

VOLUNTEER ORIENTATION



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WELCOME

Over 500 people volunteer their time and energy to support many of our programs and services. Our volunteers come from all walks of life; business people, community leaders, students, parents and retirees.

Volunteers are an important part of our o and we want to make sure you have an enjoyable, safe and supportive volunteering experience.

This information pack provides you with general information relevant to all of our volunteer programs. If you have any specific questions that relate to the activities that you are undertaking, or a program that you are in, please refer to your volunteer coordinator or team leader.

We hope that your time with us is enjoyable, rewarding and meets your expectations.

WE WANT TO MAKE SURE YOU HAVE
AN ENJOYABLE, SAFE AND SUPPORTIVE
VOLUNTEERING EXPERIENCE



ABOUT VOLUNTEERING

We recognise the importance of building our communities' capacity for volunteering.

WE SUPPORT VOLUNTEERING TO:

- develop and strengthen the links between the council and our communities
- provide personal development opportunities for individuals in our communities
- tap into the skills, experience, talents, energies, ideas and knowledge of people in our communities
- extend and expand services to our communities
- enable local people to play an active role in our council.

A VOLUNTEER IS A PERSON WHO:

- benefits the community and themselves by participating in volunteer programs
- provides services of their own free will
- does not receive any monetary reward (reimbursements of out of pocket expenses are not regarded as monetary reward)
- undertakes activities which complement, but do not replace the services provided by paid staff.

VOLUNTEERING BENEFITS INCLUDE:

- meeting new people and expanding your network
- reducing isolation
- increasing self confidence
- being involved in activities and programs that make a real difference to local communities
- gaining new skills and experience in an area of interest that can create a pathway to employment
- improving health.

'YOU MAKE A LIVING BY WHAT YOU GET,
BUT YOU MAKE A LIFE BY WHAT YOU GIVE.'

Winston Churchill



ENDLESS WAYS TO BE INVOLVED



There are a huge variety of volunteering roles that can be flexible according to your availability, skills and interest.

- Be part of our creative and crafty recycling project in the Waste Nott Store.
 - Introduce people from all over the world to the wonders of the McLaren Vale and Fleurieu region.
 - Go green and be active in our nurseries or Willunga Golf Course.
 - Assist new and emerging communities to settle into the area.
 - Help us deliver local and inclusive services and engagement at our community centres.
- Encourage community connections for older people and people with a disability.
 - Provide activities and friendship at our active ageing support programs.
 - Get out and about with our community transport services.
 - Help us to create vibrant and accessible library spaces.
 - Join one of our graffiti removal teams and help to beautify our city.
 - Focus on youth participation and advocacy.
 - Participate in delivering exciting events across the city.
 - Support art appreciation, creation and exhibitions.

To find out more about volunteering with the City of Onkaparinga, please contact Volunteer Management, on: (08) 8384 0574 or (08) 8301 7314



EMERGENCY NUMBER

Police 131 44
Fire 000
Ambulance 000

OPENING HOURS

Monday - Friday
9am - 5pm
Weekend public
10am - 4pm

MCLAREN VALE Group Home & Respite Association
Office Hours
Mon - Fri: 9am - 5pm
Tel: 0333 8944
A: 0300 000 0000
www.mclarenvale.nhs.uk

MCLAREN VALE

Welcome

MCLAREN VALE
HOSPITAL DISTRICT
MCLAREN VALE
REGIONAL
SENIORS
2016

VOLUNTEER RIGHTS

AS A VOLUNTEER YOU HAVE THE RIGHT TO:

- be respected and valued in the role of volunteer
- choose the type of activities you are to be involved in, recognising your skills, interests and needs
- be appreciated and recognised for your volunteer contribution
- be recruited in a manner that fits with equal opportunity and anti discrimination legislation
- be managed within a structured volunteer management framework
- receive an orientation and induction to the City of Onkaparinga and individual program areas
- receive training to undertake your volunteering tasks
- have your ideas welcomed and acknowledged
- be able to raise any grievance or issues in accordance with the grievance procedure
- work in a healthy and safe environment
- be reimbursed for pre-approved out of pocket expenses
- be kept informed about the volunteer program and council activities
- be supported and given direction from your coordinator
- have your skills, experience and qualifications acknowledged
- have your confidential and personal information managed in a sensitive manner that is in line with the Privacy Act 1988
- have the equipment and resources required to do your volunteering tasks
- be appropriately covered by insurance policies.

