



Volunteering Handbook

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CARERS SA VOLUNTEER CONTACT DETAILS

Your local Team Leader is:

Your Student Placement Supervisor is: Marianne Lewis

The phone number for Carers SA's Metropolitan Office in Seaton is (08) 8291 5600.

Address: 338-340 Tapleys Hill Road, Seaton, 5023 email: info@carerssa.com.au

INFORMATION ABOUT CARERS SA

At Carers SA we are proud of the support we provide to Carers across South Australian communities. How we conduct ourselves with colleagues, carers and others outside the organisation is central to providing quality services and creating a great place to work.

Carers SA defines a carer as a person providing unpaid care for a parent, partner, child, relative or friend who has a disability, is frail, aged, is dependent on alcohol or other drugs, or has a chronic physical condition or mental illness.

OUR VALUES

Inclusivity – All carers are treated with respect, dignity and as a person in their own right. Carers SA people are respectful of diversity whether that be as an individual or caused by geography.

Empathy – Carers SA people are open, approachable and are always willing to provide assistance to carers, the community and each other.

Integrity – Carers SA people always act with honesty, accountability and transparency when engaging with carers, the community and each other.

Professional Excellence – Carers SA people strive to provide services of a high quality to carers and other customers. They are progressive in their thoughts and actions and aim to be leaders in the sector.

Collaboration – Carers SA people work with carers as partners, focusing on individual strengths with the aim to enhance positive outcomes. All external partnership opportunities are investigated and pursued to best serve the communities we work in and with.

These values represent how Carers SA and its people will engage with carers, each other and the broader community.

ROLE OF CARERS SA

Carers SA has a key role in leading change and empowering family carers to participate in a partnership with government and the health and community sectors for the provision of better services, to improve the conditions under which family carers work and to increase the recognition of the contribution of family carers to the South Australian community.

WHAT WE DO

The key service areas delivered by the organisation are:

- Raise the profile of unpaid carers, their caring role and contribution to our community
- Provide direct services and supports to family carers and the people they care for
- Provide information, advice, education and training
- Connect carers into local supports and services to meet their holistic needs
- Initiate and promote partnerships and collaboration with other organisations to better support family carers
- Advocate and campaign for change to improve the lives of family carers
- Effectively and with accountability manage our resources
- Carers SA is also the Carer Gateway Services Provider for South Australia



CARERS SA CODE OF CONDUCT

Our Code of Conduct is designed to ensure consistency in how we conduct ourselves both in dealings within and outside the organisation and sets out the expectations and obligations of all Carers SA's staff and stakeholders.

Carers SA's staff include all workers (including full-time, part-time, and casual), students on work experience placement, **volunteers** and Board Directors. Stakeholders include contractors, 3rd party providers and workplace participants. [Code of Conduct](#)

OUR COMMITMENT TO SAFETY OF CHILDREN AND YOUNG PEOPLE

In line with [Carers SA Recruitment Manual](#), Carers SA believe that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognizes that this is everyone's responsibility. Carer SA has a zero tolerance of harm or risk of harm against children and young people.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander community, child and young people, the cultural safety of child and young people from culturally and / or linguistically diverse backgrounds and to providing a safe environment for vulnerable adults, children and young people with a disability.

Carers SA is committed to the National Principles for Child Safe Organisations.

THANK YOU

Thank you for volunteering with Carers SA. We hope that your volunteering experience with us is an enjoyable one. Volunteers are an important part of Carers SA staff adding value to our commitment to support family carers throughout South Australia.

Please read this Volunteer Handbook carefully as it includes some valuable information regarding volunteering with our organisation. If you have any questions, please contact your Supervisor.

WHO IS A VOLUNTEER?

A volunteer is a person who gives their time to an organisation of their own free will and without coercion. There is no financial payment and the work done is of benefit to the community and the volunteer. All volunteers have a position description outlining the expected tasks.

People decide to volunteer for a variety of reasons including:

- Make a contribution to community
- Personal achievement and work satisfaction
- Develop social networks / enjoy time spend with others
- Gain work experience
- Utilise untapped skills
- Use existing skills and/or learn new skills
- Build self-confidence and self esteem
- Meet new challenges
- Enhance responsibility
- Pathway to employment
- Find that volunteering looks good on your resume
- Assisting in meeting government or study guidelines
- Have fun!

