



Volunteer Handbook

A guide to help you confidently embark upon an enjoyable and rewarding experience



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Peter Coombs generously volunteers his time and expertise in many ways to assist the ASA. He is a regular presenter and a previous recipient of the ASA's prestigious Pru Pratten Memorial Award for his outstanding contribution to the sonography profession.

Thank you for volunteering with the ASA

Thank you for choosing to volunteer with the Australasian Sonographers Association (ASA). You are joining a large network of members who work for the sonography community throughout Australia and New Zealand. We welcome you to the team and look forward to your participation, whatever your role may be.

Volunteers are an essential part of the ASA and the role of every volunteer is significant. By sharing your expertise and time you are helping us to provide the sonographer community with a range of extensive member benefits and ensure that we are able to achieve our core objectives.

Members volunteering with the ASA find it an excellent way to enhance their skills and knowledge; develop a wide network of colleagues; and exchange ideas in a variety of forums. We appreciate all members who volunteer and value their contribution which directly contributes to our growth and success.

We are guided by the *National Standards for Volunteer Involvement (2015)* as well as our organisational values – autonomy, balance, mastery, diversity, innovation and service. These values are the foundation upon which our activities are built and articulate the culture and ideals to which the Association holds itself accountable. They are just as important for our volunteers as our staff.

This Volunteer Handbook will equip you with knowledge that will help you to confidently embark upon an enjoyable and rewarding experience. We anticipate that you will have an interactive and productive experience with us and we wish you all the enjoyment and satisfaction you can get from being a volunteer.

Thank you for your support. We wish you every success in volunteering with us.



Jodie Long
ASA CEO



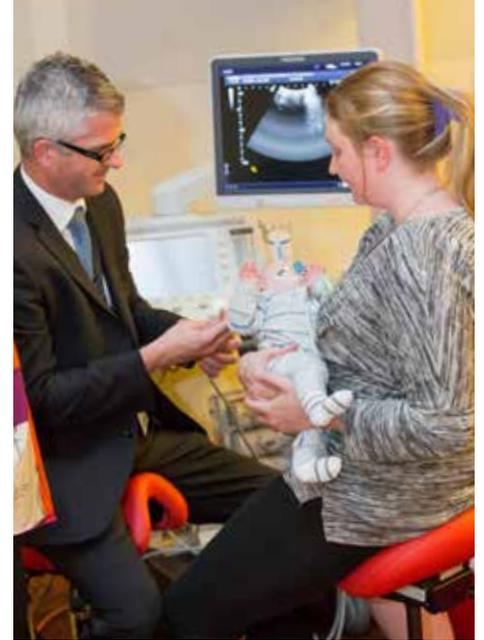
About the ASA

The ASA is the peak body and leading voice for sonographers in Australia and New Zealand, whose vision is to ensure a sonographer is recognised as the expert in ultrasound across the community. It was formed in 1992 in response to the need for an organisation that exclusively represented sonographers and the sonography profession addressing their specific needs and challenges.

