



*Volunteers Handbook*

# *Welcome*

Welcome to Northey Street City Farm (NSCF). We hope you find your time with us educational and rewarding.

This handbook aims to give you some basic information about how the farm runs, plus some suggestions and potential pathways you might like to follow as a farm volunteer.

There is also some important information on what responsibilities we all have when working at NSCF.

NSCF values the involvement of volunteers and appreciates that they offer a lot to the development, management and creative input of the Farm. NSCF is very grateful for your energy and support.

NSCF understands that people volunteer for many different reasons. We see volunteering as a mutual exchange. We aim to offer you skills and positive experiences in return for your input.

We hope you enjoy your experience at the Farm and we thank you for your time, creativity and hard work.



NSCF Winter Solstice Festival

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## VOLUNTEER PROGRAM AT NSCF

### Who Do I Ask if I Need More Info?

Your initial contact person is the Education and Farming Team Manager at the induction session. You will be allocated to an initial supervisor at that session.

### What Jobs Need Doing Around the Farm?

Gardening & harvesting	Signage & banners
Tree care	Artworks, earth art
Compost making	Graphic design/editing
Retail Nursery	Promotions/marketing
Plant propagation	IT support
Kitchen/food preparation	Office administration
Cleaning	Events
Forest Gardening	Grant-writing
Chook care	Bee keeping
Construction/handyperson	Recycling

Your availability and preferences will be discussed at your induction session and we will try to give you the opportunity to learn new things while having fun.

We want you to have a safe, enjoyable experience at Northey Street and to keep coming back. We only want you to do jobs that you feel comfortable with. Please let your manager or supervisor know if there is some issue.

### When Do I Come to the Farm?

Tuesdays, Wednesdays, Thursdays & Fridays are the preferred days to volunteer. Saturdays or Sundays generally require some pre-arrangement (e.g. Nursery work or market garden). The farm is closed on Mondays.

Volunteering hours are generally 8am – 12.30pm.

Office hours are Tue – Thu, 10am – 4pm.

Let the Education & Farming Manager know what times would suit you best. There is no rigid clock-on/clock-off time for volunteers. We do, however, have a Sign-On/Off Book for safety and insurance reasons.

If you know in advance that your absence may disrupt some pre-arranged task, we ask that you ring us if you are unable to attend.

## What Do I Wear/Bring?

- Sensible footwear, work boots, or covered shoes.
- We often get our hands dirty... and clothes, too!
- Hat & sunscreen (can be provided if needed).
- Water bottle (we provide drinking mugs if needed).

## Lunch & Cups of Tea/Coffee

A free lunch is provided for volunteers Tuesday to Thursday at around 12:30pm. Lunch is prepared from 11am – 12:30pm. The kitchen bell is rung when it is ready. If you would like to help with lunch preparation, see the Farming Manager.

Facilities are available in the kitchen for making tea and coffee. Herbal tea leaves can be harvested from the gardens.

## Transport and Parking

Riding a bike is a great way to get to NSCF. Bike paths will bring you from The Gap, Ashgrove, Red Hill, West End, Albion and more. Pick up a free bike map from Brisbane City Council Customer Service Centers.

Lots of buses pass us, either on Northey Street (346, 353) or at the RBWH bus station. Services from the city include 334, 335, 346, 353, 370, 375 or 379. You can also catch a train to Windsor or Bowen Hills and walk. The Translink website [www.translink.com.au](http://www.translink.com.au) provides very useful information.

Limited car parking is available on our site or on Northey Street – best to ask about this in advance.

## Belongings, Toilets, Tools & Office Equipment

It is important to keep your *belongings* safe. NSCF is a busy place with many different groups of people visiting and working there daily. Personal (day-use only) lockers are available. Please bring your own padlock.

*Toilets* are located next to the bamboo clump near the Nursery. This facility is a male & female 'unisex' design.

*Tools, gloves, etc.* are located in the tool shed. If you find that the tools required to do your job are inadequate, please talk to either the Farming Manager or Site Coordinator.

A *phone* is available in the office for local calls. Please leave a donation in the jar provided.







**Volunteer activities at Northey Street City Farm**

## **Registration and the Volunteer Database**

Details from the volunteer registration forms are entered onto NSCF's volunteer database. This information is confidential and is only accessible by authorised people. Managers may access this database when recruiting volunteers to help with activities. Your details will remain on the database until you ask us to remove them.

