

# Volunteer Handbook



# Acknowledgement of Country

City of Adelaide acknowledges that we are located on the traditional country of the Kaurna people of the Adelaide Plains and pays respect to Elders past and present.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kaurna people living today.

Council also acknowledges other Aboriginal and Torres Strait Islander language groups in the city and works closely with Aboriginal and Torres Strait Islander communities to advance reconciliation in the city.

For more information about reconciliation in the city visit:  
[cityofadelaide.com.au/community/reconciliation](http://cityofadelaide.com.au/community/reconciliation)



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# Welcome

Welcome to the City of Adelaide's Volunteer Program and thank you for showing an interest in being part of the services provided in this vibrant city.

The activities of City of Adelaide's Volunteer Program contribute to the delivery of the City of Adelaide Strategic Plan.

Volunteering activities contribute significantly to the positive experiences of residents, businesses, visitors and students in the City of Adelaide.

## Introduction

This handbook provides information and guidance in relation to City of Adelaide's policies and procedures, specific legislative Acts and the Australian National Standards for Volunteering. It should be read in conjunction with documentation that is provided during the corporate orientation and program specific induction. Printed copies of documents referred to in this booklet can be obtained by contacting the Volunteer Coordinator.





# Our Values



## ACHIEVEMENT



## COLLABORATION



## CUSTOMER COMMITMENT



## INTEGRITY



## INNOVATION

## Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



## Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



## Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



## Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



## Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



## Volunteer vision

Volunteers will be given the opportunity to share their passions, abilities and skills in meaningful ways that strengthen community capacity.

Activities of the Volunteer Program create a sense of belonging, enable creative expression, promote social inclusion, challenge inequity, encourage sustainable practices, and promote wellbeing in city communities.

## Our Values

At City of Adelaide our values guide the way we interact with each other, our customers, suppliers and our community through; Achievement, Collaboration, Customer Commitment, Integrity and Innovation. Our people are supported by our values which guide our behaviours and decision making to foster a positive and great place to work and to ensure we can bring our visions to life.

## Definitions

**Volunteer** – An individual who is registered with, and has the approval of council, to undertake activities in designated volunteer positions that are of benefit to council, the local community and the individual. The individual provides services of their own free will, without coercion and for no financial reward, except for reimbursement for approved out of pocket expenses.

**Non-Volunteer** – A person who is on work placement, work experience, students undertaking volunteering as part of the educational curriculum, Elected Members undertaking their member duties or persons receiving payment for services provided.

**Volunteer Coordinator** – Staff who oversee the operations of council's volunteer programs and provides support to the Volunteer Supervisors in managing volunteer issues.

**Volunteer Supervisor** – Staff who supervise and have day to day management responsibility for volunteers.

**Reimbursement** – Payment to the volunteer for pre-approved expenses incurred during the course of carrying out responsibilities.

**Contact Officers** – People who are trained to assist with any concerns in relation to workplace harassment, discrimination and bullying issues.

# About volunteering

## Attendance

Your contribution helps to support many of our programs, services and activities. When making a commitment to volunteer it is important to be punctual and reliable. As a courtesy to volunteer colleagues, staff, clients and customers, please let your Volunteer Supervisor know as soon as possible if you are running late or are unable to attend a particular shift.

As a mandatory Work Health and Safety requirement it is important that you sign on when you arrive to undertake your duties and sign off at the end of your roster. This assists us in knowing where you are in case of an emergency and to make sure that we record your attendance for insurance purposes.

Volunteer Supervisors collate the number of volunteer hours to recognise your contribution and for annual reporting requirements.

## Code of conduct

The general duty of the City of Adelaide volunteers is to act honestly and with reasonable care and diligence and to behave in a way that upholds council values, integrity and good reputation.

You will be given a copy of the Volunteer Code of Conduct to read and agree to during the online corporate induction training. You are encouraged to familiarise yourself with the code on an annual basis.

## Communication with the media

Volunteers must refrain from making any comments regarding the council or council projects and initiatives with the print media, radio or digital social media.