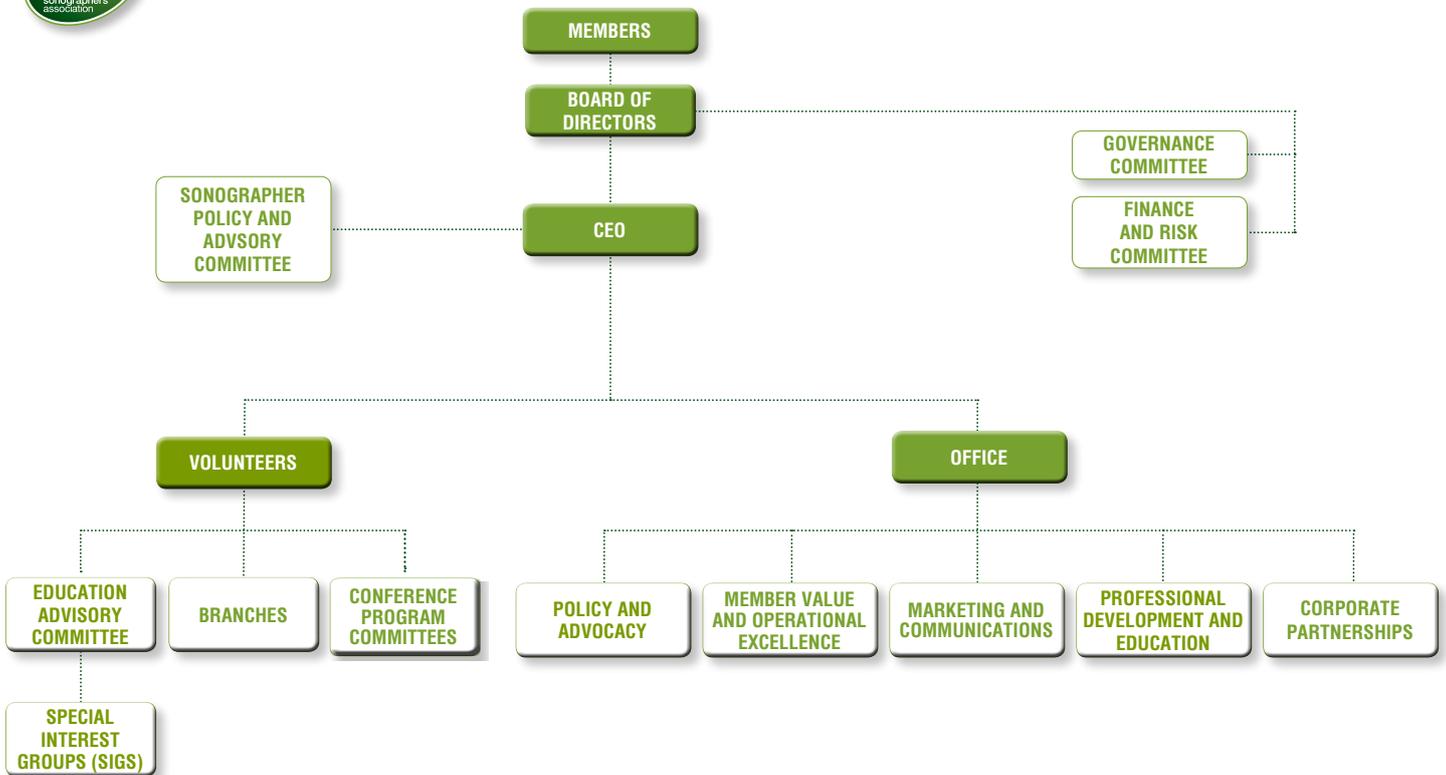
We now have a financial membership of over 70% of sonographers in Australia and a growing base in New Zealand. Our purpose is to lead the sonography profession in delivering excellence in ultrasound for the community. We are dedicated to ensuring all of society has access to the highest quality ultrasound service.

We recognise that our employees and volunteers are key contributors to every aspect of our activities. As a not-for-profit charitable association, we rely on membership subscriptions, earnings from delegates and sponsorship from our corporate partners, as well as the contribution of volunteers to achieve our purpose. We pride ourselves in selecting intelligent, innovative and talented people whose values align with those of the organisation

We recognise that volunteers are key contributors to all our activities. It is through our volunteers selfless giving of time, their commitment to excellence, a positive attitude and a willingness to work as a team that we can achieve our goals.



ASA Organisation Chart



ASA Strategic vision

The ASA's *Strategic Intent 2018–2020* sets a clear direction for the Association's future. It guides the ASA in supporting the sonography profession and how it responds to emerging issues and opportunities as they rise over the next three years.

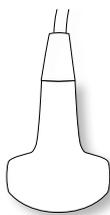
The goals of the ASA, as outlined in the *Strategic Intent*, are to:

- promote and advance the sonography profession
- enhance the quality and standards of ultrasound
- Provide and support the highest quality professional development and research
- Deliver exceptional member value and organisational excellence

All ASA activities are to align with the Strategic Intent



Strategic Intent 2018–2020



the peak body and leading voice
for sonographers

PURPOSE

to lead the sonography profession in delivering excellence in ultrasound for the community

VISION a sonographer is known as the expert in ultrasound across the community



PROMOTE AND ADVANCE THE SONOGRAPHY PROFESSION

Promote sonography to key government agencies, industry stakeholders as well as the wider community

Elevate the profile of the ASA as the peak body and leading voice for sonographers and the profession

Advocate and influence the transition of the profession to the National Registration and Accreditation Scheme

Influence the quality and availability of student education and support the delivery of clinical training