'WE ARE FORTUNATE IN AUSTRALIA
TO HAVE A RICH HISTORY OF
VOLUNTEERING WHICH HAS
CONTRIBUTED SIGNIFICANTLY TO
THE QUALITY OF OUR LIVES AND THE
FOUNDATIONS OF A DEMOCRATIC,
CARING AND VIBRANT SOCIETY.'

Joy Noble AM, Co-founder of Volunteering SA



VOLUNTEER RESPONSIBILITIES

YOU HAVE A RESPONSIBILITY TO:

- adhere to the *Volunteer Code of Conduct** and all procedures and guidelines which apply to volunteer positions
- adhere to all relevant legislation such as Equal Opportunity, Disability, Discrimination and Work, Health and Safety (WHS) and Injury Management
- immediately notify your coordinator or supervisor if you sustain an injury while engaging in voluntary activities
- immediately report any unsafe situations and any hazards to your coordinator or supervisor
- maintain confidentiality regarding council business, program information or any sensitive, private information you come across during your volunteer activities
- operate under the direction of your coordinator and within the boundaries of your position description
- undertake required training to assist you in your volunteer role
- be punctual, reliable and undertake your volunteering <https://www.facebook.com/#> duties on the agreed days and times
- inform your coordinator or supervisor if you are unable to undertake your voluntary activities
- raise issues with your coordinator or supervisor when they arise
- communicate openly and honestly with your coordinator or supervisor and other volunteers.

* The *Code of Conduct* is provided at the council volunteer orientation and is also available on request.



ORGANISATION RIGHTS

WE HAVE THE RIGHT TO:

- make decisions about appropriate placement of our volunteers
- review volunteer and organisational performance according to council guidelines and procedure (e.g the annual catch up process)
- expect volunteers to perform the given tasks to the best of their ability
- expect volunteers to be punctual and reliable
- expect respect from all volunteers as well as courtesy towards clients, customers, paid and voluntary staff
- set the parameters and guidelines for volunteer roles and position descriptions
- release or decline someone who is not appropriate for a volunteer role or where a volunteer role is no longer required.

ORGANISATION RESPONSIBILITIES

OUR RESPONSIBILITIES ARE TO:

- recognise the different roles, rights and responsibilities of volunteers
- create a climate of mutual respect
- ensure volunteers are covered by appropriate insurances
- provide a clear outline of volunteer activities
- provide orientation and necessary training
- set clear lines of communication about complaints and conflict resolution procedures
- provide safe and healthy working conditions for all voluntary activities
- include volunteers in relevant decision making processes
- provide supervision and support
- provide emergency procedure guidelines
- provide required documentation relating to the volunteer activities to be undertaken.

YOUR VOLUNTEERING

Our approach to involving volunteers is based upon our Volunteer Involvement Policy. We are a large organisation with many different departments and functions which involve staff and volunteers.

The following staff work together to make sure that we provide effective leadership, management and support of our volunteers.

CEO and Directors

Create and lead a culture and structure that values the role and impact of volunteer involvement.

Managers

Manage and lead a supportive environment and culture for volunteer involvement.

Team Leaders

Provide support and supervision to volunteer coordinators to ensure successful outcomes for both volunteers and employees.

Volunteer Coordinators

Day to day co-ordination, leadership and supervision of volunteers.

Volunteer Management

Lead a strategic approach to implement best practice volunteer management across the organisation.

ORIENTATION

To welcome you to the City of Onkaparinga, we deliver a volunteer orientation session which provides an overview of our approach to volunteering. All new volunteers are required to attend.

