All visitors, volunteers and staff are covered under the Duyfken Foundation's Public Liability Insurance policy.

Workplace Diversity

Duyfken Foundation has certain responsibilities in relation to Workplace Diversity and Equal Employment Opportunity. Workplace Diversity principles require that the worth of the individual be respected, and that diversity, tolerance and flexibility be valued. It is expected that volunteers working with the Foundation respect these principles.

Emergency Procedures

If an evacuation or medical emergency occurs aboard *Duyfken*, volunteers should follow the following procedures:

1. Shift Manager or staff member takes charge.
2. Nominated volunteer goes to gangway to stop boarding and clear members of the public away from the ship.
3. All persons on the main deck are to be sent ashore.
4. Persons in main or Masters Cabin are instructed to proceed to the main deck and then ashore.
5. Persons on the poop deck are sent to the main deck and then ashore.
6. Persons below are sent on deck via both fore and aft hatches to the main deck – then proceed onshore.
7. Volunteers below deck are to check all spaces, including galley, heads, and forepeak to ensure they are clear before proceeding on deck. They are to report to the person in charge that their area is clear before proceeding ashore.
8. Continue to man the gangway to ensure only authorised personnel are allowed aboard.
9. Shift Manager or staff member will deal with emergency situations as appropriate.

Duyfken Volunteer Code of Conduct

The Duyfken Foundation Volunteers' Code of Conduct requires that a Duyfken volunteer, when undertaking volunteer tasks must:

- Behave honestly, reliably and with integrity in the course of volunteering.
- Act with care and diligence.
- Treat everyone with respect and courtesy and without harassment.
- Comply with all applicable Australian laws including occupational health and safety and anti-discrimination legislation.
- Comply with any lawful and reasonable directions given by the Volunteers Coordinator who has authority to give the direction.
- Not make improper use of volunteering at *Duyfken* in order to gain or seek to gain a benefit or advantage, including the acceptance of gratuities.
- Be willing to undertake tasks for the Duyfken Foundation and attend training courses as required.
- If unable to perform rostered duty, notify Volunteers Coordinator as soon as possible to enable alternative arrangements to be made.
- Be available to volunteer on a regular basis, except where an exemption has been sought and agreed by the Volunteers Coordinator.

Breaches of Volunteer Code of Conduct

The issue will be discussed with the individual concerned and an opportunity will be given to respond. Breaches of the code may result in volunteers being excluded from the program. Any incidents must be reported immediately to the Volunteers Coordinator or CEO.

Duyfken Child Protection Policy - Our Commitment

We actively seek to encourage children to visit *Duyfken* and it is essential we provide a safe environment for them while visiting the ship. We are also required to ensure this environment complies with all relevant Federal and State legislation.

Children who visit *Duyfken* are to be accorded the same respect and courtesy we give to adult visitors. Volunteers should be aware of the Duyfken Foundation's policy at all times.

Introduction

This document outlines the general guidelines and procedures relating to children visiting *Duyfken* regarding Child Protection.

Volunteers are required to comply with the Guidelines on Working with Children that form part of this policy.

Working with Children Check

In December 2004, the Western Australian State Government introduced legislation, which is referred to as the Working with Children Check (WWC). A WWC Check is required by a person if they engage in certain paid or unpaid work with children, described as 'child-related work' under the WWC Act.

The Working with Children Check involves employers checking someone's background when they are working in "children-related" employment that primarily involves direct, unsupervised contact with children.

Volunteers who have direct, unsupervised contact with children in the normal course of their duties **must** submit a copy of their Working with Children,

Prior to commencing work with the Duyfken Foundation volunteers are requested to complete a Working with Children Checklist. The cost of this is subsidised by the Foundation.

Reporting Inappropriate Behaviour

Should any volunteers observe any inappropriate behaviour involving children they are to report it to the CEO or Volunteers Coordinator immediately.

Guidelines on Working with Children

The following guidelines detail the Duyfken Foundation's expectations of all volunteers who have contact with children in the course of their duties.

- Avoid physical contact with children in the workplace unless there is a legitimate reason for such contact e.g for the child's own safety and welfare, whether it be administering first aid, removing a child from impending danger, holding the hand of a lost distressed toddler, comforting a highly distressed child in a disaster situation, supporting the arm of a child with a disability so they can touch an interactive display.
- Volunteers may use non-invasive physical greetings commonly accepted in the community if this is initiated by the child by shaking hands, high five with hands. Young children or children with an intellectual disability may attempt to initiate more intimate greetings such as hugging, but volunteer guides are to sensitively discourage this by comments such as "we don't know each other very well, how about we shake hands".
- Never use physical force or restraint on a child unless this is necessary for the child's immediate safety or to prevent immediate physical safety to them or others. In such emergencies, physical force or restraint should only be to the extent necessary to prevent serious harm from occurring.
- If volunteer guides are confronted with a situation of an older child threatening to harm others or wielding a weapon, volunteers are advised to seek immediate assistance (from Police) rather than attempt to disarm the child.
- Volunteers are to take all measures required to ensure they are not alone with a child in any location that is not in visual contact by another adult unless there is a legitimate reason for doing so for the child's own safety and welfare. First Aid should be administered in the presence of another adult, preferably one known to the child unless it is an emergency and the delay in getting another adult would jeopardise the child's safety.
- Never remove an item of clothing from a child's body unless this is necessary for child's immediate safety to prevent serious harm only to administer emergency first aid.
- In the presence of colleagues or consumers/customers, including children, avoid swearing and any language that is derogatory towards others. Such language is not acceptable in the workplace.
- Volunteers are required to contribute to the protection of children in the workplace by reporting inappropriate behaviour, misconduct or criminal activity involving children to their Volunteers Coordinator or CEO.

Contact Information:

- CEO: **Peter Bowman** E: manager@duyfken.com M: 0414 926 016
- Volunteers Coordinator: **Gail Thornton** E: info@duyfken.com M: 0427 160 606