## **Sign-On/Off Book and Insurance**

NSCF has liability insurance to cover volunteers who have completed and submitted registration forms. This insurance cover applies while working at the Farm, and also while travelling to and from the farm. It is important to confirm your attendance using the Volunteer Sign-On/Off Book each day you are working at the farm.

## **Orientation and Training**

Volunteer orientation sessions are held monthly, on the first Tuesday of the month at 9.30am, and include a free Farm tour with the volunteer induction afterwards. These session times may vary to fit in with farm activities.

We run occasional volunteer training sessions on a range of topics, including organic gardening and permaculture. New skills can also be gained through hands-on practice.

Many of our volunteers find out more about permaculture practices by attending one of our formal courses or Sustainable Living Workshops. These are explained in our Education brochures, monthly Enews and on our website [www.nscf.org.au](http://www.nscf.org.au).

## **Support and Supervision**

All volunteers have a supervisor, and are part of a team that offers support, supervision, training and guidance on the job. If you feel you need more support, direction, guidance, or would like to develop greater independence or responsibilities, please talk to either your supervisor or the Education & Farming Manager.

## **Out of Pocket Expenses**

Out of pocket expenses, which have been pre-approved by your supervisor, will be refunded by NSCF. A copy of the receipt will be required.

## **Communication Channels**

A notice board for volunteer communication is located near the site shed. NSCF monthly eNews and our Facebook page will keep you up to date with what is going on at the Farm. We recommend keeping an eye on notice boards to find out more about other Farm activities.

## **NSCF Philosophy of Volunteering**

Northey Street City Farm belongs to the community in that it is a public resource that promotes environmental sustainability, social equity, cultural diversity and community participation.

NSCF aims to create opportunities for community members to participate, voluntarily, in activities that develop their skills, promote environmental sustainability and enhance the local community.

Volunteers bring a range of skills, experience and enthusiasm for the values and activities that NSCF promotes. Volunteering at NSCF involves working together to fulfill these common goals.

NSCF values its volunteers and is committed to ensuring an enriching and enjoyable experience for them.

### **Responsibilities of NSCF in Providing for Volunteers**

- Volunteers to be treated with dignity, respect, and protection from harassment
- Providing a healthy and safe workplace with access to resources/tools appropriate for the task
- A copy of the 'NSCF Handbook' summary to assist with orientation
- Workplace health & safety (WH&S) session
- Adequate liability insurance coverage for injury or illness related to volunteer work at NSCF
- Secure, individual storage area for personal belongings (day-use only)
- Recognition of volunteers' contribution to NSCF
- Adequate on-the-job training, supervision, support and feedback on tasks performed
- Confidentiality of volunteers' personal information
- Reimbursement of approved out-of-pocket expenses
- Fair and prompt procedures for resolving grievances
- Access to meaningful & constructive work, and to the varied roles & pathways available at NSCF as appropriate

### **Responsibilities of Volunteers at NSCF**

- Work safely and protect the safety of co-workers and others
- Support co-workers and treat them and others at NSCF with respect, asking for support when needed
- Respect the confidentiality of any personal information relating to other NSCF workers or members gained as a result of working at NSCF
- Treat NSCF tools and property with care
- Be honest and trustworthy in all financial dealings
- Do not cause harm to the interests of NSCF, its workers, volunteers and supporters within the wider community
- Be aware of NSCF's mission and to contribute towards it.

### **Policies and Procedures**

NSCF has a Policy and Procedures Manual (printed copy in the office) which covers a broad range of farm activities and issues.

The Volunteers Policy, which is included in the Manual, covers orientation procedures, training, rights and responsibilities of volunteers, workplace health and safety, dispute resolution, anti-discrimination and harassment, privacy, reimbursement of expenses, use of motor vehicles, insurance, recognition of volunteer's contribution and the responsibilities of managers & supervisors.

Please take a moment to access our policy documents, which include the Code of Conduct, Grievance Policy and Child Protection Policies. The Code of Conduct applies to all volunteers and staff. It includes standards of appropriate behaviour and expectations for cooperative working relations.

### **If you finish volunteering at NSCF**

It would be great to hear from you when you finish volunteering at NSCF. Subscribe to the monthly eNews to keep in touch with what is happening at the Farm. Supervisors will be happy to give you a reference if you have volunteered for a reasonable amount of time. Feel welcome to drop into a future Farm event to say hello.





## WORKPLACE HEALTH AND SAFETY

Safety is everyone's responsibility. You will be provided with the required safety gear and advised on its use for your specific task. It is essential that you use/wear it. If you notice any unsafe situations or practices, please notify the Site Co-Ordinator or your supervisor. You will receive task specific safety information at your induction session.