The session runs for approximately one hour and is a great opportunity to gain an understanding of the expectations of the council volunteer program and volunteers rights and responsibilities.

During your first few weeks your volunteer coordinator will help you to become familiar with your volunteering activities, settle in and feel part of the team. Orientation is a two-way process; you are the best person to identify your needs. If there is anything that you are not sure of, please have a chat to your coordinator.

VOLUNTEER CODE OF CONDUCT

All volunteers are expected to abide by the three principles of the *Volunteer Code of Conduct*; integrity, respect and accountability.

A copy of the code is provided to all new volunteers at the council volunteer orientation and can be obtained on request from Volunteer Management.



POSITION DESCRIPTION

All volunteers require a clear, complete and current description of the activities and responsibilities of the position they are undertaking. Position descriptions will be reviewed regularly or whenever the work involved in the position changes substantially.

SUPERVISION AND SUPPORT

A probationary period of three months may apply when first undertaking a volunteer role. This allows time for both you and your team to get to know each other. During this time you or your coordinator or supervisor may decide that the role is not suitable for you.

Every 12 months each volunteer and their coordinator or supervisor are required to undertake a mutual review, the annual catch up. This provides you with the opportunity to provide feedback on how well you are being engaged and for you to reflect on your volunteering highlights and any improvements or changes that might be required.

COMMUNICATION

Your program will have its own way of keeping you up to date with anything new that is happening in your area. This may include:

- newsletters
- notice board information
- memos, bulletins
- team meetings
- breakfast, morning or afternoon tea get togethers
- advisory groups
- email messages or letters.

Your coordinator or supervisor will also catch up with you informally on an as needs basis.

VOLUNTEER ADVISORY GROUP

Includes about 15 volunteers from across the council program, who liaise with and provide feedback to Volunteer Management on all matters relating to the Council Volunteer Program, with a particular focus on WHS matters.

Updates on these meetings are provided in the quarterly volunteer newsletter.

YOUR PROGRAM WILL HAVE ITS
OWN WAY OF KEEPING YOU UP
TO DATE WITH ANYTHING NEW
THAT IS HAPPENING IN YOUR AREA



ATTENDANCE

Your volunteer contribution helps to support many of our community services and activities.

When making a commitment to volunteer it is important to be punctual and reliable. Please let your volunteer coordinator or supervisor know as soon as possible if you are running late, or are unable to attend a particular voluntary period.

PERSONAL INFORMATION AND LOGGING HOURS

We have a volunteer personnel database that complies with legislative and council privacy expectations.

Volunteers can access their individual record, and should use the time clock for logging on and off their daily activity.

It is important that you sign on when you arrive to undertake your

volunteer activities and log off at the end of your voluntary period. This assists us to know where you are in case of an emergency and to make sure that we record your attendance for insurance purposes.

We also collect the number of volunteer hours contributed, to recognise our volunteers' contribution and for reporting requirements.

TRAINING

It is important that we provide you with the necessary training to undertake your volunteer role.

Some training will be mandatory to comply with legal or Risk Management requirements (e.g. Safe Environments for Children and Young People or Work Health and Safety updates).

Other training may provide you with opportunities to refresh or gain skills which will support you both within and outside your volunteering role.

'VOLUNTEERS DO NOT NECESSARILY
HAVE THE TIME; THEY JUST HAVE
THE HEART.' ~ Elizabeth Andrew



HOLIDAYS

Taking holidays is an important part of looking after yourself.

Please let your volunteer coordinator or supervisor know in advance so that your role can be filled until you return.

If leave is over three months long, your role may not be guaranteed on your return. We will endeavour to arrange a suitable alternative, subject to vacancies and suitability.

If you are absent from volunteering for more than 12 months, you will be asked to re-apply and be included in all screening and orientation expectations.

CHANGING ROLES

If you are finding that your volunteering role is no longer fulfilling your needs, but you would like to continue volunteering, please let Volunteer Management know, as other roles may be available within the council volunteer program.