If you are approached by media please inform them to contact the City of Adelaide Media Team who will assist them with their query.

This will remove the possibility that you are misquoted by the media and placed in a situation that may compromise you or the City of Adelaide. **Confidentiality**

It is paramount that volunteers maintain appropriate confidentiality about dealings they have with the people they provide services to and the City of Adelaide business. Volunteers should maintain the confidentiality of any information they obtain and under no circumstances should this information be placed on social media.

## Conflict of interest

It is important for volunteers to declare if they have self-interest, private affiliation or a likelihood of personal gain or loss in conjunction with their volunteer role. If you believe you have a conflict of interest, please contact the Volunteer Coordinator to advise the nature of a potential or realised conflict of interest.

## Continuous improvement

City of Adelaide adopts the Australian National Standards for Volunteer Involvement to ensure we are providing safe and satisfying volunteering opportunities.

To keep us on track we encourage volunteers to tell us how well things are



going, what could be improved and any new ideas you may have to improve our volunteer program.

We welcome volunteer involvement in decision making that affects volunteer roles. Please take advantage of opportunities to provide feedback in our biannual surveys and to your Volunteer Supervisor or the Volunteer Coordinator.

## **Dress code and name badges**

Neat, clean casual dress that is suitable to the particular volunteer role is encouraged. Where a uniform is supplied as in the case for the Visitor Information Service the uniform must be worn. Thongs are not acceptable.

Volunteers are issued with a City of Adelaide photo identification name badge which must be worn when volunteering.

## **Rights and Responsibilities**

Volunteers have the right to:

- be treated fairly and respectfully and as an important member of the team
- be recruited in accordance with equal opportunity and anti-discrimination legislation
- be given accurate and truthful information about the volunteer program
- work in a healthy and safe environment in accordance with the *Work Health and Safety Act*
- appropriate personal accident insurance coverage
- be given or have access to any Council policy or procedure that affects their roles
- have a current written role or position description and agreed hours of contribution
- be provided with training relevant

to their assigned or agreed roles, or as legislated

- have their confidential and personal information dealt with in accordance with the principles of the Council Privacy Statement
- be provided with appropriate training, supervision and support to carry out their roles
- not to fill a position previously held by a paid worker
- to decline or withdraw from their volunteer role at any time.

Volunteers have a responsibility to:

- become familiar with and work within Councils policies and procedures
- provide current personal details to Council in order for Council to undertake the selection and registration of volunteers and administer their duty of care responsibilities
- accept any direction and supervision from appropriate Council paid staff
- be reliable and accountable for their actions
- respect and maintain confidentiality
- carry out the role according to the role description
- agree to work in a safe manner and not put others at risk
- be committed to the Council and its volunteer philosophy
- undertake training as required by the Council
- attend team meetings and performance reviews as required by Council
- give reasonable notice before leaving the Council's volunteer program.

## Volunteer Assistance Program

Registered volunteers can access this free confidential 24/7 counselling service paid for by council to help identify, explore and manage any issues impacting your life, which can include conflict and communication, stress and anxiety, relationship issues, grief and bereavement and elder care issues. Up to three 1 hour sessions, face to face, via phone, Zoom or live chat with a highly qualified psychologist can be arranged by phoning 1300 687 327.

More information can be found at [humanpsychology.com.au](http://humanpsychology.com.au)

## Fair treatment and grievance resolution

Everyone has the right to be treated fairly and be able to undertake their role without fear of harassment, discrimination, bullying or victimisation.

We make every effort to maintain an atmosphere of trust and open communication so grievances are resolved

promptly and in a constructive, informal and respectful manner. We are guided by the Volunteer Fair Treatment in the Workplace and Grievance Resolution Operating Guidelines.

If you have a concern, you should contact your Volunteer Supervisor in the first instance. If you are not satisfied with the result of any informal discussions you are encouraged to contact the Volunteer Coordinator who will outline the formal internal and external options available.

