

Staff & Volunteer Handbook

2026

Women's Healing Sanctuary
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www.womenshealingsanctuary.com.au



Welcome



Welcome to Women's Healing Sanctuary

Thank you for choosing to share your time, energy and heart with us. Your presence helps us create the safe, nurturing environment that women need as they take time to rest, reflect and heal.

By giving your skills, time and support, you become part of our team and community. Every task, whether big or small, makes a meaningful difference to the women who stay with us. We are so grateful to have you with us on this journey.

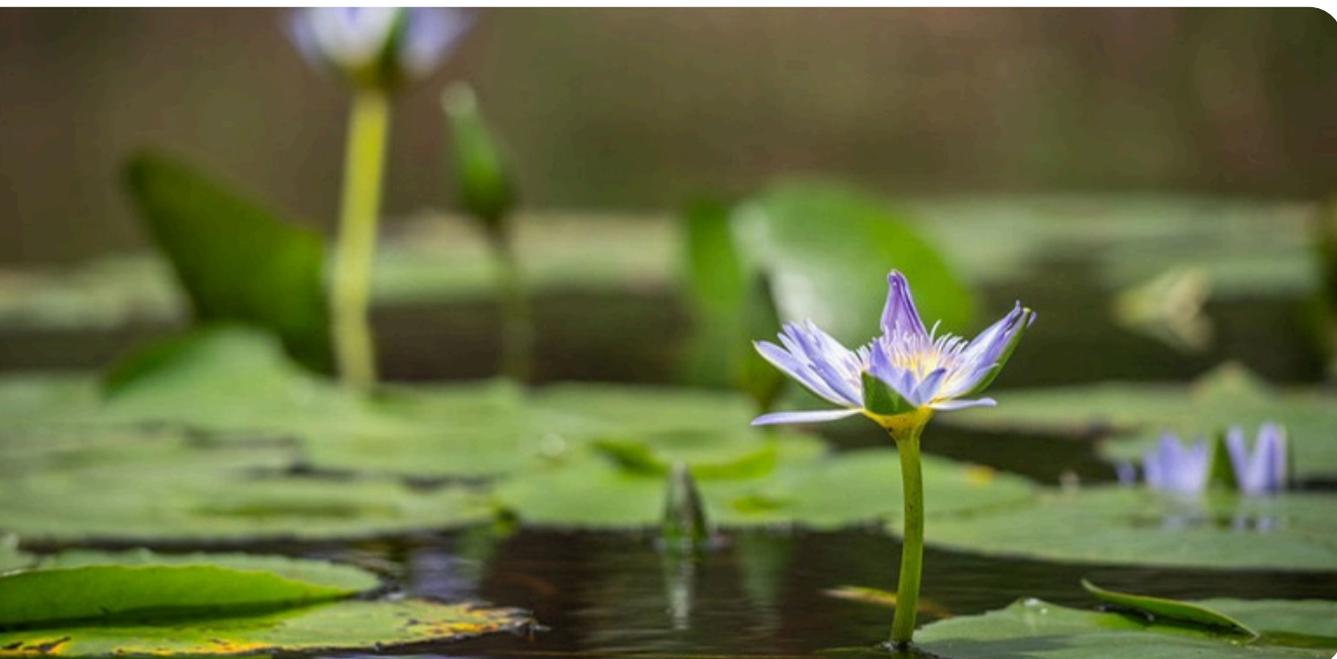
Volunteers, employees and contractors are required to undertake induction training and sign our relevant Employee or Volunteer Agreements to comply with Sanctuary policies, procedures and insurance requirements.

Mission and Values

Women's Healing Sanctuary is a not-for-profit organisation dedicated to providing a safe and nurturing environment for women to heal and restore from grief, loss, trauma, and exhaustion. Our volunteers play an important role in helping us create this supportive space.

Our core values include:

- Compassion
- Respect
- Inclusivity
- Empowerment
- Kindness
- Nurturing
- Support



Attributes & Skills

Dress & Communication



Key Attributes

Successful team members typically possess the following attributes:

- Passion for Women's Healing Sanctuary's mission.
- Compassion and empathy towards guests, fellow staff and volunteers.
- Strong work ethic and reliability.
- Positive attitude and willingness to help.
- Respect for diversity and inclusion.