RESIGNATIONS

A volunteer may decide to end their volunteering for a variety of reasons. Notice of resignation should be communicated as soon as possible,

preferably two weeks. ID cards, uniforms and safety items are to be returned at the time of resignation.

EXIT INTERVIEW

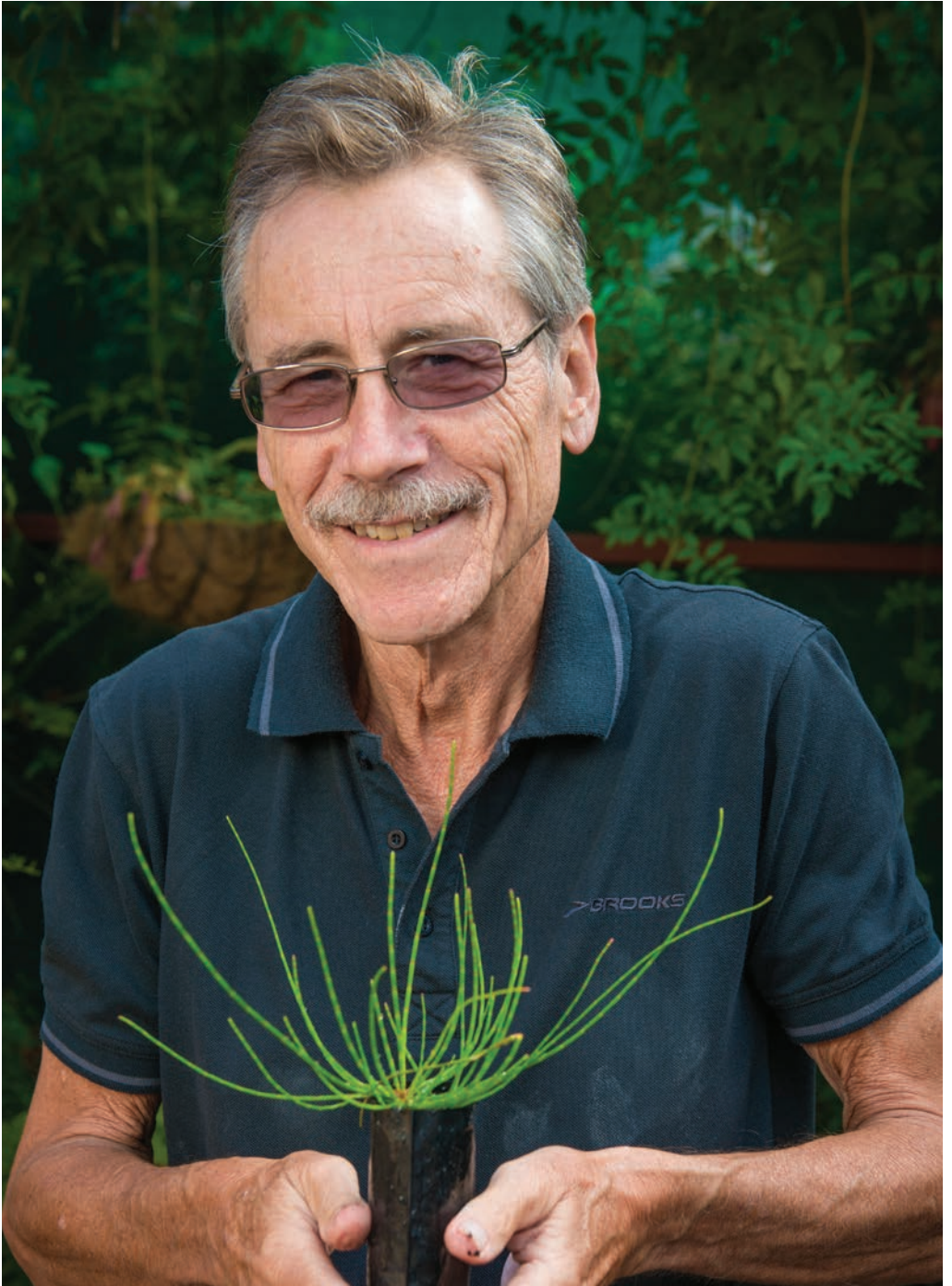
If you do decide to leave, we will seek your feedback via an exit interview to update Volunteer Management. Your feedback helps us to identify areas in which we can improve our services and is an important part of developing our volunteering programs.