### **Accidents**

Please report all accidents, sickness or injury, no matter how minor, to the Site Co-ordinator or your supervisor as soon as possible.

An accident report form is to be promptly filled out in full for all work-related incidents of injury or illness.

If injury or illness occurs you should:

1. Call for the supervisor or team Manager or other staff member on site
2. Check the extent of the injury and provide First Aid as required.
3. Remain calm and comfort the patient.
4. In a serious case, contact the ambulance and pass on the following information:  
The injured person's **name**, the **nature of injury**, **location** of patient, details of emergency **treatment already given**.
5. Wait with the patient until help arrives

### **First Aid Kits**

There are three First Aid Kits. One is located in the Education Building's office near the entry door, one is in the toolshed, and one is in the Nursery office. There is a designated First Aid Officer on site who can supply First Aid.

## ABOUT NORTHEY STREET CITY FARM

We follow the **Permaculture ethics**: Care for the Earth, Care for people & Share the surplus.

### Our Belief

The dominant way of life is unsustainable but by practicing Permaculture we can create an environmentally, socially and economically just world.

### Our Vision “

All living sustainably”

### Our Purpose

Our purpose is to be an inspirational working model of a community-based urban permaculture farm which promotes and educates for sustainability.

### Our Values

Caring for Earth, Caring for People, & Learning

## NSCF History

The seeds of Northey Street City Farm were sown when a small group of friends arranged a public meeting to gauge the interest from the local community in starting a City Farm. Over 100 people attended a meeting in November 1993 and from there a keen group worked with Brisbane City Council to find a piece of land to start the Farm. The council suggested the 4 acre parkland on Northey Street which had been reclaimed from housing in 1974, after the big floods had destroyed the houses. In May 1994 the first crops went in.

## NSCF Structure

NSCF is a not-for-profit Incorporated Association. City Farm has a ‘flat’ structure, organised around teams. Each Team takes responsibility for specific activities. Team meetings are open and occur fortnightly or monthly. Whole of farm decision-making is through a monthly Whole Farm meeting. The Management Committee, which has overall legal and financial responsibility, meets monthly. The Management Committee is elected at our Annual General Meeting.

Northey Street City Farm operates a range of projects and programs that support the vision of the Farm. NSCF is largely self-funding through its social enterprises including the City Farm Nursery, Sunday Organic Market, educational courses & workshops, and the youth education program. Core funding also comes through membership fees. NSCF gains further income from a variety of sources including government grants for projects, and donations.

## Teams, Groups, Committees & Staffing

There are two Groups: Education & Farming; and Enterprise & Support. Each Group contains teams focusing on specific activities e.g., the Nursery Team, Farming Team, or Support Team. Staff and volunteers in each team meet regularly and decide on details of that team’s activities. Each Manager and the Co-ordinators are responsible for the activities and budgets of that Group.

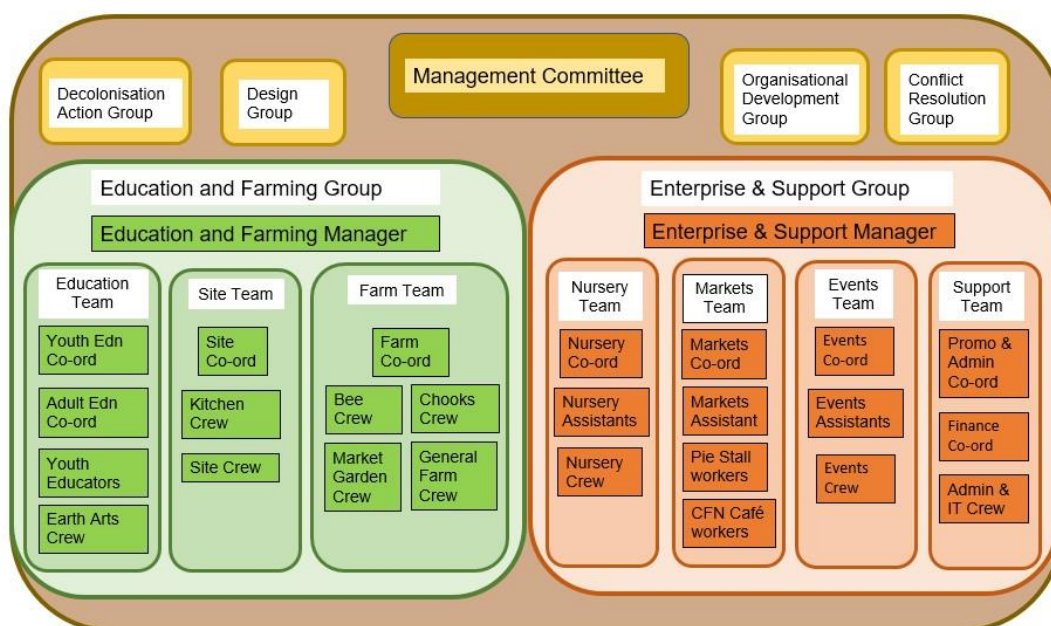
All volunteers are allocated to a team and can participate in team meetings. They can also submit ideas for projects (using the Project Proposal Form) for discussion at their team meeting.