Essential skills

Team members are encouraged to develop and demonstrate the following skills:

- **Interpersonal skills:** Build strong relationships with other staff and volunteers.
- **Communication skills:** Conveying information accurately and effectively, both verbally and in writing.
- **Problem-solving skills:** Finding solutions and addressing challenges confidently.
- **Time management:** Organising and planning to use time productively.
- **Teamwork:** Collaborating effectively with others on projects.
- **Leadership:** Guiding and influencing others positively when required.
- **Adaptability:** Adjusting to new situations and tasks as needed.
- **Punctuality and commitment:** A commitment to fulfilling rosters, arriving on time.

Dress Code

Team members are expected to dress appropriately for their roles:

- **Housekeeping:** Clean, closed-toe shoes, hair tied back, and apron if required (provided).
- **Gardener:** Sturdy shoes, sun protection, and gloves
- **Handyman:** Closed-toe shoes, appropriate work wear, PPE and safety gear as required e.g. gloves

Communication & Reporting

Team members are required to:

- Report directly to the Live-In Manager, Janine Hanna.
- Attend appropriate training and meetings (as required).
- Use the Staff & Volunteer Facebook Group and Calendar for updates and announcements.
- Report any concerns or incidents to the Live-In Manager.
- Sign in and out on arrival and departure for duties.



Commitments



Our commitment to you

Women's Healing Sanctuary will:

- Provide a safe and supportive environment for your designated role.
- Offer clear guidance, orientation and supervision.
- Treat you with respect, care and confidentiality.
- Ensure you are covered under the Sanctuary's Public Liability and Volunteer insurance while performing approved duties.
- Welcome your feedback, ideas and wellbeing needs at any time.



Your commitments

As a team member, you agree to:

- Support Women's Healing Sanctuary mission, values and objectives
- Perform your role to the best of your ability and follow any safety or wellbeing instructions.
- Act respectfully and kindly towards all guests, staff and volunteers.
- Maintain confidentiality about the people you support and the Sanctuary's operations.
- Use property, equipment and materials responsibly and only for authorised activities.
- Immediately report any injury, hazard or incident to your supervisor.
- Follow staff instructions and adhere to policies and procedures.
- Understand that you are volunteering your time and will not receive wages or entitlements.

Protection for Volunteers

Women's Healing Sanctuary employees and registered volunteers are covered under public liability and volunteer insurance when engaged correctly in their duties.

Safety & Equipment



Use of Equipment & Resources

- Use equipment and resources only for their intended purpose.
- Report any damaged or faulty equipment immediately.
- Follow proper procedures for borrowing or using shared resources.
- Clean and return equipment to its designated storage area after use.

Emergency & Evacuation

1. Familiarise yourself with emergency exits and assembly points. Signs are located throughout the property. See below main entrance Emergency Evacuation Plan.
2. In case of fire or emergency, follow the RACE procedure:
 - Remove anyone in immediate danger
 - Activate the alarm.
 - Contain the fire by closing doors (if safe to do so).
 - Evacuate to the designated assembly point.
3. Follow instructions from Live-In Manager or emergency services.



Health & Safety Procedures

HOUSE DUTIES

- Wash hands frequently and wear gloves when handling food.
- Use proper lifting techniques for heavy items.
- Be cautious with sharp objects and hot surfaces.
- Clean spills immediately to prevent slips.

GARDENER

- Wear sun protection and stay hydrated.
- Use tools safely and store them properly after use.
- Be aware of potential hazards like uneven ground or thorny plants.
- Follow safe practices when using gardening chemicals.

MAINTENANCE PERSON

- Wear appropriate personal protective equipment (PPE) for each task.
- Follow safety procedures when using power tools or working at heights.
- Ensure proper ventilation when using paints or chemicals.
- Keep work areas clean and free of trip hazards.

Remember, your safety and well-being are our top priorities. If you have any questions or concerns, please don't hesitate to speak with our Live-In Manager, Janine Hanna.