VOLUNTEERING WITH VULNERABLE GROUPS

It is a legal requirement for certain positions engaging with vulnerable groups to undergo a Department of Human Services (DHS) Screening Assessment.

Vulnerable groups include children, frail aged and disabled. Volunteers cannot undertake their activities until a satisfactory DHS Screening Assessment has been completed, and will be required to renew their Screening Assessment as required by the relevant legislation.

If your volunteering duties involve children under 18, you will also be required to participate in a Safe Environments for Children or Young People training course.



SAFETY AND WELLBEING

WORK HEALTH AND SAFETY

We offer a healthy and safe workplace to all staff and volunteers. Every person has a duty of care to all persons in the workplace as far as is reasonably practicable.

As part of your role specific induction to a volunteer role, you will be instructed in safe work procedures and provided with any appropriate personal protective equipment.

Volunteers and staff have a duty to be mindful of their own safety and the safety of others around them.

Any hazard, incident or near miss must immediately be reported to a member of staff.

General safety issues:

- If you are unsure of a particular task or do not feel safe do not continue with it. Seek advice from your coordinator or supervisor.
- Be aware of leaving items such as bags or equipment where people could trip over them.
- Look after your back by lifting items correctly. Use lifting equipment or lift with another person.
- If you are feeling unwell, let your volunteer coordinator or supervisor know and stay home. We would much rather you take some time out to get better, than 'soldier on'.



EQUITY AND DIVERSITY

Equal Opportunity law is applicable to all staff and volunteers.

We respect diversity in others such as different values, beliefs, opinions and ways of doing things. We are firmly committed to creating an environment which is safe from discrimination, sexual harassment and workplace bullying.

If you feel that you have been discriminated against, harassed or bullied, please contact volunteer management.

Discrimination

Unlawful discrimination means treating someone differently and less favourably because of the person's sex, sexuality, marital status, pregnancy, race, disability, age and other legislated reasons.

Sexual harassment

Sexual harassment covers many forms of unwelcome behaviour of a sexual nature or having sexual connotations. It is important to note that the key word in this type of harassment is unwelcome. Both men and women can sexually harass or be harassed. Humour, friendship and relationships based on mutual consent are not sexual harassment.

Workplace bullying

Sometimes discriminatory behaviours are referred to as bullying. Bullying is behaviour which causes a person to feel offended, humiliated or intimidated. Workplace bullying involves the persistent ill treatment of an individual at work by one or more other persons. Legitimate comments on performance or work related behaviour is not unfair treatment.

Victimisation

Victimisation is treating people unfairly for complaining, or supporting others to complain, either within the council or to the Equal Opportunity Commission. If you feel you are being treated unfairly, the following staff are available to discuss your situation before deciding what action you want to take:

- Human Resources Business Partner
- Volunteer Management
- Program volunteer coordinator
- Section team leader/manager.

SMOKE FREE WORKPLACE

We are committed to providing a safe and healthy working environment and to complying with the requirements of the Work Health and Safety Act.

Under this framework smoking is not permitted in any council owned building or vehicle.

ALCOHOL AND DRUGS

The City of Onkaparinga is a drug free organization and has a zero limit for illicit drugs.

Volunteers must not use or be under the influence of alcohol when volunteering for the City of Onkaparinga.

Volunteers may be subject to 'for cause' testing for illicit drugs or alcohol with refusal being equal to a positive result.

INSURANCE

We have arranged for personal accident insurance to cover volunteers in the event that they are injured in the course of their duties.

The policy provides for:

- death and permanent or total disablement benefits
- weekly benefits payable to salary/ wage earners for temporary disablement
- modification benefit for home and motor vehicle for total disablement
- non medical expenses.

