



Volunteer Handbook





What is Volunteering?

*"Volunteering is time willingly given for the common good and without financial gain".
(Volunteering Australia 2015)*

Volunteering can involve any number of different activities, organisations and causes. Among this vast spectrum of opportunities, they share a common trait of donating your time to benefit others. Whether that be a person in need, your local community, an endangered species, or the planet.

Why Volunteer?

Everyone volunteers for different reasons. Your reason for volunteering may be to:

Help others and the community

- Make a real difference to your community
- Contribute to a cause that you feel passionate about
- Help people to feel happy and supported

Gain experience for future employment

- Make connections with people in your area of interest
- Enhance your CV
- Develop your confidence
- Explore potential career options
- Demonstrate your values and passions to employers
- Learn valuable and sought-after skills



Make social connections

- Meet new people with similar interests
- Make new friends
- Have regular social engagement

Gain personal satisfaction

- Explore a passion or area of interest
- Feel good about helping others
- Feel a sense of purpose, productivity, meaning and satisfaction

Develop skills, knowledge and experience

- Try something new or learn a new skill
- Share your skills and knowledge with others
- Further develop pre-existing skills and knowledge

No matter the reason, you will be making a positive contribution to your community!



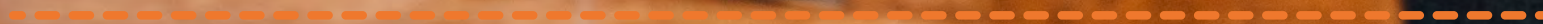


Hours and Availability

The number and length of your volunteer shifts will depend on the needs of the organisation and your own availability. On average, most volunteer roles involve a 3 hour commitment per week. It's recommended that volunteers don't work for more than 16 hours per week for one organisation.

If you would like to volunteer for a longer amount of time (e.g. to fulfill Centrelink mutual obligations) you may need to look for multiple volunteer opportunities. Many volunteers are able to take on more hours once they've commenced a volunteer role and get to know the organisation.

If you have inconsistent or limited availability, some organisations will be able to cater to you and adjust your shifts to suit you. Alternatively you can consider volunteering at one-off events, or even volunteering at home or online!



Travel and Transport

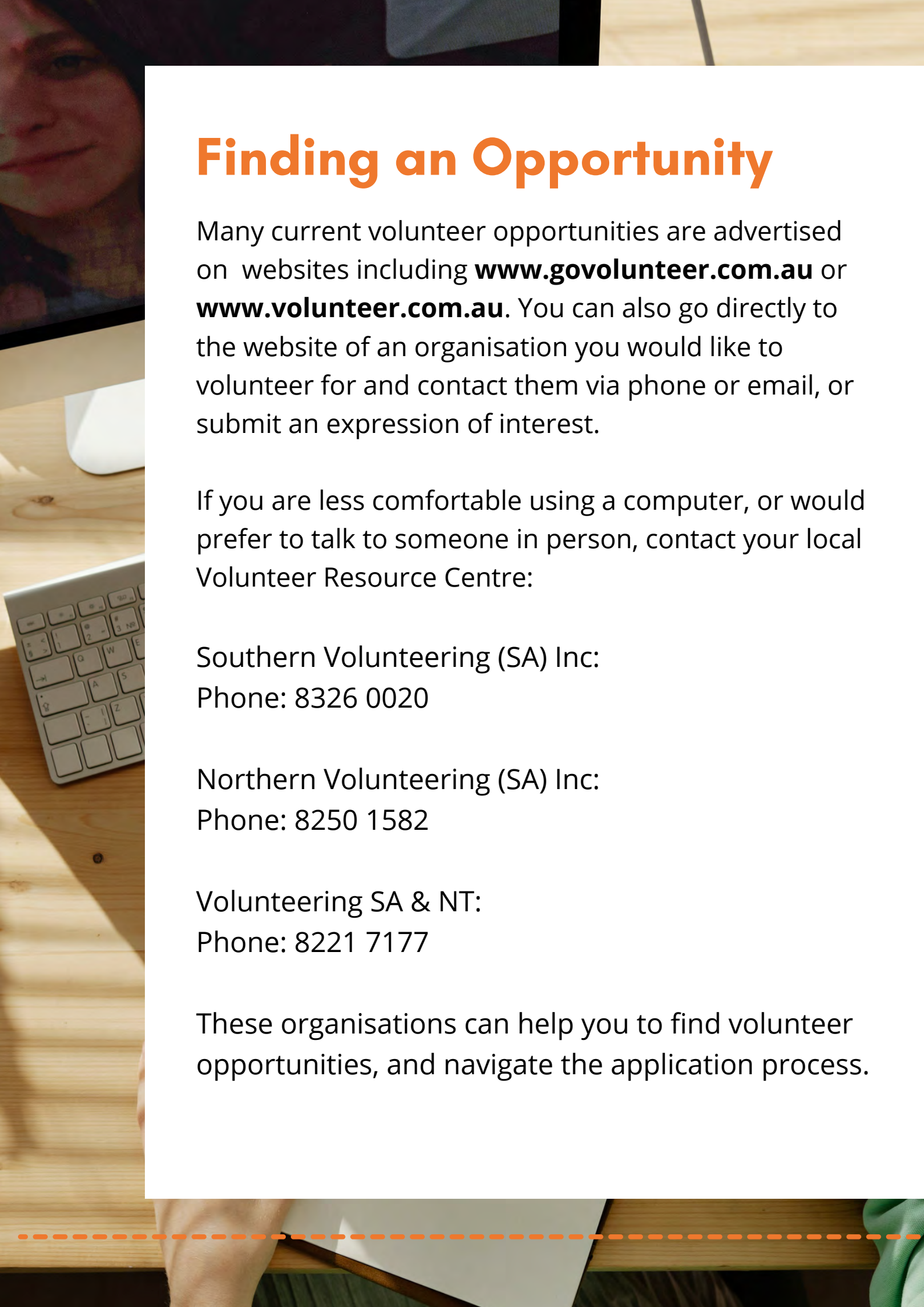
While looking for volunteer opportunities, it's important to think about how you will be travelling to and from your scheduled shifts. Your available transport may impact where you're able to volunteer.

If you will be travelling by car, think about how far you are willing to travel. Keep in mind that driving to and from your volunteer shift is typically at your own expense. Any driving that takes place as part of your shift is usually reimbursed.

If you are travelling via public transport, you may need to pick a role that is located near a train, bus or tram stop.

If you are walking or riding a bike, you may need to limit your search to organisations close to home.





Finding an Opportunity

Many current volunteer opportunities are advertised on websites including **www.govolunteer.com.au** or **www.volunteer.com.au**. You can also go directly to the website of an organisation you would like to volunteer for and contact them via phone or email, or submit an expression of interest.

If you are less comfortable using a computer, or would prefer to talk to someone in person, contact your local Volunteer Resource Centre:

Southern Volunteering (SA) Inc:

Phone: 8326 0020

Northern Volunteering (SA) Inc:

Phone: 8250 1582

Volunteering SA & NT:

Phone: 8221 7177

These organisations can help you to find volunteer opportunities, and navigate the application process.



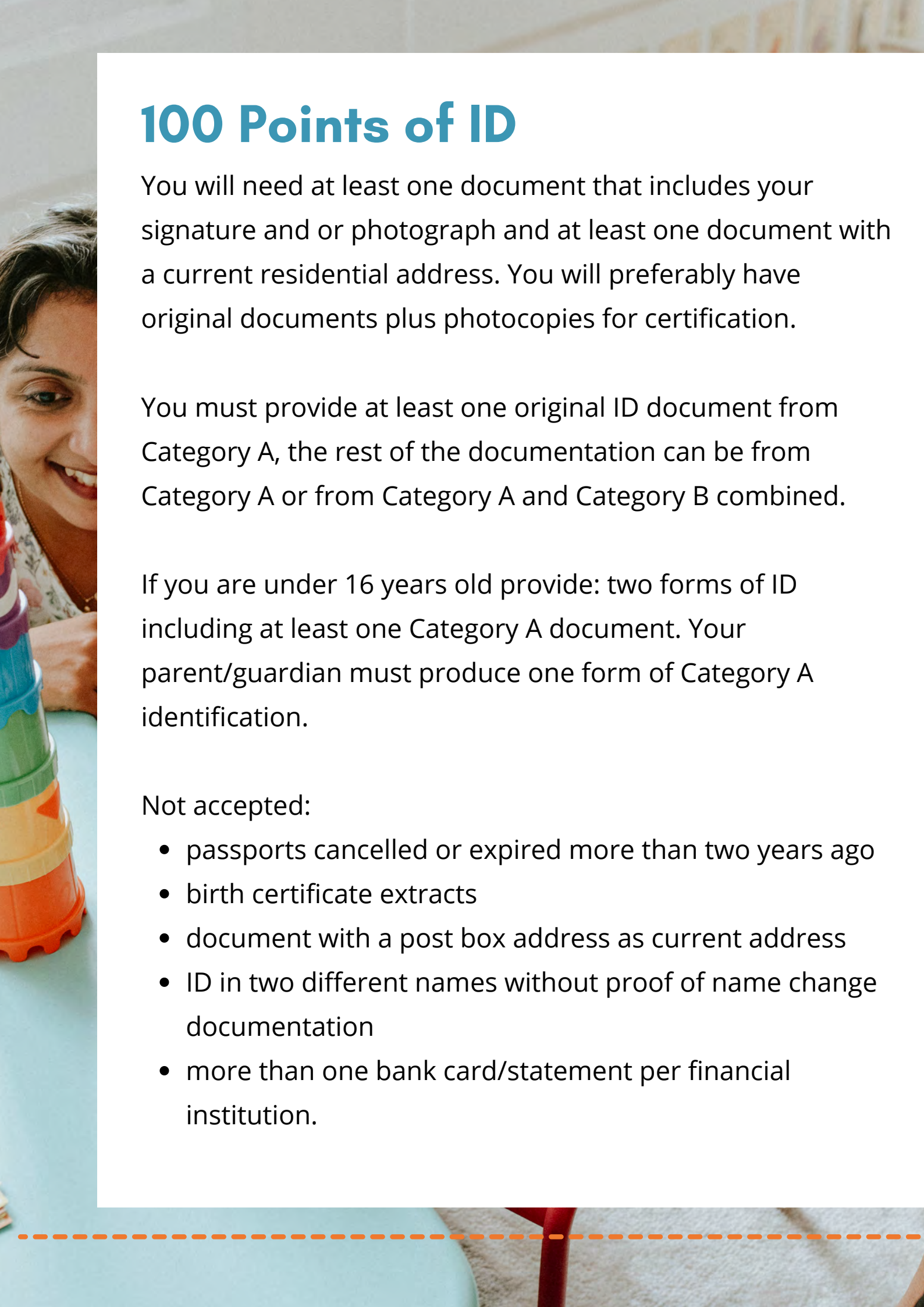
Documentation

Some volunteer positions will require you to obtain a police check, also known as **National Police Certificates** (NPCs). Police Checks are provided to volunteers free of charge by South Australia Police. If you volunteer with children, you may need a **Working with Children Check**. The check is also free for volunteers.

The organisation you are volunteering with may assist you to obtain these checks, or you may need to organise them yourself.

To apply for a Police Check or a Working with Children Check you will need to gather 100 points of ID, your full legal name and any name changes you may have had (including maiden names), your current address and 10 years of address history.

If your volunteer position requires you to drive, you will need to provide your valid driver's license for them to photocopy and keep on record.



100 Points of ID

You will need at least one document that includes your signature and or photograph and at least one document with a current residential address. You will preferably have original documents plus photocopies for certification.

You must provide at least one original ID document from Category A, the rest of the documentation can be from Category A or from Category A and Category B combined.

If you are under 16 years old provide: two forms of ID including at least one Category A document. Your parent/guardian must produce one form of Category A identification.

Not accepted:

- passports cancelled or expired more than two years ago
- birth certificate extracts
- document with a post box address as current address
- ID in two different names without proof of name change documentation
- more than one bank card/statement per financial institution.

Category A

70 points:

- passport current or expired within the last two years.
- birth certificate: not an extract
- Australian citizenship certificate.

40 points:

- driver's licence including foreign licences.
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Category B

40 points:

- Centrelink card
- public service employee ID card
- security licence (OCBA)
- tertiary education ID card
- Veteran Affairs gold card.

35 points

- Land Titles Office records
- mortgage documents.

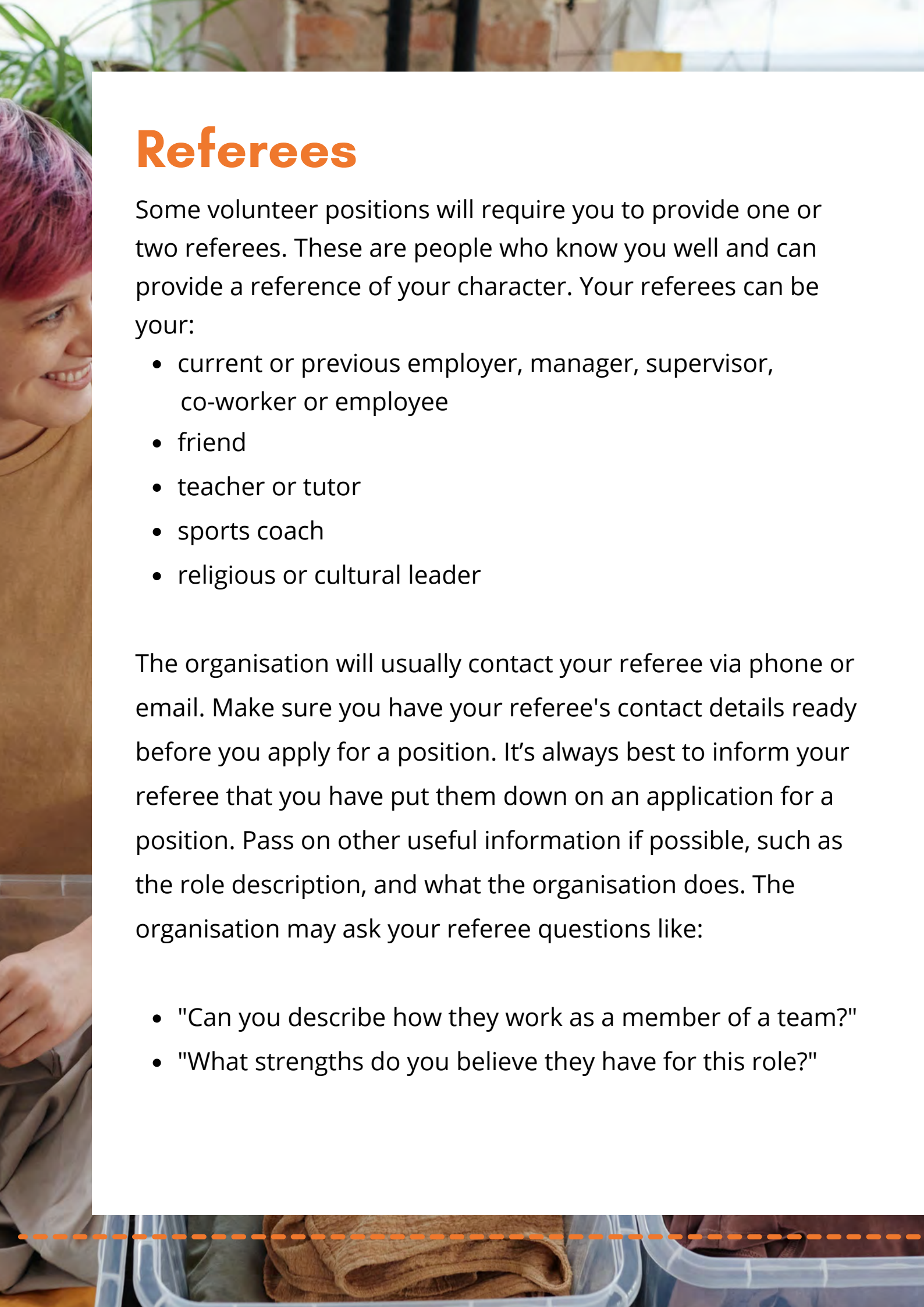
25 points

- bank statements: not if using credit, bank, debit cards from the same account

25 points continued

- credit, bank, debit cards: maximum two cards from different institutions
- council rates notice
- electoral enrollment card
- insurance renewal documents: not health insurance
- Medicare card
- motor vehicle registration
- proof of age card
- rent records: less than six months old
- seniors card
- utility account: one only, less than six months old.



A vertical image on the left side of the page shows a smiling woman with short, vibrant pink hair. Below her, a pair of hands is seen sorting through folded clothes in clear plastic storage bins. The background is a blurred indoor setting with a brick wall and some greenery.

Referees

Some volunteer positions will require you to provide one or two referees. These are people who know you well and can provide a reference of your character. Your referees can be your:

- current or previous employer, manager, supervisor, co-worker or employee
- friend
- teacher or tutor
- sports coach
- religious or cultural leader

The organisation will usually contact your referee via phone or email. Make sure you have your referee's contact details ready before you apply for a position. It's always best to inform your referee that you have put them down on an application for a position. Pass on other useful information if possible, such as the role description, and what the organisation does. The organisation may ask your referee questions like:

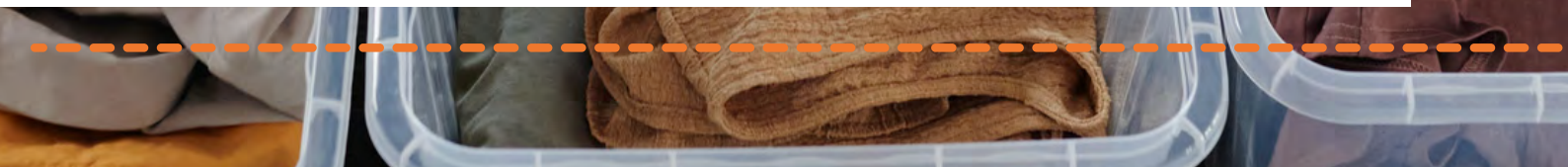
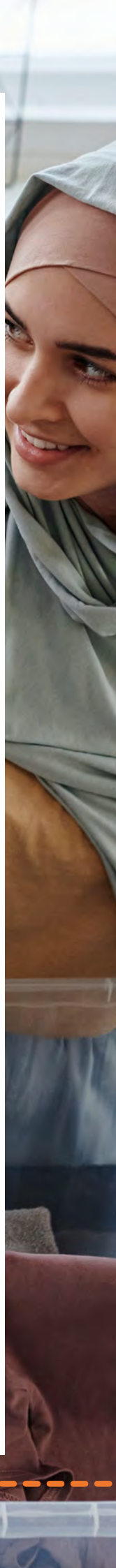
- "Can you describe how they work as a member of a team?"
- "What strengths do you believe they have for this role?"

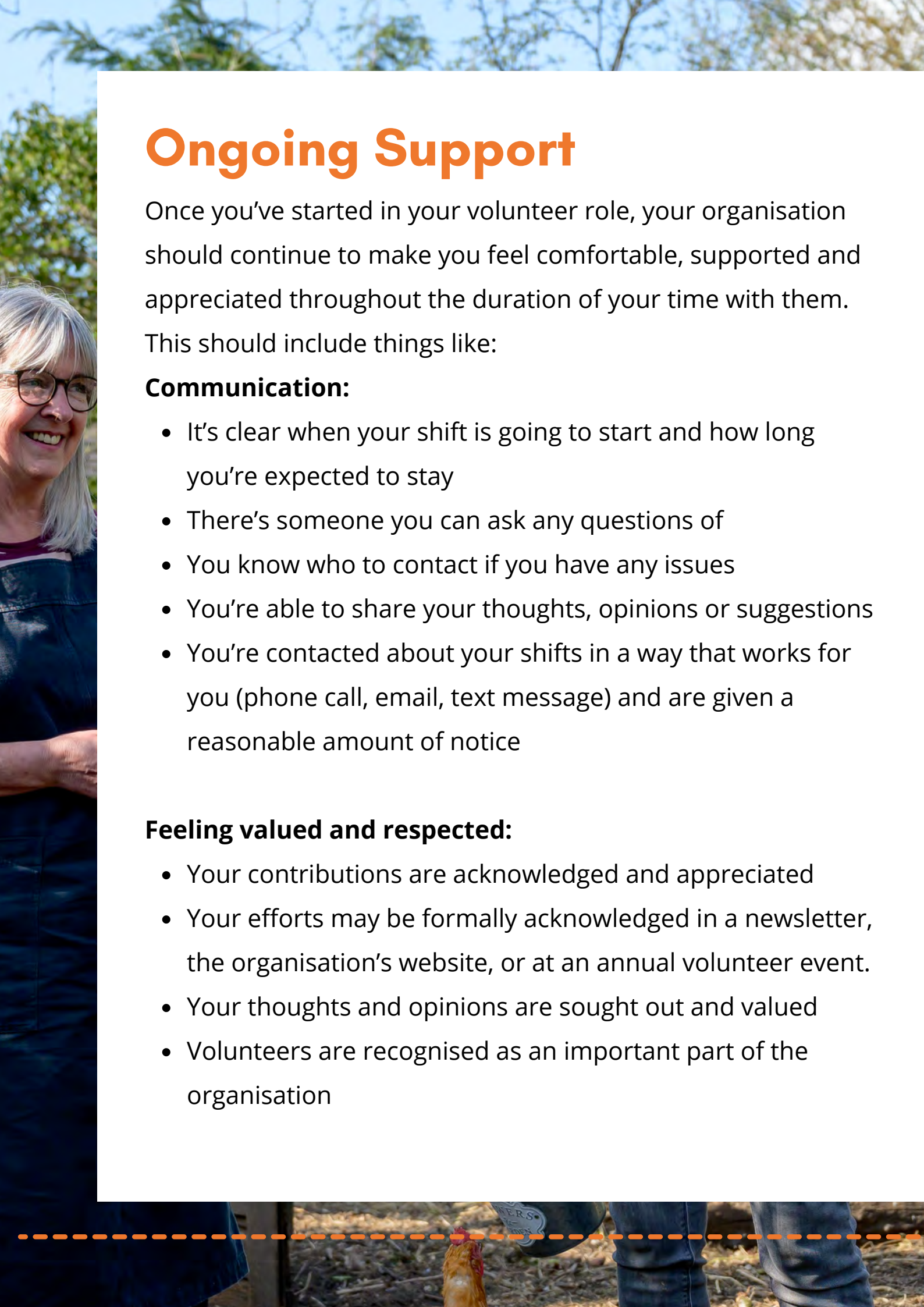
Induction & Training

Once you've been accepted into a volunteer position, most organisations will require you to undergo some form of induction and/or training. This may involve:

- Welcomes and introductions to other volunteers and staff
- Getting background information about organisation's purpose and mission
- Learning about what your role will be, what tasks you will undertake, and who will support you during your shift
- Completing an induction or training module (either online or in person)
- Learning about Workplace Health and Safety (emergency procedures, first aid, safety considerations in the role, reporting health and safety concerns, critical incident policies)
- Shadowing or being partnered with another volunteer or a member of staff

Make sure you are clear on all the important details of your volunteering position, and don't be afraid to ask questions!





Ongoing Support

Once you've started in your volunteer role, your organisation should continue to make you feel comfortable, supported and appreciated throughout the duration of your time with them. This should include things like:

Communication:

- It's clear when your shift is going to start and how long you're expected to stay
- There's someone you can ask any questions of
- You know who to contact if you have any issues
- You're able to share your thoughts, opinions or suggestions
- You're contacted about your shifts in a way that works for you (phone call, email, text message) and are given a reasonable amount of notice

Feeling valued and respected:

- Your contributions are acknowledged and appreciated
- Your efforts may be formally acknowledged in a newsletter, the organisation's website, or at an annual volunteer event.
- Your thoughts and opinions are sought out and valued
- Volunteers are recognised as an important part of the organisation

Supportive staff:

- Staff are friendly and make you feel welcome
- You are introduced to staff and other volunteers
- You receive support if any issues arise during your shift
- You look forward to coming to your shift

Accommodate for availability and level of ability:

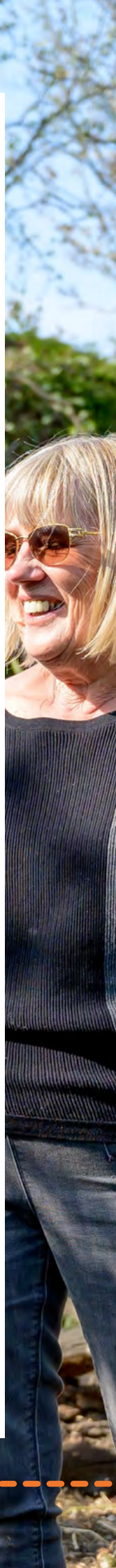
- Your availability is understood and respected
- You're not expected to complete strenuous, difficult or unsafe tasks
- Your level of ability is understood and accommodated for

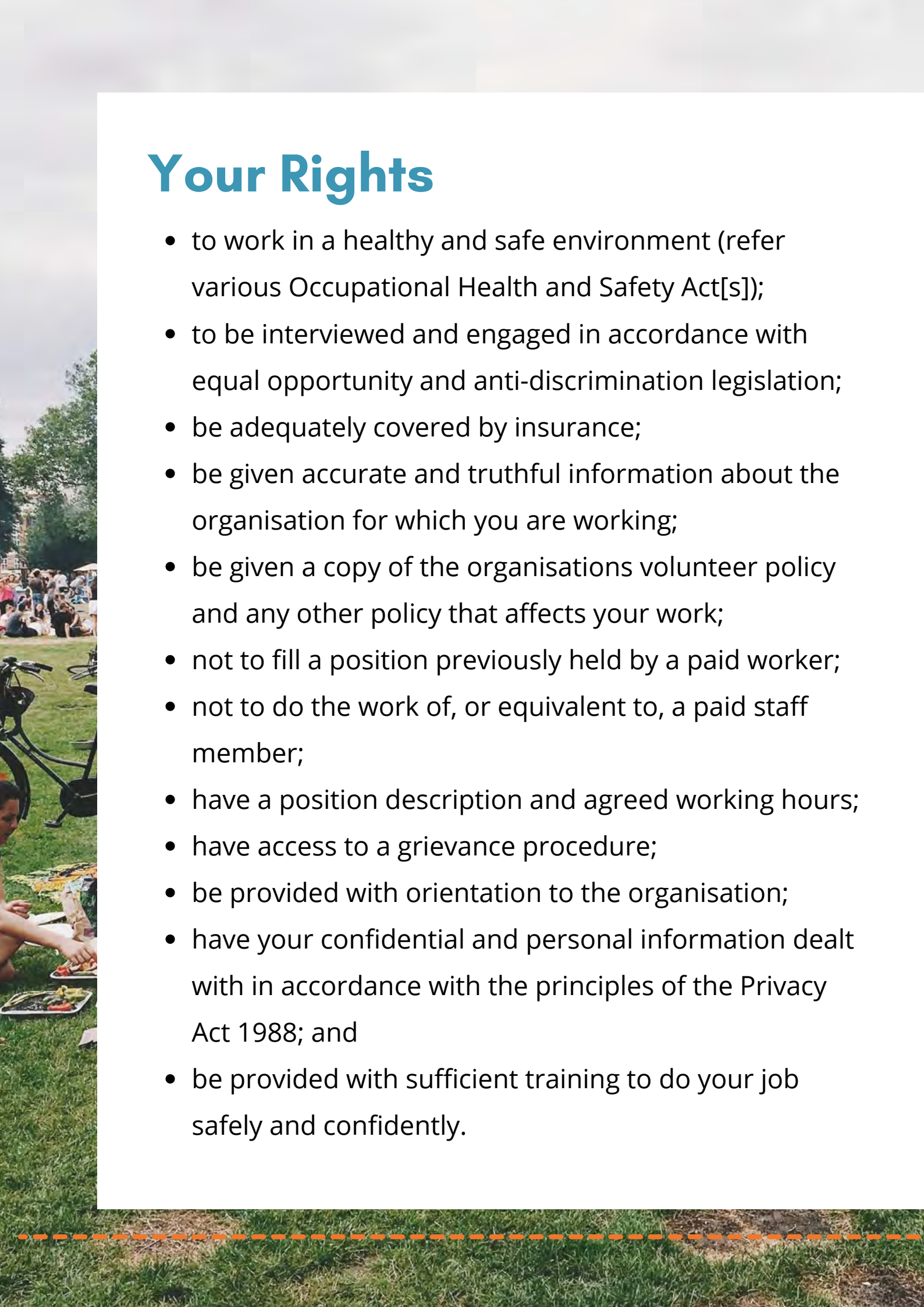
Resources:

- You're given an outline of your role and responsibilities
- You're provided with adequate training materials
- You're given adequate information about the organisation
- You're given any important contact details you may need

Opportunities for training, or to try new things:

- You are able to access training and development opportunities if they arise
- You're able to try new tasks, and have someone to help you
- You're able to develop or practice skills



A background image of a park scene. On the left, there's a vertical strip showing a group of people sitting on the grass, some with bicycles. The main part of the image is a light blue gradient where the text is located. At the bottom, there's a horizontal strip showing a close-up of green grass.

Your Rights

- to work in a healthy and safe environment (refer various Occupational Health and Safety Act[s]);
- to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- be adequately covered by insurance;
- be given accurate and truthful information about the organisation for which you are working;
- be given a copy of the organisations volunteer policy and any other policy that affects your work;
- not to fill a position previously held by a paid worker;
- not to do the work of, or equivalent to, a paid staff member;
- have a position description and agreed working hours;
- have access to a grievance procedure;
- be provided with orientation to the organisation;
- have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- be provided with sufficient training to do your job safely and confidently.

Your Responsibilities

- Be punctual and reliable for your scheduled shifts
- Carry out the duties listed in your volunteer position description
- Give notice if your availability changes or you are leaving the organisation
- Report any injuries or hazards that you notice in the workplace
- Adhere to the organisation's policies and procedures
- Deal with complaints or issues in an appropriate manner
- Undertake training as requested
- Ask for support when needed
- Support other team members
- Look after your own health and safety at work
- Use any safety equipment that you're given
- Abide by your organisation's workplace health and safety guidelines
- Respect confidentiality and privacy



If something's not quite right..

While volunteering is all about helping others, at the end of the day your own well-being needs to be prioritised. You are donating your time to an organisation, and while every role has its challenges, it should be an overall positive, rewarding and enjoyable experience. If you find yourself not looking forward to your next shift, or experiencing ongoing and unresolved issues, you may need to consider moving on to the next opportunity.

While you are not a paid worker, it is still advised that volunteers let the appropriate people know when they would like to leave their volunteer position. This can be done in person, over the phone, or via email. If possible let the organisation know of your intent to leave 2 weeks in advance.



Need more info?



Contact the team at SVSA

Christies Beach:

P: 8326 0020

E: admin@svsa.org.au

Victor Harbor:

P: 8552 7858

E: regional@svsa.org.au