WE VALUE OUR VOLUNTEERS

At Carers SA we recognise the value of volunteers in our organisation and appreciate the work our volunteers do to support our programs and services for carers. Volunteers help Carers SA to connect with the broader community and offer energy and knowledge to our organisation. Carers SA has developed a Volunteer Involvement and Recognition Policy which outlines the guiding principles of volunteer involvement at Carers SA.

STUDENT PLACEMENTS & INTERNSHIPS

Carers SA ensures that students on placement are provided with opportunities to undertake meaningful activities which provide them with relevant workplace training that complements their current educational or professional development requirements.

Student on placement are considered volunteers of Carers SA and are supported and coached to achieve the outcomes stated in the Student Placement contracts (where applicable), Internship or Special Project Volunteer Position Description and Project Brief Template.

PRE-REQUISISTS FOR VOLUNTEERING

Carers SA as part of the organisation [Employment Screening Policy and Procedure](#) It is a condition of staff, this includes volunteer with Carers SA have the following prior to becoming a volunteer:

Current National Police Clearance (Mandatory) – Assesses the suitability of a person for employment in a particular position and provides the employer with broader information as to a person's probity or suitability for employment.

Working with Children Check (WWCC) (Mandatory) – Provides clearance that a person may legally work with children

Vulnerable Person Related Employment Check – Normally not required if a WWCC has been provided but an organisation may require one be provided as a condition of working with them.

This is a mandatory requirement and failure by an individual to provide the relevant will preclude a person from volunteering with Carers SA.

RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS

As a volunteer you have the right:

- To work in a healthy and safe environment
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- To be given accurate and truthful information about the organisation for which you are volunteering
- To be given a copy of the organisation's Volunteer Involvement Policy and any other policy/procedures that affect your role
- Not to fill a position previously held by a paid worker
- To have a position description and agreed hours of contribution
- To be provided with induction to the organisation and the role
- To have your confidential and personal information protected in line with the Privacy Act 1988 and
- To be provided with appropriate training and support to carry out your role.

As a volunteer you have the responsibility to:

- Be reliable
- Respect confidentiality
- Carry out the duties as specified in the position description
- Be accountable for your actions
- Be committed to the organisation
- Undertake training as required by the organisation
- Ask for support when you need it
- Let the organisation know as early as possible if unable to attend
- Be courteous to clients, staff and other volunteers
- Raise any issues you may have with the organisation and not denigrate the organisation to clients, staff and other volunteers
- Give notice before you leave the organisation
- Value and support other team members

RIGHTS AND RESPONSIBILITIES OF CARERS SA

Carers SA has the right to:

- make decisions about appropriate placement of its volunteers
- review volunteer performance according to organisational policies and procedures
- expect volunteers to perform the given tasks to the best of their ability, be prompt and reliable
- expect from all volunteers, respect and courtesy towards all clients, paid and voluntary staff
- set the parameters and guidelines of the volunteer work positions
- release a volunteer who is not appropriate for the volunteer work.

Carers SA has a responsibility to:

- provide a clear outline of duties
- provide induction and necessary training
- set clear lines of communication about complaints and conflict resolution procedures
- provide safe, healthy working conditions
- include volunteers in relevant decision-making processes
- provide supervision and support
- provide emergency procedures guidelines
- provide required documentation relating to the volunteer work to be undertaken.

INDUCTION

As an introduction to your new role you will be taken through an induction process. The induction process ensures that volunteers are provided with essential information about:

- Their work and role for Carers SA
- Carers SA's policies and procedures
- Carers SA Child Safety Policy and Reporting Procedure
- Work Health and Safety requirements including emergency evacuation procedures
- Introductions to other volunteers and staff

You will also need to review in detail the following policies and procedures and provide sign off acknowledging this as part of your induction:

- The Code of Conduct
- Professional Behaviour Guide
- Child Safety Policy and Reporting Procedure
- Bullying and Harassment Policy
- Confidentiality Policy
- Privacy Policy
- Volunteer Agreement
- Media Release Form (not mandatory)

Induction is a two-way process. You are the best person to identify your needs. Discuss them with your Supervisor or the Volunteer Program Coordinator and ask if you have a question.