A Product Disclosure Statement, relating to Volunteer Personal Accident Insurance, is provided to each volunteer at the Council Orientation and can also be obtained from Volunteer Management.

The provision of personal accident insurance ensures that a volunteer is not out of pocket in the event of injury but should not be confused with private medical cover.

If you are injured, you should still seek treatment under Medicare or your own private medical cover.

Pain and suffering is not claimable under the personal accident insurance.

The Volunteer Protection Act 2001 protects volunteers from personal liability for loss, injury or damage caused as a result of an action on their part while performing volunteer activities. Exclusions are applicable in cases where a volunteer has been deliberately negligent.

LOOKING AFTER YOURSELF

Staying healthy while you are volunteering is very important. If you are not feeling 100%, either physically or mentally, you won't be able to do your volunteer activities as effectively as you would if you were feeling well.

There are a variety of ways you can ensure you feel up to your Volunteering. These include making sure you look after yourself both at your volunteering program and at home. The following are a few tips:

- avoid over commitment of your volunteering time, your home and personal life is important
 - be realistic about your goals and ambitions
 - avoid setting unrealistic deadlines for yourself
 - when your role is no longer fulfilling, change role or move on
 - learn to accept that there are some things you may not be able to change
- ask for help from others when you need it
 - if your volunteer role is stressful, debrief with your volunteer coordinator or supervisor
 - if you are sick or are due for holidays, it's OK to take time off from your role, but please let us know
 - give yourself plenty of time to relax and unwind
 - keep things in perspective, have fun and remember to laugh!

Recent research indicates

that volunteering is good for both physical and mental health.

- lower rates of depression in later life
- less incidence of heart disease
- greater functional ability.

ONIKAPAR
KAPARINGA



UNSATISFACTORY PERFORMANCE AND

We have a responsibility to ensure that our staff and volunteers maintain high levels of conduct and performance and carry out duties in accordance with the values of the *Volunteer Code of Conduct* and relevant guidelines and procedures. Unsatisfactory performance or unacceptable behaviour will be managed in a fair, reasonable and timely manner through the following process:

INFORMAL ACTION

The volunteer coordinator or team leader will advise a volunteer of the issue and work with them to identify if additional support or training is required.

DISCIPLINARY COUNSELLING

If the situation continues the team leader will meet with the volunteer to discuss possible solutions and identify strategies to address the behaviour and timelines to meet them by. A support person can be present during the meeting. The agreed outcomes of the meeting will be confirmed in writing by all parties.

DISCIPLINARY ACTION

If the behaviour continues the team leader will arrange a meeting to reconfirm the expected behaviour or performance and provide a written notification. A final notification will be given if the behaviour has not been amended to expected standards within the agreed time line.

DISMISSAL

If the behaviour or performance does not improve after the final notification the volunteer will be removed from the volunteer program.

If the behavior/breach is deemed to be to be serious misconduct, volunteers may instead be suspended from volunteering, immediately or given a formal first and final notification.

UNACCEPTABLE BEHAVIOUR

SERIOUS MISCONDUCT

The following list does not cover all types of misconduct but is intended as a guide to what may constitute serious misconduct and result in suspension or removal from the council volunteer program:

- any deliberate unsafe act committed as a volunteer of the council
- deliberate vandalism, sabotage or damage to council property
- physical, psychological or verbal abuse by a volunteer against any other volunteer, paid staff, client or member of the general public during the course of volunteering. This includes threatening behaviour or other forms of harassment
- discriminating against, or giving preference to, any person wishing to make use of council services
- breaching confidentiality of council, client, staff and customer information
- being under the influence of alcohol or using illicit substances whilst undertaking volunteer activities for the council

- unauthorised use of a council vehicle
- theft of council property or stealing from staff, clients, residents or other council volunteers
- unauthorised private use of council equipment or facilities.

GIFTS AND BENEFITS

Volunteers cannot accept:

- Cash, gift cards, vouchers etc
- Gifts valued between \$20 and \$49, unless pre-approved by a Manager
- Gifts valued over \$49 unless approved by a Director.