There are around 12 part-time staff, depending on needs and finances. As well as the two Managers, there are around 8 Co-ordinators of different areas and Assistants.

## Group Responsibilities

Education & Farming Group	Enterprise & Support Group	Management Committee
<p>Responsible for...</p> <ul style="list-style-type: none"> <li>• Education programs</li> <li>• Food production and kitchen usage</li> <li>• Management of animals</li> <li>• Maintenance of all gardens</li> <li>• Site maintenance</li> <li>• WH&amp;S</li> <li>• Site security</li> <li>• Waste management and minimisation</li> </ul>	<p>Responsible for...</p> <ul style="list-style-type: none"> <li>• Managing all Farm events</li> <li>• Operating Farm enterprises for social and economic benefits.</li> <li>• Farm publicity and promotion</li> <li>• HR functions</li> <li>• Internal and external communication</li> <li>• Volunteer Coordination</li> <li>• Administration and IT</li> <li>• Finance</li> </ul>	<p>Responsible for...</p> <ul style="list-style-type: none"> <li>• Financial and legal accountability for the Farm</li> <li>• Supporting Team Managers</li> <li>• Adherence to Permaculture Ethics and Principles</li> <li>• Organisational policies and procedures</li> <li>• Farm vision &amp; goals</li> </ul>

Northey Street City Farm  
2023 Organisational Structure Chart



## Employment Opportunities

All paid positions are advertised on our Website, in the monthly eNews, our Facebook page, and on the volunteers' noticeboard. All positions at NSCF are part-time.

## Membership

Becoming a member of Northey Street City Farm (NSCF) supports the ongoing development and vision of the farm. By becoming a member you are also entitled to benefits above and beyond our gratitude for your contribution:

- 10% discount on plants bought from our Nursery plus an introductory packet of seeds
- 10% off NSCF merchandise
- Borrowing rights from the NSCF library
- Eligibility for an allotment
- Voting rights at the Annual General Meeting, and the opportunity to get involved with the management committee

Membership application forms are available at the Nursery. You can also apply through our website. Subscriptions start from as low as \$12 per year (concession rate).

## Social Events & Regular Gatherings

Celebration and the sharing of food and ideas have always been an important aspect of Northey Street City Farm. We hold a range of events so keep your eyes on the monthly eNews and notice boards for upcoming dates.

## CONTACTS

Our website [www.nscf.org.au](http://www.nscf.org.au) has details of all our activities, as well as on several notice boards and brochures on display around the farm.

### Northey Street City Farm Contact Details:

Site Address: Corner of Northey and Victoria Streets, Windsor

Postal Address: 16 Victoria St, Windsor, QLD 4030

Phone: 07 3857 8775

Email: [info@nscf.org.au](mailto:info@nscf.org.au)

Website: [www.nscf.org.au](http://www.nscf.org.au)

Office Hours: Tuesday to Thursday: 9am – 4pm

### City Farm Nursery (located on-site)

Phone: 07 3857 8774

Opening Hours: Tuesday to Saturday: 8.30am – 12.30pm & Sunday: 6am – 12.30pm

### Contact Details for other Groups, Farms, etc.

Websites for some city farms, community gardens and permaculture groups:

Community Gardens Australia: [www.communitygarden.org.au](http://www.communitygarden.org.au)

Brisbane Organic Growers: [www.bogi.org.au](http://www.bogi.org.au)