ENHANCE THE QUALITY AND STANDARDS OF ULTRASOUND

Define industry-accepted career frameworks for sonographers

Prepare standards and guidelines for quality practice

Promote advances in best practice sonography

Recognise sonographers as the education providers for all aspects and levels of ultrasound



PROVIDE AND SUPPORT THE HIGHEST QUALITY PROFESSIONAL DEVELOPMENT AND RESEARCH

Offer a broad range of continuing professional development opportunities, and recognise advanced professional development

Provide internationally recognised conferences and educational events

Facilitate and promote research to support evidence-based practice



DELIVER EXCEPTIONAL MEMBER VALUE AND ORGANISATIONAL EXCELLENCE

Recognise and reward outstanding achievement in sonography

Seek new and innovative benefits to maximise member value

Increase the member base to strengthen our position as the peak body

Lead the development and achievement of our purpose and strategy

SERVICE

MASTERY

INNOVATION

DIVERSITY

AUTONOMY

BALANCE

How ASA volunteers contribute

Members who volunteer their time are key contributors to every aspect of our activities. Each year, hundreds of members give their time and expertise to contribute in a range of ways for the ASA. It is through our volunteers' commitment to excellence, positive attitude, and willingness to work as part of a team with the ASA office, that the Association achieves its goals.

There are lots of ways you can get involved. We have opportunities to match the expertise and interest of all sonographers!

Join a committee

Joining a committee is a perfect way to expand your professional network while providing expertise and experience to the sonography profession. We have numerous volunteer committees, which regularly seek new members.

Branch committees

Branches are based on their geographical location. They are the ASA's foundation and an easy way to start volunteering with the ASA. The role of the ASA's branches is to organise branch meetings and workshops to:

- Provide education and networking events for local members
- Promote membership of the Association to local sonographers
- Support the strategic intent of the Association

The ASA currently has active branches in the following areas:

Australia – Australian Capital Territory, New South Wales, Northern Territory, Queensland, South Australia, Tasmania, Victoria, Western Australia, Alice Springs, Central West NSW, Toowoomba-Darling Downs, Far North Queensland, Gippsland, Gold Coast, Goulburn Valley, Illawarra, Mackay, Mid North Coast New South Wales, Moreton Bay, Newcastle, Riverina, South West Western Australia, Sunshine Coast, Townsville.

New Zealand – Auckland-Waikato, Mid-Central, Wellington.

Cardiac Branch – This branch is not geographically based but responds to a unique need within the ASA membership.

If there is not a branch listed that you could join due to distance, consider forming a new local branch. The Member Service Team can assist with this process.



Members gather for a Branch meeting in WA

How ASA volunteers contribute *continued*

Special Interest Group (SIG) committees

The SIG committees:

- provide advice to the Australasian Sonographers Association (ASA) on issues relevant to the specialty
- work with the ASA in the development and production resources relevant to their specialty
- assist with developing CPD opportunities in their streams such as workshops, **asawebinars** and major events.

The SIG committees are Cardiac, General (comprising abdomen and small parts), Musculoskeletal, Paediatric, Research, Sonographer health and wellbeing, Vascular and Women's health (including obstetric, gynaecological and breast).

Education Advisory Committee (EAC)

The EAC is formed by the chairs of the SIGs to provide advice and recommendations regarding education. The EAC is responsible for:

- Collaborating with the ASA office to formulate a list of speakers and topics for future Travelling Workshops, **asawebinars** and other CPD events
- Formulating selection criteria and reviewing applications for the Annual Conference convening committee
- Providing oversight, leadership and assistance to the annual conference convening committee and branches (in consultation with the ASA office) to develop balanced, relevant and quality scientific programs
- Collaborating with the ASA office to evaluate educational events and make recommendations for future changes
- Supporting the exploration and assisting with future revenue streams from education activities.



How ASA volunteers contribute *continued*

Conference program committees

The committee develops the program content and sources the speakers for the Annual Conference in collaboration with the EAC and the ASA office.

Sonographer Policy and Advisory Committee (SPAC)

In collaboration with the ASA office the committee provides policy as well as advocacy advice and support to the Board of Directors (the Board) in line with the board's *Strategic Intent 2018–2020*.

Fellowship Panel

Apply the established Policy to ensure the status of Associate Fellow (AFASA) and Fellow (FASA) of the ASA are appropriately granted.