## Family volunteering

Family volunteering for specific roles are open to people under the age of 18 who are accompanied and supervised by a parent or guardian while undertaking the role. All parties become volunteers and must undergo the corporate volunteer services induction and on-site induction.



## Holidays

Taking holidays is encouraged and is considered an important part of looking after yourself. Volunteer Supervisors need to know preferably one month in advance when volunteers intend to be absent from their role so a replacement can be found.

## Insurance

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

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

- **Personal Accident Insurance** provides specified benefits for registered volunteers following accidental injury, disability or death while carrying out their duties on behalf of council. The Policy is discretionary, however outlines the following criteria: Non-Medicare medical expenses incurred as a result of an Injury while working in a voluntary capacity and providing services to an educational, religious, charitable, benevolent, sporting or youth organisation. As the above legislated criteria excludes those volunteering with a local government organisation, the City of Adelaide's process for volunteers claiming Non-Medicare medical expenses incurred as a result of an injury while working in a voluntary capacity, is as follows:
  - Received claims will be assessed by a third-party assessor, current insurer or subsidiary of the Local Government Risk Services.

- Upon completion of the assessment, a recommendation on the appropriate financial compensation will be made to the City of Adelaide by a third-party assessor, current insurer or subsidiary of the Local Government Risk Services.

- **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 City of Adelaide vehicles driven by volunteers or staff for damage to the vehicle or to third party property.

If you are required to lodge an insurance claim please contact your Volunteer Supervisor who will arrange for the necessary paperwork to be completed.

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.



## Personal circumstances

We appreciate the value of diversity in our volunteer force and welcome the involvement of people from all backgrounds. If you have any health or other personal circumstances that would require adjustments to the volunteer role you are undertaking, please let us know. We ask this in the interest of volunteer wellbeing and safety, to minimise personal strain or injury, and to ensure a positive and successful volunteer experience.

You may choose to disclose relevant information at interview or as needed if your circumstances change, to either the Volunteer Supervisor or the Volunteer Coordinator. You may choose to discuss this either face to face, via phone or in writing. Any disclosures made by

volunteers regarding their personal health and circumstances will remain confidential and only shared with staff on a need-to-know basis.

Every effort will be made to adapt duties and negotiate flexible hours to suit individual requirements.

Similarly, to prevent the spread of influenza or other communicable illnesses we encourage volunteers to take time off from volunteering whilst infectious and still recovering.

## Personal information

Volunteer information such as name, address, contact information, emergency contact details and the program they volunteer in, is stored in a database which has restricted access to authorised staff only.

Volunteers can access their personal profile by going to [myimpactpage.com](#) and logging in using the username and password they created during the online application stage. Volunteers must keep their profile and emergency contacts updated.

## Working with Children check

CoA requires all volunteers hold WWCC clearances, the processing for which will be inclusive of a National Police Check. The purpose of the check is to verify the identity of potential volunteers and to minimise possible risk arising from engaging volunteers inappropriately.

The Volunteer Coordinator will initially and again every five years provide you with guidance on how to complete the online process. The cost of the check is covered by council.

## Probation

A probationary period of three months applies when undertaking a new volunteer role. This allows time for both the volunteer and the team to get to know each other. During this time the volunteer and Volunteer Supervisor will decide on the suitability of the role.

## Receiving of gifts or other benefits

Occasionally volunteers may be offered a thank you gift from a customer. Volunteers may accept gifts of a perishable nature such as flowers, chocolates or biscuits but must inform their Volunteer Supervisor about any gift they accept.

Volunteers must not accept non-perishable gifts, alcohol or money. If you have any queries or concerns regarding this, please contact the Volunteer Coordinator.

## Recognition

Volunteer recognition events are held throughout the year to highlight, reward and recognise the value that volunteers make to the community. The main events are National Volunteer Week and the City of Adelaide Awards which are generally held towards the end of the year.

## Recruitment, induction and orientation

A comprehensive recruitment, induction and orientation program is provided to welcome and prepare volunteers to undertake their role.

