

Volunteers' Handbook

**“MY
CONTRIBUTION
IS MAKING A
DIFFERENCE”**

BECOME A LOCAL HERO



THE IMAGE BEING USED DEPICTS A MODEL AND IS
BEING USED FOR ILLUSTRATIVE PURPOSES ONLY.

Welcome to the Adelaide City Council's Volunteer Services!

Volunteers' Handbook is to be read in conjunction with the Corporate Induction.

Thank you for volunteering at the Adelaide City Council. We recognise and value our volunteers' contribution to delivering Council services and to building a strong and well connected City community. There are many volunteer positions at Council where your skills and aspirations can be matched. We welcome people of all ages, backgrounds, abilities and cultures to participate as volunteers.

The Adelaide City Council's Volunteering Program has been operating since 2001, with some Council services incorporating volunteers as early as 1991.

VOLUNTEERING IN THE CONTEXT OF ADELAIDE CITY COUNCIL

Council's Vision for Adelaide	A vibrant, populous and sustainable Capital City Built upon Adelaide's heritage and lifestyle
City Community Value Proposition	Facilitate the development of a strong and productive community, supporting all who choose to live in or use the City and promote participation, volunteering and strong community life
Volunteer Services Value Proposition	Council Volunteer Services add value to the delivery of Council Programs and Services and offer diverse and rewarding opportunities for volunteers.

THE DEFINITION OF VOLUNTEERING

Formal volunteering is an activity which takes place through not-for-profit organisations or projects that is undertaken:

- To be of benefit to the community and the volunteer;
- To complement but not replace, substitute or threaten the activities of paid staff;
- Is of the volunteer's own free will and without coercion;
- For no financial payment; and
- In designated volunteer positions only

PRINCIPLES OF VOLUNTEERING



'Principles of Volunteering' www.govolunteer.com.au

VOLUNTEERING IS NOT...

- Work experience and student placements
- Work that is compulsorily undertaken to receive pensions or government allowance
- A substitute or threat to the work of paid employees

RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS

Rights

- Receive a clear explanation of organisational expectations and entitlements before starting volunteer placement or changing roles
- Be reimbursed for out-of-pocket expenses as agreed prior to the commencement of the volunteer placement
- Have a safe working environment, a clear outline of duties, orientation & necessary training
- Have personal records relating to individual volunteers handled in a confidential manner
- Provide and consider feedback relating to the volunteer role and performance
- Be aware of risk management and grievance procedures
- Be covered by relevant insurance

Responsibilities

- Attend volunteer placement at agreed times
- Contact supervisor if unable to attend work
- Update contact details if they change
- Undertake training required to perform in the role
- Contribute as a team member
- Maintain confidentiality in communication with clients
- Keep Council records confidential
- Participate in performance reviews with the supervisor and/or the Community Development Officer Volunteering
- Understand occupational health and safety and other organisational policies and procedures as presented in the Corporate Induction
- Report any accident or injury immediately to your direct Supervisor
- In emergency follow an agreed upon process

COMMUNICATION AND SUPPORT PATHS



THE INDUCTION PROGRAM

As an Adelaide City Council Volunteer, you are required to undertake an induction process to provide you with important information relevant to perform your role and to be familiar with and feel welcomed to the organisation.

1. Corporate Induction

The Corporate Induction covers corporate policies such as: Fair Treatment in the Workplace, the Complaint Handling Procedure, the Contact Officer Network and Code of Conduct.

It also gives an overview of the differing functions of Council and the Corporation as well as an Occupational Health, Safety and Welfare induction.

2. Volunteer Services Induction

The Volunteer Services Induction covers an overview of Council's Volunteer Services, including how they fit in with the rest of the organisation. It outlines volunteer rights and responsibilities, entitlements and benefits and some of the legislative policies and insurances that are in place to protect volunteers and the organisation.

3. Role/Site Specific Induction

This will cover an induction specifically tailored to your role and workplace. Your immediate supervisor will take you through a tour of your workplace and introduce you to the rest of your team.



SUPPORT AND RECOGNITION FOR VOLUNTEERS

As a volunteer for the Adelaide City Council, you will be eligible for the following benefits:

- Reimbursement of work related telephone and travel costs where appropriate;
- A multi-trip ticket for use on public transport whilst travelling to and from place of volunteering;
- A UPark voucher which will entitle you to park your vehicle in a selected Council UPark for the duration of your shift;
- Invitations to social functions;
- The provision of uniforms where appropriate;
- Staff discounts and benefits ('WRAP'); and
- Membership with the Adelaide City Council Social Club

By registering as a Volunteer with the Adelaide City Council, you will be provided with training relevant to your role and in areas that are legislatively required. You will receive notification of other volunteer opportunities at the Council and its partners in the City so that you can expand your portfolio of experience if you choose.