Become a presenter

Education presenters contribute to the professional development of sonographers and gain a strong sense of 'giving back' to the profession. Presenter opportunities are available through:

- Submitting an abstract for presentation or an ePoster at the ASA's Annual Conference
- Presenting a case study at an annual branch case study night
- Presenting a talk through our wide network of branches
- Hosting an **asa**webinar
- Take your skills and knowledge out to sonographers across Australia and New Zealand with our Travelling Workshops
- Selected members are invited to present educational material at the ASA's Annual Conference and/or the Special Interest Group Days.



How ASA volunteers contribute *continued*

Put pen to paper

The dissemination of evidence-based findings has an important role to play in advancing the standards and profile of the sonography profession. Submit your evidence-based findings for publication in *Sonography* the ASA's international peer-reviewed journal. If you don't have any evidence-based work to write up, you can still share experiences and clinical knowledge from your clinical practice or explore professional issues by submitting an article in *soundeffects news*, our biannual member newsletter, or provide a research review for Making Waves, our biannual online review publication.

Become a peer reviewer

The ASA Editorial Board often seeks sonographers to review manuscripts. Peer reviewers anonymously provide detailed feedback to authors as necessary, with a view to ensuring final articles are of an appropriate standard for publication in the peer reviewed journal *Sonography*.

Join the ASA Board of Directors

The ASA Board sets the ASA's direction and is responsible for steering the organisation towards a sustainable future by adopting sound, ethical, and financial management policies, as well as by making sure there are adequate resources to achieve its goals.

The ASA Board of Directors consists of up to seven sonographer members elected by members and up to three external Directors with complementary skills. The Board of Directors appoints the President and Vice-President, as well as participants on sub-committees and various representative positions.

Many of our members have made significant and long-lasting contributions by joining the ASA Board of Directors.



Volunteer recognition

ASA Awards of Excellence

Members who volunteer for the ASA may be recognised through our annual Awards of Excellence, which recognises and honors outstanding achievements in sonography. This is how we celebrate our most outstanding sonographers and reward their excellence, best practice and outstanding contributions to the ASA and the sonography.

From 2018 the ASA Volunteer of the Year award became known as the Sue Caitcheon Memorial Award, in honour of active ACT member and volunteer Sue Caitcheon, who passed away in 2017. This award acknowledges a significant and highly valued contribution to the ASA and the profession by a volunteer.

The ASA Awards of Excellence breakfast, takes place during our Annual Conference.

Other forms of recognition

- Volunteers earn continuing professional development (CPD) points for committee meetings and other activities performed in their voluntary capacity.
- Many volunteer activities also contribute to the service record of members applying for Fellowship or Associate Fellowship of the ASA.
- Committee members are acknowledged in each issue of soundeffects news.
- Sonography Editorial Board members and peer reviewers are acknowledged in the first issue of the journal each year.

Catherine Robinson (centre), shown here receiving the Sue Caitcheon Memorial – Volunteer of the Year award at ASA2018 Sydney (with Sue's family), is a dedicated Travelling educator and an active member of the special interest group committee responsible for Sonographer Health and Wellbeing.



Our mutual agreement

Contracts

All contracts must be referred to the ASA Office for signing. Contracts are to be signed by authorised staff of the ASA to ensure compliance with the delegation of authority.

Rights and responsibilities

The ASA's commitment to all members who volunteer are as follows:

- recognise and value the commitment of volunteers to the ASA
- treat volunteers with respect and courtesy at all times
- treat volunteers in a non-discriminatory manner
- keep volunteers informed of activities and events
- openly communicate with volunteers about the ASA and all things affecting their work
- provide regular feedback and involvement in decision making where appropriate
- encourage volunteers to contribute their ideas and thoughts
- provide a safe and healthy working environment for volunteers
- provide clear guidelines/procedures for their role
- listen to any problems in respect of their volunteering and act in a fair, timely and reasonable manner
- clarify the entitlement for reimbursement of travel and out-of-pocket expenses and provide prompt reimbursements.

Volunteers' responsibilities to the ASA are to:

- display appropriate professional behaviour at all times when representing the Association
- treat everyone with respect, courtesy, and in a non-discriminatory manner
- display ongoing commitment to their role, the ASA and its goals
- abide by the ASA confidentiality agreement
- declare all potential conflicts of interest
- carry out the role as agreed responsibly, ethically and with a positive attitude
- ask for support; discuss and resolve problems when required
- observe all safety regulations and procedures
- undertake professional development training if requested
- report any workplace hazards or injuries to the ASA in a timely manner
- provide sufficient notice before they leave their role.