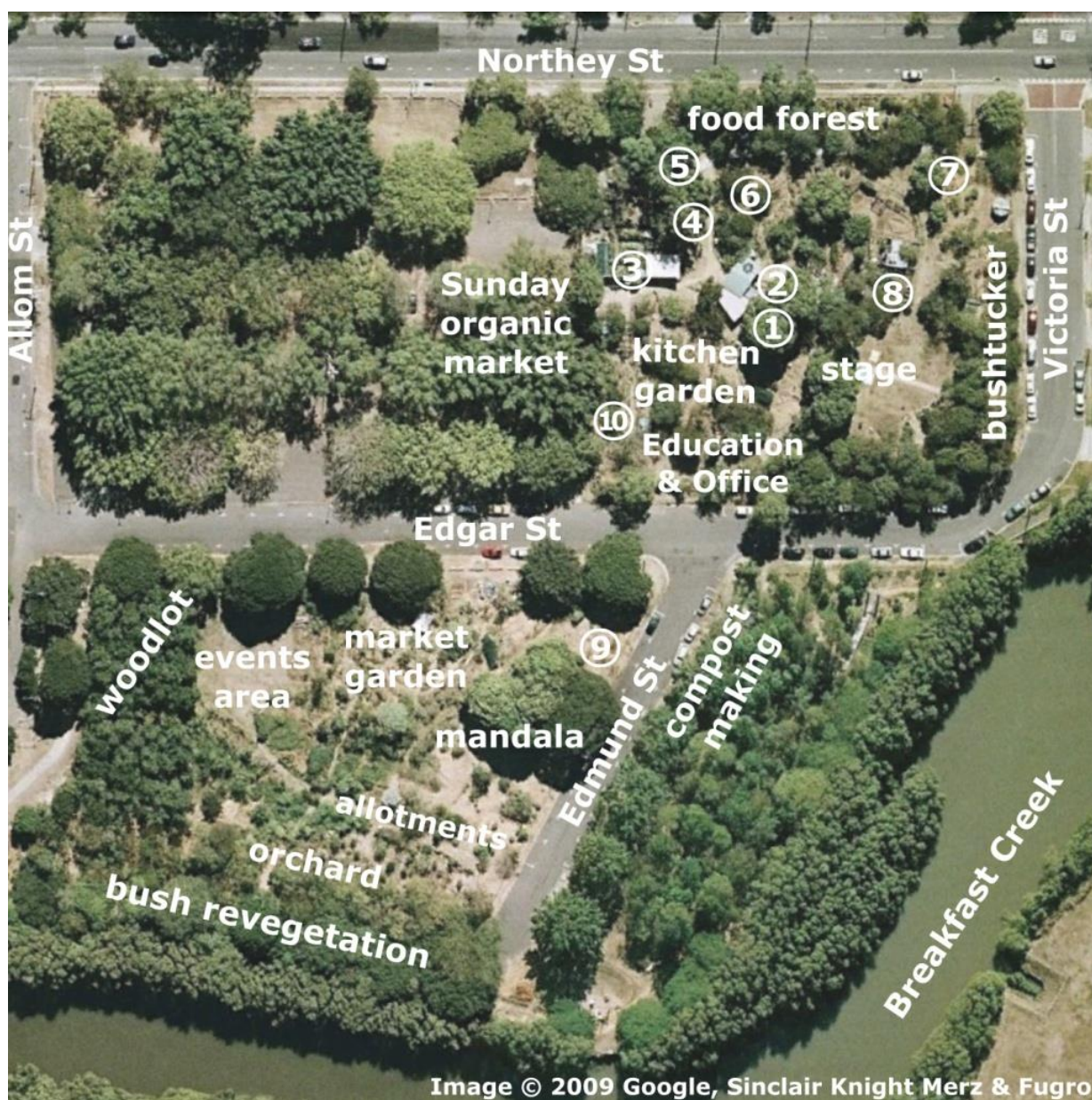
CERES Community Environmental Park: [www.ceres.org.au](http://www.ceres.org.au)

Seed Savers Network Australia: [www.seedsavers.net](http://www.seedsavers.net)

Willing Workers on Organic Farms (WWOOF): [www.woof.com.au](http://www.woof.com.au)



## FINDING YOUR WAY AROUND THE FARM



- ① Site shed – also contains gloves, safety goggles, etc.
- ② Kitchen, lunch, cups of tea & coffee
- ③ City Farm Nursery
- ④ Bike rack
- ⑤ Toilets – male & female ‘unisex’ design
- ⑥ Seating area
- ⑦ ‘North-east corner’ gardens
- ⑧ Arts and Crafts area
- ⑨ Chickens
- ⑩ Backyard garden – small-space & container gardening