



THE WATER WELL PROJECT

Volunteer Induction Booklet



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A grayscale photograph of a group of people, including a woman in a hijab, looking down at a document. The image is dimly lit and serves as a background for the text.

*What is The Water
Well Project?*

The Water Well Project

The Water Well Project is a not-for-profit, health promotion charity that aims to improve the health and wellbeing of migrants, refugees and asylum seekers by improving health literacy.

What Do We Do?

Thanks to health care trained volunteers like you, we facilitate interactive health education sessions for migrant, refugee and asylum seeker communities across a wide range of topics. These sessions are driven by community need

and are designed to improve access to health services and general health literacy.

Our goal is to start a conversation about health. In this way we can provide education in a targeted way, and open the door to improved health knowledge and preventative strategies.

This not only reduces the burden of illness on individuals and the health care system, but provides marginalised groups with autonomy in their own health care.



HOW TO GET INVOLVED

We are always looking for passionate health care providers to become part of The Water Well Project team, and deliver sessions to community groups.

To deliver sessions with The Water Well Project you must meet the following requirements:

QUALIFICATIONS

Be a qualified healthcare professional or final year student in a healthcare related discipline, and be able to provide details of registration with the Australian Health Professional Regulatory Agency (AHPRA)

WORKING WITH CHILDREN CHECK

Have a current Working with Children card (employee or volunteer)

SIGN UP

If you meet the above eligibility criteria you are ready to get started!

We have induction sessions approximately twice a year, sign up at www.thewaterwellproject.org to receive updates regarding when and where these will be.



The Roadmap

The roadmap to delivering your first session



DELIVERING A SESSION



Before the Session

BEFORE

- Once you have signed up for a session you will receive an email with details of:
 - The community group and nominated representative
 - Other volunteer(s) who will be helping deliver the session
 - Any interpreter(s) who are pre-booked for the session (not all sessions require an interpreter)

- The community representative is a wealth of knowledge in regard to the demographics of the group, experience of previous sessions, cultural factors and available facilities. Not sure of the group expectations? Just ask the community representative!
- You should contact your partner volunteer early to see what strengths and experience you both share. That way you can work out how you can most effectively run your session.



- The topic templates available on the website provide an outline and some suggestions for how to run the session – note these are only suggestions, and feel free to tailor them as you see fit!
- Collect any appropriate resource boxes from The Water Well Project storage facility.



On the Day



DURING

- Draw on your learning at induction (or even one of our Mental Health Workshops) to deliver an interactive and engaging session
- A great session should be more like a conversation than a lesson
- Acknowledge and respect differences that may exist between your beliefs and values

- Avoid generalisations about cultural groups
- Make sessions as interactive as possible: use a question and answer format, include activities, props and demonstrations where possible
- Work to create a safe and respectful environment. If there is someone being rude to others acknowledge that their behaviour is unacceptable. Talk to the community representative about this



- If a participant appears to be distressed or struggling with the content of a session ask your partner volunteer to step outside with them and refer to the 'Responding to a Critical Incident' plan



POLICIES

- Safety & Wellbeing
- Responding to a Critical Incident
- Personal Information



Safety & Wellbeing

As a key volunteer we value your safety and wellbeing, as well as that of the community groups we support. We work with recognised partner organisations such as Spectrum Migrant Resource Centre to deliver sessions within the community setting. These partner organisations are responsible for providing a safe and positive volunteer environment.



Safety & Wellbeing

As per the volunteer code of conduct you must adhere to the following:

- Comply with the terms of your signed Volunteer Agreement
- Take reasonable care for your own health and safety, and the health and safety of The Water Well Project's committee, volunteers and community participants
- Hold a current Working with Children Card
- Confirm the session location and details ahead of time
- Wear your Water Well Project lanyard while facilitating a community session
- Identify emergency exits and first-aid kit at the venue
- Never deliver a session outside those organised by The Water Well Project



Safety & Wellbeing

...continued

- Understand the Responding to a Critical Incident Protocol and immediately report any safety concerns to the executive as described in this protocol
- Provide general health information only, in the nature of health promotion
- Not provide individualised medical advice or any form of medical services (even in a reactive nature), i.e. in response to a question from a community participant.

Responding to a Critical Incident

While it is unlikely that you will be involved in a critical incident while volunteering with The Water Well Project, it is important that you understand how to access assistance should this occur.

A critical incident may include:

- Injury to a participant or volunteer
- Immediate concern for safety or wellbeing of participant or volunteer

During discussion around health promotion a participant may indicate that they are at risk. It is mandatory that this information is acted on, specifically where this relates to the safety of a child.



Personal Information

As outlined in the Volunteer Agreement, you must not:

- Collect personal information from other people
- Use or disclose personal information that you have collected about other people,
- On some occasions personal information may be necessary to perform your volunteering services or authorised by us. This must be done in accordance with applicable privacy laws and our policies.



FREQUENTLY
ASKED
QUESTIONS

Q1. What topics do The Water Well Project sessions cover?

We currently provide the following session topics:

- Navigating the Australian Healthcare System
- Healthy Eating
- Exercise
- Cardiovascular Health
- Kidney Health
- Bone and Joint Health
- Dementia
- Mental Health
- Women's Health
- Sexually Transmitted Infections
- Male and Female Interaction
- Puberty
- Men's Health
- Dental Hygiene
- Allergies
- Immunisations
- Child Development and General Health

Q2. How will I know what sessions are available?

Towards the end of each month an email is sent out from The Water Well Project detailing the sessions available for the next 1-2 months. You can then match this with your availability and sign up for the appropriate sessions.

Q3. How do I sign up for sessions?

Once you have completed an induction with The Water Well Project, you will be given access to the “members” section of the website. This displays all of the upcoming sessions. For each session there will be details about the number of volunteers required, and for some, a gender requirement. Based on your availability you can select a session and electronically sign up for it.

Once your selection has been approved you will be sent an email with the details of the location, community group, fellow volunteers and community representative.

Q4. How many volunteers are there per session?

There are generally at least two volunteers per session, and for larger groups there may be up to four. Less frequently we have special events that require larger groups of volunteers.

Q5. Can I choose which topic I deliver based on my area of expertise?

You can choose any of the available topics and tailor them to your expertise. However, we encourage you to move outside your comfort zone once you have completed a few sessions – this is where you will grow and learn the most. Go on, test yourself!

Q6. Which age groups participate in The Water Well Project sessions?

Our participants range from primary school children to adolescents, couples and families, and the elderly.

Q7 What should I do if a participant asks specific questions about their own health or the health of their family members?

This is not an uncommon situation. We suggest after you introduce yourself at the start of the session to include a short disclaimer e.g. “While we are happy to provide general information about health and wellbeing, we are not able to talk about your personal health issues today. If you have any specific and personal questions please discuss this with your local doctor, and if you don’t have one please speak to us about helping you find one.”

If the issue still arises simply re-iterate that you are not there as a health practitioner, and that personal health questions should be referred to their GP.

Q8. What if I don’t feel comfortable providing a session on, for example sexual or mental health?

You are able to self-select which sessions you would like to provide, and will never be expected to provide information about an area that you do not feel comfortable with.

However, if you are interested in learning more about these areas and improving your own skill set, The Water Well Project runs various ‘up-skilling’ workshops including sexual and mental health. Hopefully, with these added skills you will feel comfortable to engage with more challenging topics.

*Thank you again
for volunteering
with The Water
Well Project.*

*If you have any questions, please
visit our website or email
engage@thewaterwellproject.org*