Our mutual agreement *continued*

Volunteer insurance

The ASA maintains relevant insurance policies to cover volunteers who suffer injury or illness in the course of their volunteer engagement with the ASA.

Privacy

The ASA complies with the *Privacy Amendment (Private Sector) Act 2000* (Cth), which amended the *Privacy Act 1988* (Cth), as well as the *Information Privacy Act 2000* (Vic).

This legislation protects personal privacy with rules for collecting, using and storing personal information. In compliance with this legislation, the ASA will:

- not permit or allow any information, personal or otherwise, to be used in any manner other than for the purpose of conducting the activities of the ASA
- not permit or allow any information to be conveyed in any manner to a third party without the expressed consent of the provider, or without lawful exception to do so, i.e. to prevent a serious and imminent threat to someone's life or health
- provide details of the use of any such information to the provider if requested to do so.

Volunteers are also expected to adhere to this policy.

Confidentiality

All records, documentation, notes and other information, in full or in part, obtained during the course of volunteering with the ASA must be treated as confidential.

You should not use or attempt to use any information that you acquire in the course of your volunteering with the ASA for personal gain or in any manner that may injure or cause loss or be calculated to injure or cause loss to the ASA.

We ask you to be discreet with all ASA information and in particular you should not disclose or divulge any information about the ASA gained during the course or following your service without the ASA's prior written consent.

You will also be required to sign a confidentiality agreement.

Media and public comment

If approached for comment, please refer the enquiry to the ASA Office. Only the President and CEO are permitted to speak to the media about the ASA.



Safety and security

Equal opportunity

The ASA is committed to equal opportunity in recruitment, appointment, training, promotion, compensation, retention, discipline, separation and other engagement practices.

The ASA assures equal opportunities regardless of a person's race, colour, sex, sexuality, religion, age, disability, creed, national origin, marital status or political opinions/affiliations.

Anyone who feels they have been discriminated against should bring the matter to the attention of the ASA through the CEO or an ASA Board member.

Discrimination, harassment, violence and grievance policy

The ASA is committed to providing a culture and environment that is free of discrimination, victimisation, harassment and violence. We consider these behaviours unacceptable and they will not be tolerated under any circumstances. The ASA requires staff and volunteers to treat everyone with dignity and respect.

The ASA believes in:

- providing fair and equitable treatment for all
- ensuring safe and healthy work practices and environments
- ensuring volunteer wellbeing
- zero tolerance of discrimination, harassment, violent or abusive conduct, threats of violence or violent language
- compliance with all legislative requirements
- prompt resolution of grievances and complaints.

The ASA will:

- take reasonable steps to prevent discrimination and all forms of harassment and violence from occurring in its workplaces
- respect volunteers' rights and the needs of individuals
- ensure appropriate emergency procedures are taken in the event of any serious act of workplace violence
- reserve the right to screen applicants as appropriate
- exercise the right to review documentation as appropriate to determine breaches of this policy
- provide volunteers with formal avenues of complaint and support.

ASA volunteers are required to:

- treat others with respect and dignity
- refrain from behaviours that may constitute discrimination, harassment or violence
- comply with the Association's policies and relevant legislation.

In addition to the responsibilities above, the directors, employees and volunteers will:

- model appropriate behaviour
- monitor for incidences of inappropriate behaviour and take appropriate action to resolve grievances and complaints
- deal with all complaints seriously and confidentially and in accordance with relevant procedures.

Safety and security *continued*

Discrimination

Discrimination may be any selection, exclusion or preference made on the basis of an individual's sex, race, transgender, sexuality, ethnicity, age, religion, disability (including physical, intellectual, psychiatric, sensory, neurological or learning), marital status, pregnancy, carer's responsibilities, political affiliation or beliefs and membership of an organisation or association. Discrimination may be either overt and direct, or subtle and indirect.

Discrimination in the form of actions, signals or words, including jokes, is not accepted by the ASA.

Harassment

Harassment is any form of behaviour that is not wanted and not asked for and that humiliates, offends, intimidates or threatens a person and which a reasonable person would consider to be offensive, intimidating, humiliating or threatening.