CARERS SA POLICIES AND PROCEDURES

Carers SA has comprehensive Policies and Procedures in a Volunteer Management System Manual available to all staff and volunteers upon request. Please contact your Supervisor if you would like to read any policies.

CODE OF CONDUCT

It is important to be aware of the Code of Conduct for staff and volunteers at Carers SA. Carers SA strives to provide a pleasant work environment that enables all staff and volunteers to achieve their best in a professional, friendly atmosphere that fosters efficiency, teamwork, honesty and integrity.

Staff and volunteers must abide by Carers SA policies and procedures and perform their duties as outlined in their position descriptions. Staff and volunteers need to ask for help if required.

You cannot discriminate against, harass/bully other staff or volunteers or any member of the public particularly on the basis of sex, lesbian, gay, bisexual, transgender and intersex (LGBTI) preference, political affiliation or opinion, race, colour, ethnic or social origin, religion, marital status, pregnancy, age, physical or mental disability or impairment.

A team approach is valued. A smoke free environment is to be maintained and smoking is discouraged. Appropriate language, which does not cause offence, is to be used at all times.

You are to conduct yourself in a matter that at all times portray a positive, professional and responsible image of Carers SA, its programs and services, its community, and its elected members and staff and volunteers.

Please refer to the full Code of Conduct Policy which you will be provided with as part of your induction.

CHILDREN AND YOUNG PERSON SAFETY POLICY AND REPORTING PROCEDURE

It is important that all staff, including our volunteers recognises their duty of care to take all reasonable steps to ensure that children and young people are safe from harm. Carers SA has an overarching framework for protecting and safeguarding children and young people from physical, sexual, emotional, and psychological harm and risk of harm to fulfil the legal requirements under the Children and Young People (Safety) Act 2017 (Safety Act) the Child Safety (Prohibited Persons) Act 2016 (Prohibited Persons Act) and the 10 National Principles for Child Safe Organisations.

Carers SA Child and Young Person Safety Policy must be read in conjunction with Carers SA's policies and procedures:

Carers SA Code of Conduct

Carers SA Statement of Commitment

Carers SA Child and Young People Safe Training Procedure

Carers SA Child and Young Person Safety Reporting Procedure

Carers SA Incident Management Policy and Procedure

Carers SA Risk Management Policy and Procedure.

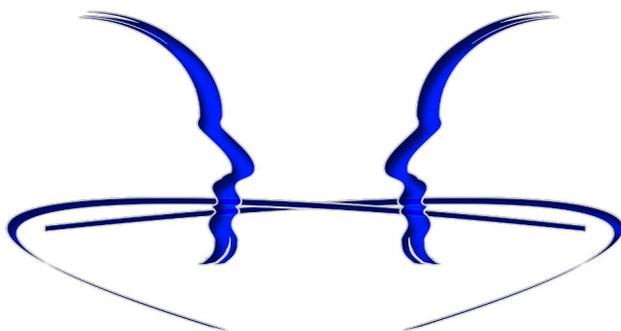
PRIVACY AND CONFIDENTIALITY

PRIVACY

Your privacy and that of everyone at Carers SA, is protected under the Privacy Act 1988 and the Australian Privacy Principles.

A copy of the Carers SA Privacy Policy can be found on our website: <https://www.carerssa.com.au/privacy-statement/>. This policy outlines the personal information the organisation collects and holds, how it is collected and why, use of personal information and its disclosure, security and how our carers / the public can access etc. Please read and familiarise yourself with this policy.

Please be mindful of the information you share with others whilst carrying out your volunteering duties. Do not divulge or seek personal information from other colleagues, unless it is of mutual consent and necessary for you to perform your volunteering role.



CONFIDENTIALITY

As a volunteer you may have access to personal information about carers and confidential information regarding the organisation. Under common law people have the right to have their confidentiality respected and can pursue legal action if a significant breach of confidentiality occurs.

No information about carers/customers, including their identity, should be given to any person or agency outside of your organisation without the permission of the organisation and the client, unless there is a legal requirement to do so. You should also not share any organisational information (such as technical data, marketing, financial information, strategic or business plans or any information which may be detrimental to Carers SA) with anyone outside of the organisation. If you are unsure these matters should be discussed with your Supervisor.

Volunteers should not, during their time with Carers SA or after leaving the organisation, use or disclose any confidential information about the organisation, a carer/customer, fellow volunteer or co-worker.