The process begins with the vacancy being placed on the website where people can respond by completing an online application form. The Volunteer Supervisor and other members of the interview panel discuss the applications and select suitable candidates for an informal interview. Once the most suitable applicant has been chosen the Volunteer Coordinator guides the volunteer through the following stages.



We are committed to attracting volunteers that are representative of the community we serve. As such, we actively encourage and support the recruitment of volunteers with diverse range of experience including Aboriginal and Torres Strait Islanders, people with disability, people from culturally and linguistically diverse backgrounds and those new to Adelaide.

We understand that some adjustments to the recruitment process and or the workplace may be required, to ensure that everyone has the same opportunity to perform at their best. We are happy to discuss individual requirements during the informal interview stage. Adjustments may include flexible starting and finishing times, negotiated duties, adjusted workspace and or a buddy/mentor.

### Corporate Induction

The corporate induction includes:

1. The completion of the on-line interactive volunteer induction modules including:
  - i) the Volunteer Code of Conduct
  - ii) Good Governance
  - iii) Work Health and Safety Fundamentals
  - iiii) Be Security Smart Foundations
  - iiiii) Disability, Access and Inclusion Awareness
2. Receipt of the Volunteer handbook
3. Completing the Working with Children Check process
4. Producing a photo ID badge

### Program Specific On-site Induction

This takes place at the site where the volunteer role is to be undertaken and is managed by the Volunteer Supervisor.

This part of the induction includes

1. Information specific to the role including the signing in and out procedure
2. Emergency response procedures
3. Review of Work Health and Safety information
4. Introduction to staff and other volunteers and a tour of the site
5. Contact details of the Volunteer Supervisor

Orientation is a two-way process so volunteers are encouraged to ask questions and seek support from staff and volunteer peers.



## Reimbursements

Volunteers will be reimbursed for pre-approved work related telephone and travel costs where appropriate.

A Metrocard for use on public transport is offered to all volunteers. A UPark voucher for selected council UParks are provided when public transport is not a suitable option.

## Resignations

Notice of resignation should be communicated as soon as possible to the Volunteer Supervisor who will arrange an exit meeting to thank you for your contribution, discuss any issues and receive your ID badge, Metrocard, uniforms and/or safety items. A resignation period of one month would be appreciated, in order for the Volunteer Supervisor to prepare for your leaving.

Volunteers who are finding that their role is no longer fulfilling are encouraged to speak to the Volunteer Coordinator who may be able to match them to another position.

## Role statement

Every volunteer role has a corresponding Role Statement that defines the role, lists the tasks, and outlines the experience, skills and qualities required to undertake the role. The Volunteer Coordinator will give you a copy of the respective role statement during the induction process for you to read and sign.

## Supervision and support

Each volunteer team has a Volunteer Supervisor who is responsible to guide and oversee volunteers in their work programs.

Volunteer Supervisors provide you support by:

- Giving encouragement and constructive feedback
- Organising meetings to discuss performance and development and issues of concern
- Offering meetings and training with other volunteers who may be working in a similar role
- Sharing feedback from customers or other stakeholders on aspects of service delivery
- Considering your interest in decisions that affect you
- Inviting you to team meetings, special events and social functions
- Celebrating your achievements and efforts
- Where appropriate, provide a reference or act as a referee to your prospective employer

## Training

Council will provide the necessary training for volunteers to undertake the role.

This is largely in the format of on-the-job training and is provided by the Volunteer Supervisor. Additional training, identified as important or what is necessary to meet legislative requirements, will be provided.

## Volunteer benefits

As a valued volunteer, you can take advantage of a range of benefits under the employee benefits program as well as join the City of Adelaide Social Club. You will be given a list of the benefits during the induction process.

The Social Club is open to employees and volunteers for the cost of a 6 month \$39 membership or a 12 month \$78 membership. It provides a great opportunity to meet fellow colleagues and to receive discounts on events and activities in and around the city as well as being included in free weekly raffles.

If you would like to join the Social Club, please request a membership form by contacting the Volunteer Coordinator.