Harassment is repeated, unreasonable behaviour directed towards an employee or volunteer, or a group of employees or volunteers, which creates a risk to health and/or safety. Harassment may occur when an employee or volunteer uses strength, power or position to intimidate, oppress or persecute other employees or volunteers.

The ASA is committed to providing a culture and environment that is free of harassment. Harassment in the form of actions, signals or words, including jokes, is not accepted by the ASA.

Harassment does not include reasonable management action taken in a reasonable way by a Board member, the CEO or ASA Office staff in connection with the person's voluntary role within the ASA.

Violence

Violence includes physical violence, which arises out of disputes, or adverse interpersonal relations between volunteers, employees, contractors and visitors in and around their place of work. The ASA encourages anyone to promptly report incidences of violence to the police. Reports of this nature can also be discussed with the ASA's CEO or President. In addition, you can raise issues with, and seek advice from, an external body.

Grievances

The ASA encourages volunteers to resolve grievance issues informally. If you have grievances relating to discrimination, any form of harassment or violence you can lodge a grievance either verbally or in writing with the CEO.

Due to the sensitive nature of some instances of discrimination, harassment and violence, trying to resolve the situation within the confines of the ASA community may not be reasonable or appropriate. In these cases volunteers may immediately lodge a formal grievance in writing with the ASA President.

No person will be penalised in any way as a result of lodging a grievance.

Allegations of serious or official misconduct shall be managed consistently with the provisions of the *Whistleblowers Protection Act 2001* (Vic).

Occupational health and safety (OH&S) policy

The ASA recognises its moral and legal responsibility to provide a safe and healthy work environment for volunteers, employees, contractors and visitors. This commitment extends to ensuring that our operations do not place the local community at risk of injury, illness or property damage. We take our obligations under the *Occupational Health and Safety Act 2004* (Vic) seriously and will provide safe equipment and systems of work. The ASA will meet all of its obligations under the National Work Health and Safety laws.

Safety and security *continued*

If there is an incident that does give rise to an injury or illness or could have resulted in an injury or illness then it is important that all who are present notify the ASA Office to obtain an incident report form and lodge it as soon as possible.

In all activities you are expected to comply with all OH&S procedures and all directions given in respect to safety.

If you see any person not complying with any OH&S procedures you should report this to the ASA Office as soon as possible. All such reports will be treated confidentially.

Alcohol and drug policy

You are required to ensure that you are not, by the consumption of alcohol or drugs, in such a state as to affect the quality of your work, or endanger your own safety at work or the safety of any other person in the workplace.

No smoking policy

In keeping with our policy of promoting a safe and healthy working environment, and in compliance with legislation, smoking is prohibited in the workplace. The ASA office is a smoke-free environment and therefore no volunteers, employees, contractors or visitors are permitted to smoke on the premises.

The no smoking policy extends to all off-site work situations including in any rental car being used for ASA business.

Corporate compliance policy

The ASA takes all aspects of legal compliance seriously. If you become aware of any activity being conducted by any person associated with the ASA, whether ASA Office staff, a volunteer, or any person contracted to the ASA, which involves anything illegal or contrary to any law, then this must be reported to the CEO or President immediately. This is in the interest of all volunteers, employees and the ASA. All such reports will be treated confidentially.

Conflict of interest

Conflict of interest may be real, perceived or potential. A conflict of interest involves a conflict between your responsibilities to the ASA, and your personal, professional, business, or other interests that could adversely influence the performance of your volunteer-related duties and responsibilities.

If you believe a conflict of interest may exist you are required to declare this and fill the detail out on the Expression of Interest form. Please discuss the conflict of interest with a staff member at the ASA Office. The ASA reserves the right to identify that a conflict of interest exists, and to take all reasonable precautions to ensure this does not impact on the outcomes of the Association.



Volunteer agreement

This Volunteer Agreement (the Agreement) is devised to protect the interests of the Australasian Sonographers Association Ltd (the ASA).

Members of the ASA that join the Board of Directors or any other ASA Committee (hereafter referred to as 'Committee Members') are often exposed to discussions, documents and decision making about current and future confidential issues relating to the ASA.

It is compulsory to read this agreement, declare any conflict of interest in the Expression of Interest form, and to acknowledge and sign that you abide by the principles, policies and procedures as well as the terms and conditions outlined in the volunteer handbook.