At times discussions will occur about a carer and their personal circumstances/details. Sharing of information should be limited to those with whom there is a need to discuss such details, and who are authorised to receive client/customer information. This may include your Supervisor. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

If you have any further questions please speak with you Supervisor or refer to Carers SA's Confidentiality Policy which you will be provided with as part of your induction.

Volunteering role

As part of your induction your Supervisor will discuss with you the role you have been assigned. You will also receive a Volunteer Position Description. You may discuss any questions you may have with your Supervisor. You may have more than one Volunteer Position Description.

LIST OF VOLUNTEER OPPORTUNITIES

Volunteer opportunities at Carers SA currently include:

- Volunteering in the Carer Advisory Groups (CAGs)
- Volunteer Ambassadors
- Volunteer Mentors
- Program and Activity Support volunteers (assisting at group activities)
- Volunteer Administration Assistants (including mail outs, filing and answering phones)
- Volunteer Reception Assistants
- No Interest Loan Scheme (NILS) volunteers
- Special Project volunteers
- Working to support specific programs for carers.



There may be other volunteer opportunities at Carers SA in the future.

TRAINING

In addition to the induction process, training that is specific to your role will be provided. The training may be delivered by a staff Supervisor or experienced staff or volunteer at Carers SA.

FEEDBACK AND SUGGESTIONS

It is important for you to speak to your Supervisor or Team Leader/Program Manager if you have any suggestions and feedback. Carers SA strives to continually improve all services and processes – your input is valuable.

WORK HEALTH SAFETY



As a volunteer, it is vital that you are aware of Work Health & Safety (WHS) issues. This is for your safety and the safety of everyone. Comprehensive details of WHS policies, procedures and processes will be provided as part of your induction. Please discuss any specific WHS issues with your Supervisor.

ACCIDENTS & INCIDENTS

If you are injured while volunteering with Carers SA please seek First Aid/medical assistance in the first instance. You will also be required to complete an Incident Report as soon as possible – contact your Supervisor for help with this.

ALCOHOL AND DRUGS

All staff and volunteers are expected to refrain from alcohol and drugs before and while performing their duties.

HAZARDS

If you notice a hazard while volunteering please report it to your Supervisor.

At any events, please be aware of common hazards such as cords across the floor, use of double adaptors, walkways blocked by boxes etc. Take sensible measures to ensure the safety of yourself and others.

INSURANCE

PUBLIC LIABILITY

Carers SA volunteers are covered by public liability insurance.

MOTOR VEHICLES

Under SA Legislation, personal injuries arising from motor vehicles are covered under compulsory Third Party/Comprehensive Insurance. Please note that Carers SA does not carry any form of insurance for private vehicles belonging to paid staff or volunteers.

If you have been asked to use your own vehicle for the purposes of Carers SA while volunteering, BEFORE driving you will be required to complete a Vehicle Use Form. You must provide evidence of comprehensive insurance for your vehicle, Carers SA staff will need to see your current driving licence and approval must be provided by your supervisor or Team Leader.

Also note that any traffic or driving infringement notifications (fines, demerits etc) are the responsibility of the driver, not Carers SA. This applies to all staff and volunteers, whether driving their own vehicles or the organisation's.

OFFERS OF GIFTS

Volunteers must not accept gifts or money from carers, members of the public or businesses in return for services. Please refer any questions regarding this to your Supervisor.

SPREAD THE WORD



Please tell your family, friends or fellow students about volunteering at our organisation.

We are continually developing our volunteer roles for students and others.

So if you know someone who would like to offer their skills and expertise please ask them to contact us by phone (08 8291 5600) or check out our website at www.carerssa.com.au.

USEFUL VOLUNTEERING WEBSITES AND LINKS

Volunteering SA & NT

<https://www.volunteeringsa-nt.org.au/>

Level 5, 182 Victoria Square
ADELAIDE SA 5000

Phone: (08) 8221 7177 or country callers 1300 135 545

Email: reception@volunteeringsa-nt.org.au

Office for Volunteering

<https://dhs.sa.gov.au/services/volunteers>

Level 8, North West Riverside Centre
North Terrace, Adelaide SA 5000

Phone 1300 014 712

Email: ofv@sa.gov.au