Volunteers can accept:

- Minor value promotional gifts
- Recognition gifts from council staff

Items valued over \$20 must be recorded in the Gifts and Benefits Register.

Volunteers must guard against and declare any conflict of interest.

GRIEVANCES AND COMPLAINTS

We make every effort to maintain an atmosphere of trust and open communication for staff and volunteers so that grievances are resolved promptly and in a constructive and respectful manner.

We focus on the reestablishment of good relationships and positive outcomes. Every effort will be made to resolve a grievance informally. If you are not satisfied with the result of any informal discussions you may make a formal complaint in writing.

INFORMAL COMPLAINT — SELF HELP

We encourage you to resolve the issue with the person involved. This option allows you to feel that you have handled the situation yourself and keeps the issue at a local level.

It also allows the person who has been complained against, the opportunity to put forward their side of the matter.

You may find it useful to seek confidential advice from Volunteer Management, your coordinator or supervisor or team leader before you approach the person concerned.

Volunteer Management:
(08) 8384 0574 or (08) 8301 7314

INFORMAL COMPLAINT— INTERVENTION

You may prefer to ask your coordinator, team leader or the HR Business Partner - Volunteer Management, than to approach the person who is the subject of the complaint on your behalf.

Volunteer Management:
(08) 8384 0574 or (08) 8301 7314

FORMAL INTERVENTION

This option is usually applied when the informal resolution process has been unsuccessful.

A volunteer grievance form is available for you to submit a written complaint.

Assistance in preparing the complaint can be provided by the HR Business Partner - Volunteer Management, your coordinator or supervisor or team leader.

Your team leader will investigate the matter and determine the appropriate actions to resolve the grievance.

If the grievance is against a volunteer's coordinator or supervisor the matter is then referred to the relevant team leader, manager or human resource team.





Elizabeth House
over 50

IMPROVING AND DEVELOPING

We have adopted the Volunteering Australia National Standards for Volunteering to make sure that we are providing safe and satisfying volunteering opportunities.

To keep us on track we need you to tell us how well things are going, what could improve and any new ideas that you may have.

You will have opportunities to provide feedback via the annual catch up process, bi-annual surveys, through the Volunteer Advisory Group or by contacting Volunteer Management directly.

We welcome your involvement in decision making that affects your volunteer role.

Volunteer Management:

(08) 8384 0574 or (08) 8301 7314

THE FUTURE OF VOLUNTEERING

Volunteering is constantly adapting to keep up with changes in society and technology. Find out more about national and international volunteering trends through the following sites.

International Association for Volunteer Effort

www.iave.org

International organisation for strengthening volunteering worldwide.

Volunteering Australia

www.volunteeringaustralia.org

National peak body for volunteering. Volunteering facts, research, best practice in volunteer management, national standards for involving volunteers.

Volunteering SA and NT

www.volunteeringsa.org.au

SA peak body for volunteering, training, support and advocacy.

Volunteering Strategy for South Australia

www.savolunteeringstrategy.org.au

A collaboration between the Government of South Australia, Business SA, the Local Government Association of South Australia and the peak body Volunteering SA&NT, providing a practical blueprint for action for South Australians.

Southern Volunteering SA Inc

www.svsa.on.net

Our local Volunteer Resource Centre supporting communities with volunteer referral services, management support, networking and training.



Young
Citizen
of the **Year** 2017

presented to *Jessica Perry*
by The City of Onkaparinga

position Mayor

signed *Lorraine Beaulieu*
Mayor Lorraine Beaulieu

date 26 January 2017



Australia Day



Sea World
Aqualia Experience



Onkaparinga
Onkaparinga Region



CITY OF ONKAPARINGA

Presented to
Jessica Perry
Young Citizen of the Year
2017
City of Onkaparinga
Australia Day Award

Thank you

We hope that this booklet has provided you with useful information to support you in your volunteering. Every day people make an extraordinary contribution in their communities by supporting many valuable projects and services. We genuinely thank you and wish you every success in your volunteer role.