## Work health and safety

The *Work Health and Safety Act 2012* nominates volunteers as 'workers' requiring the same attention to work health and safety requirements as paid employees. Volunteers and staff have a duty to be mindful of their own safety and the safety of others around them.

Council's Management of Incidents procedure stipulates that volunteers involved in a workplace accident or who are injured while on duty must firstly ensure their personal safety as a priority.

Any incident, near miss or hazard identification must immediately be reported to their Volunteer Supervisor. Further to this, it is important to report anything that has caused or has the potential to cause harm to a person or damage to property.

In the event of inclement weather the Volunteer Supervisor will instruct volunteers on the best course of action.

Volunteers will be required to complete a 20 minute on-line interactive Work Health and Safety module prior to commencing their role.

## Policies and relevant documents

The following documents guide council in best practice volunteer management. Printed copies of documents listed below can be obtained by contacting the Volunteer Coordinator.

- Acceptance of Benefits Operation Guidelines
- *Children's Protection Act (SA) 1993*
- *Disability Discrimination Act 1992*
- Drug and Alcohol Operating Guideline
- *Equal Opportunity Act (SA) 1984*
- Volunteer Fair Treatment in the Workplace and Grievance Resolution Operating Guideline
- Management of Incidents Procedure
- National Standards for Volunteer Involvement 2015
- Working Outdoors Procedure
- Use of Information Systems Operating Guidelines
- Volunteer Code of Conduct
- *Volunteers Protection Act 2001*
- *Work Health and Safety Act and Regulations 2012*
- Work Health and Safety Codes of Practice
- Work Health Safety and Injury Management Policy
- Work Health Safety and Return to Work Policy
- Relevant City of Adelaide Safe Operating Procedures (when required)
- Volunteer Services Operating Guideline

## Volunteer programs

The following list summarises the diversity of volunteer roles at the City of Adelaide. Further information about the roles and the location can be obtained from the Volunteer Coordinator.

- Adelaide City Guides
- Adelaide Greeter
- Bushland Restoration
- City Dirt – BMX Track Upkeep
- Central Market Shopping Bus Assistant
- Computer Tutor
- Digital Hub
- English as a Second Language
- Events
- Healthy Ageing Social Outings
- History Hub
- Home Library Service
- Innovation Lab
- Justice of the Peace
- Language tutoring
- Media Lab
- Program support in Community Centres
- Rickshaw Mobile Visitor Information
- Shelving in libraries
- Tour Guide of Town Hall
- Visitor Information Centre



# Resources

## **Volunteering SA and NT**

[volunteering-sa-nt.org.au](http://volunteering-sa-nt.org.au)

This is South Australia's peak body for volunteering, training, support and advocacy. They offer a referral service and link volunteers with a diverse range of volunteer opportunities.

## **Volunteering Australia**

[volunteeringaustralia.org](http://volunteeringaustralia.org)

Volunteering Australia is the national peak body for volunteering, working to advance volunteering in the community.

## **Office for Volunteers, Government of South Australia**

[ofv.sa.gov.au](http://ofv.sa.gov.au)

The Office for Volunteers provides advice to the Minister for Volunteers and delivers support programs that contribute to the government's priorities of building the capacity of community organisations to be sustainable in years to come, and encouraging all citizens to participate in community life and care for each other.

It also has a key role in implementing the Volunteering Strategy for South Australia, supporting the development of volunteerism in South Australia and the State's Strategic Plan target to maintain a volunteer participation rate of 70% or better.

# Thank you

We hope that this booklet has provided you with useful information to support you in your volunteering. Every day we witness people making extraordinary contributions to the community by supporting many valuable projects and services.

We genuinely thank you and wish you every success in your volunteer role.

# Communication with the **City of Adelaide**

**City of Adelaide Customer Centre:**

08 8203 7203

**Volunteer Coordinator:**

08 8203 7282

[volunteers@cityofadelaide.com.au](mailto:volunteers@cityofadelaide.com.au)

*Information correct at time of printing.*