Terms and conditions of agreement

The Member is agreeing to the following:

Relevant bodies

In this agreement the definition of:

- a. The Association is defined to mean the Australasian Sonographers Association Ltd, at times referred to as the ASA.
- b. The Board of Directors means the Directors for the time being of the Association or such number of them having authority to act for the Association in accordance with the constitution.
- c. A Committee Member is that person who is a Director or has taken on a role as either part of a Special Purpose Committee or is co-opted onto the Board of Directors or a Special Purpose Committee for a period of time.
- d. A Director is that person who has been elected to the Board of Directors.
- e. A Member for the purpose of this Agreement is classified as a person who is an Ordinary Member or Student Member of the Association.
- f. Co-opted Member is that person who is not a Committee Member but is associated with the Association through taking on a role with the Board of Directors or a Special Purpose Committee.
A Co-opted Member has no voting rights within the Board of Directors or committee but may be exposed to confidential information in the process of their duties.
- g. A Special Purpose Committee includes, but is not limited to, committees with delegated function specified by the Board of Directors, such as the Sonographer Advancement Working Party and the Education Advisory Committee.

Definition of confidential information

Confidential information is any document, discussion or decision making process that is deemed confidential in nature either in writing or at the time of presentation by the president, executive committee members or the chair of the Special Purpose Committee.

Confidential information disclosed within the Board of Directors or any Special Purpose Committee is the property of the Association at all times.

Obligation of confidence

- a. A Committee Member may not disclose confidential information regarding Association matters to any organisation or individuals outside of the Board of Directors or Special Purpose Committee on which they serve.
- b. Written permission needs to be obtained from the President if a Committee Member needs to discuss issues outside the guidelines illustrated in a).
- c. The President has the right to refuse consent to discuss confidential information outside the guidelines of statement a) above.
- d. The President may choose to impose conditions in relation to giving consent to discuss confidential information to other parties.
- e. Issues to be discussed with an outside body on behalf of the Association requires permission from the Board of Directors (or nominated representative). Written report(s) on these issues must be submitted to the Board of Directors, through the associated committees where relevant.

Volunteer agreement *continued*

- f. Written documents that are labelled confidential are not to be circulated or copied to parties outside the Board of Directors or Special Purpose Committee without written or verbal approval from the Board of Directors (or nominated representative).
- g. The Committee Member can only use the confidential information for the purposes of their duties with the Association.
- h. Committee Members are to ensure that all confidential information in their possession is kept in a safe and secure location.

Definition of conflict of interest

'Conflict of Interest' is any situation, newly acquired information, financial interests or personal/professional contact to another party that may adversely affect the interests of the Association.

'Conflict of Interest' may be real or perceived by a third party.

'Conflict of Interest' may occur at any time or in response to a change in circumstances.

'Conflict of interest' may affect judgement or bias to do with issues arising in the conduct and discussions of the committee.

Conflict of interest

If at any time during the term as a Committee Member issues arise that are considered and/or may be perceived to be a 'Conflict of Interest', that person must inform their committee and Association immediately. If required, the committee or the Board of Directors (or nominated representative) may then place that Committee Member up for consideration for exclusion from exposure to confidential information and the decision making process pertaining to the issue.

Policies and procedures

This Volunteer Handbook contains important information about the policies and procedures of the ASA. It is the volunteers' responsibility to read the handbook and consult with a staff member at the ASA Office regarding questions relating to the handbook or to the ASA's policies and procedures.

Revisions may occur both to the handbook and the ASA policies and procedures and that any changes will be communicated to volunteers.

The relationship between the volunteer and the ASA is voluntary and there will be no payment received for services (honorariums apply in some circumstances).

The commitment to volunteer service varies according to the volunteer role performed.

The volunteer can terminate the volunteer service for any reason. The ASA reserves the right to end the volunteer service if the ASA deems it to be in the best interests of the Association.

Any material provided for the purpose of volunteering will be returned to the ASA upon the volunteer leaving their role. Copyright in any original work created in the course of volunteering resides with the ASA.

Duration of agreement

This Agreement is valid for the entire term served on the Board of Directors or Committee, and for a further five years post resignation from such duties.

Breach of the agreement

The Board of Directors has the right to remove a Committee Member from their role if at any time during the duration of the agreement a Committee Member breaches the Agreement in any form. If so removed, the Committee Member is to still remain under the guidelines of the Agreement.



FOR MORE INFORMATION PLEASE CONTACT:

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