Supervisors will:

- Organise regular and ad hoc meetings to discuss your performance and development or any issues and concerns;
- Provide encouragement and constructive feedback;
- Offer meetings and training with other volunteers who may be working in a similar role and who are experiencing similar issues;
- Share feedback from customers or other stakeholders on aspects of service delivery;
- Consider your interest in decisions that affect you;
- Invite you to team meetings and special events;
- Celebrate your achievements and efforts;
- Where appropriate supervisors will provide references to your prospective employers

THE VOLUNTEER PROTECTION ACT AND INSURANCES – WHAT YOU NEED TO KNOW!

It is Council's responsibility to ensure that appropriate insurance cover is provided to protect volunteers, paid staff, the community and the organisation against damage, loss and injury.

The Volunteer Protection Act 2001 provides all registered volunteers with personal liability cover while they are undertaking authorised volunteering duties on behalf of an incorporated organisation.

The legislation aims to prevent a volunteer from incurring personal civil liability for any acts or omissions done in good faith when performing community work organised by a community organisation. A copy of the Volunteer Protection Act can be downloaded by visiting <http://www.ofv.sa.gov.au/volprotection.htm>. The Community Development Officer – Volunteering will provide printed copies on request.

Council also has the following insurances to cover you while working with us:

- **Personal Accident Insurance** to cover volunteers for any out-of-pocket expenses following accidental injury, disability or death while carrying out their duties on behalf of Council;
- **Public Liability Insurance** to cover Council for its legal liability to third parties for personal injury or property damage caused by Council's business activities;
- **Professional Indemnity Insurance** to cover Council for professional negligence claims (e.g. caused by incorrect specialist advice);
- **Motor Vehicle Comprehensive Insurance** to cover vehicles driven by volunteers or staff for damage to the vehicle or to third party property.



POLICE CHECKS AND MANDATORY REPORTING

Police Checks

As a volunteer, you may be asked to undergo a Police Check for one or more of the following reasons:

- Legislative requirement - some volunteers (often working with children or vulnerable adults) are required by law to undergo a police check;
- Duty of care - organisations need to do all that is reasonable to avoid harm to clients, volunteers and the organisation;
- Some insurers require police checks for staff and volunteers as a condition of providing insurance

Police Checks are due for renewal every three years.

Mandatory Reporting

Under the Child Protection Act, any person who delivers, or may deliver, services to children (i.e. any person under 18 years of age) as part of volunteer work is considered to be a 'mandated notifier' which means there is a duty-of-care to report any concerns about the safety, welfare and wellbeing of a child to your Supervisor in the first instance.

The Department for Families and Communities has produced a guideline booklet setting out the roles, responsibilities and legal requirements for mandatory notification in South Australia: "Child-Safe Environments, Reporting Child Abuse and Neglect: Guidelines for Mandated Notifiers."

If you are considered a 'mandated notifier', you will be provided with these guidelines and you will be asked to read and sign a Volunteer Review Record to indicate you have read and understood them.



ACCIDENTS AND EMERGENCIES

As per Council's Incident Reporting and Management procedures, if you are involved in a workplace accident or injured while on duty, please ensure your personal safety as a priority.

You must then contact your direct supervisor or the Community Development Officer - Volunteering immediately to inform them of the nature of your accident or injury.

Also, if you witness something that has caused or has the potential to cause harm to a person or damage to property, please:

- **Ensure you are safe**
- **Provide First Aid to the best of your ability**
- **Call 000 if you think it is required**
- **Make the area safe if you can and quarantine any plant and equipment involved**
- **Contact your Supervisor to obtain further instructions**





MORE ABOUT VOLUNTEERING

Volunteering SA & NT – offer a referral service and link volunteers with a diverse range of volunteer opportunities

www.volunteeringsa.org.au

1st Floor Torrens Building
220 Victoria Square
Adelaide SA 5000
Phone: (08) 8221 7177 or country callers phone 1300 135 545
Fax: (08) 8221 7188
Email: reception@volunteeringsa.org.au

Office for Volunteers, Government of South Australia – promote volunteering and provide advice to the Government for the development of policies to develop and support the South Australian volunteer sector.

www.ofv.sa.gov.au

Level 9, 50 Pirie Street
Adelaide SA 5000
Australia
Phone: (08) 8463 4490
Fax: (08) 8463 4400
Email: OFV@agd.sa.gov.au

Go Volunteer – website aimed at potential volunteers and not-for-profit organisations looking to attract new volunteers. Provides you with all the information you might need to find out about volunteering and volunteer opportunities in your area.

www.govolunteer.com.au

Volunteering Australia – website providing volunteering information and opportunities, no matter what your area of interest or motivation for volunteering. Also contains key publications, research and statistics relating to volunteering in Australia.

www.volunteeringaustralia.org

COMMUNICATION WITHIN ADELAIDE CITY COUNCIL

Adelaide City Council Customer Centre

Phone: 08 8203 7203

Iwona Pattison

Community Development Officer - Volunteering

Phone: 08 8203 7219

Email: i.pattison@adelaidecitycouncil.com

Volunteer Supervisor (where appropriate)

Phone:

Email:



