

City of Marion Volunteer Handbook



KAURNA ACKNOWLEDGEMENT

Ngadiu tampendi Kaurna meyunna
yaitya mattanya yaintya yerta

This Kurna acknowledgement was prepared in consultation with traditional custodians.

ACKNOWLEDGEMENT OF COUNTRY

The City of Marion acknowledges we are situated on the traditional lands of the Kurna people and recognises the Kurna people as the traditional custodians of the land.

Mayor's Welcome

Dear Volunteers,

The City of Marion welcomes you! Thank you for taking the time to volunteer within our Council and use your skills to enhance our people, places and community.

I can assure you that it makes an enormous difference to our community.

Whether you are helping to look after our environment, volunteering at a library, helping to run a program at one of our Neighbourhood Centres or contributing to community transport, you are helping make our local area a meaningful and comfortable place to live.

I am sure you will find volunteering a richly rewarding experience. To give generously to others is good for your own well-being and health. It is also a wonderful opportunity to meet other like-minded people and to be part of a supportive, helpful group of others who hold similar values.

In this handbook, you will find some information relating to volunteering at the City of Marion. Our Volunteer Coordinators will provide other relevant information and welcome questions that you may have.

I hope you enjoy your time volunteering with the City of Marion and, once again, thank you for your time and commitment as a volunteer.

Yours faithfully

KRIS HANNA

Mayor Kris Hanna





“Ever since I started volunteering, I felt I have grown my connections with both staff and other volunteers.”

- Michael, Library, four years service



“Volunteering has made me feel connected to my community. I know what is going on - I feel a part of it.”

- Jane, Events, Tonsley Tours and MCC, three years service



“Volunteering means connection to people and community. People should volunteer because of the experiences it gives you. It is something different to be discovered.”

- Helen, Neighbourhood Centre, nine years service



“Volunteering is a good way as a youth to connect with other people in the community. It’s also a fun way to give back and learn different life skills.”

- Zane, Youth Collective Committee, one year service



Thank you to our volunteers



Recognition

Giving our volunteers the recognition they are due is an important component in maintaining volunteer morale and retention. We have developed a Volunteer STAR of the Year Award and On the Spot Recognition procedure. Furthermore, during National Volunteer Week in May, celebrations are held for all volunteers registered with the City of Marion.

Telling stories

If you would like to be a part of a story for one of our publications, please let the Volunteer Development Officer know.



Community Vision – Towards 2040

In 2013, the City of Marion’s vision statement, Community Vision – Towards 2040, was endorsed by Council. It was designed to help shape Marion over the course of the next 25 years. It is a shared vision for the future of our city and will play a key role in influencing the Council’s planning, policymaking and allocation of resources in this period.

A key pillar of this vision, and of the subsequent 2019-2029 Strategic Plan, is for a city that is engaged. By 2040, we want our City to be a place where people are engaged and empowered to act and work together to create communities that sit on strong foundations.

A focal point to realizing this is the provision of ample and structured opportunities for volunteering. Volunteers make a deep and visible contribution to our City. This is recognized by City of Marion Council Elected Members and Staff.

These six themes represent the shared values and aspirations that will guide how our city develops.

LIVEABLE

By 2040 our city will be well planned, safe and welcoming, with high quality and environmentally sensitive housing, and where cultural diversity, arts, heritage and healthy lifestyles are celebrated.

PROSPEROUS

By 2040 our city will be a diverse and clean economy that attracts investment and jobs, and creates exports in sustainable business precincts while providing access to education and skills development.

VALUING NATURE

By 2040 our city will be deeply connected with nature to enhance people’s lives, while minimising the impact on the climate, and protecting the natural environment.

INNOVATIVE

By 2040 our city will be a leader in embracing and developing new ideas and technology to create a vibrant community with opportunities for all.

CONNECTED

By 2040 our city will be linked by a quality road, footpath and public transport network that brings people together socially, and harnesses technology to enable them to access services and facilities.

ENGAGED

By 2040 our city will be a community where people are engaged, empowered to make decisions, and work together to build strong neighbourhoods.



About City of Marion

94,879 people

56.17 sq/km

26,790 local jobs and 5,239 local businesses

\$4.04 billion Gross Regional Product (2021 NIEIR)

**133 parks and reserves contributing to a total of 567 hectares
of sport and recreation areas**

14 community centres and halls

23 schools and 28 playgroups

Median resident age of 39

32% of residents born overseas (as of 2016)

Position Statement/Council Resolution on Volunteering

The benefits of volunteering are numerous and high levels of volunteering are indicative of a well-functioning community. To further the positive effects of volunteering, the City of Marion will:

- Activate opportunities to encourage volunteers with a diverse range of experiences to participate in a volunteer program that is inclusive of all communities and demographics.
- Make Marion a safe place to volunteer, by ensuring that the best recruitment procedures are in place and that safety and wellbeing is at the forefront of everything we do.
- Increase management and volunteer training opportunities to ensure volunteers are supported, trained and empowered to undertake their role.
- Integrate, respect and value volunteering through recognizing individual and group achievements and by creating an environment whereby volunteers feel a part of our organisation.
- Foster productive relationships with community groups, sports clubs, not for profits, schools and universities in the City of Marion to facilitate participation in a broad range of volunteer roles.

Who is a Volunteer?

The City of Marion defines a volunteer as one giving their time willingly in a designated volunteer role that is without remuneration and of benefit to both the community and volunteer.

City of Marion volunteers will have specific Position Descriptions and other registration papers that will outline their role and the terms of volunteering with us.



Rob, Glandore Community Garden Coordinator, nine years of service

OUR PROGRAMS

Neighbourhood and Community Centres

Our Neighbourhood and Community Centres offer a place that creates an opportunity for our community to meet, socialise and connect. They are inclusive hubs of activity in the City of Marion providing programs and services for all ages and levels of ability. Our Centres have a variety of roles to match the diverse programs and services on offer.

Community Bus

The City of Marion Community Bus provides transport for frail, aged and people with disabilities. Residents who are transport disadvantaged are able to access shopping centres, City of Marion recreation centres or a senior citizens club by using the Community Bus service. Eligible clients can also access social trips to various venues for lunch and visit places of interest.

Positive Ageing and Inclusion

The Positive Ageing and Inclusion team provides a range of in-home services, wellbeing programs and transport options helping people to connect with their community. Their goal is to promote, provide and support independence, enabling people to remain living at home while maintaining their wellbeing and social connections. Services can include cleaning, basic home maintenance and modification, gardening, advocacy, social activities and transport.

Justice of the Peace

Our volunteer Justice of the Peace program was established to give the residents of the City of Marion easy access to this important service.

If you are a Justice of the Peace, you can keep your skills up to date by volunteering your time, skills and knowledge with the City of Marion. You can help the community by witnessing documents in our administration building or libraries throughout the week.

Graffiti Removal

Graffiti is unsightly, not to mention often costly to remove. We're committed to providing a clean and safe environment for our community, and help is available to assist residents to remove graffiti thanks to the Council's volunteer team of Graffiti Removalists. Volunteers are provided with all the tools and training needed to keep the City of Marion looking beautiful.

Event Volunteers

Be involved in a variety of community events that take place at different times of the year. Roles often vary just as much as the events themselves. Event volunteering is a great way to get involved on a once-off basis if you cannot make a regular commitment to volunteering. Event volunteering opportunities are placed on our website so keep checking our website for details.

Libraries

Volunteers and their contributions are vital to the smooth running of our libraries. Volunteers are involved in a wide variety of roles which help to make our collections more accessible, both online and onsite, and to extend our range of in-house services.

The Marion Heritage Research Centre also sits under our libraries where a small team of volunteers often unearth hidden content about Marion's history!

SkillMatch

Our SkillMatch program has been created to better adapt to the changing needs of volunteers. If you have a skill or experience you would like to use to volunteer in a bespoke project or role, we are keen to hear all about it and try to make it happen!

Open Spaces

Open space volunteers are groups of people who want to make a difference in the environment they live in, particularly the natural areas and open spaces throughout the City of Marion. Activities can include replanting local native plant species, removing invasive weeds, monitoring natural areas and open space health.

We welcome people from all areas in our community to volunteer and no experience is required.

MEET OUR VOLUNTEERS



“Volunteering has made me realise I am still useful after retiring.”
- Gerry, Library Assistant, 11 years service



“The community garden attracts different sorts of people with different needs. People turn up and give it a shot. During retirement it is important to have interaction and it is good for my mental health.”
- Rob, Glandore Community Garden Coordinator, nine years service



“I am made to feel valued and one of the team - it makes me feel good about myself.”
- Theresa, Social Support Admin Officer and MHRC Researcher, five years service



“Volunteering keeps me busy, and I’d like to say to anyone thinking of becoming a volunteer – just do it! People appreciate the help, and it feels good to be the one to help them.”
- Brian, Community Bus Driver, five years service



“I love giving back to my community. Just knowing that I’ve contributed to the community, and I’ve completed many woodwork projects (and even sold some) is great.”
- Allen, Woodwork Volunteer, three years service



“I’ve loved meeting people while volunteering and when I do something for them it makes me so happy.”
- Santoshi, Justice of the Peace, two years service



Volunteer Program Code of Conduct

Our Code of Conduct reflects the policies, procedure and ethos of our Volunteer Program by publicly declaring an ongoing commitment towards our values of Respect, Integrity, Achievement and Innovation. All City of Marion Volunteers are expected to demonstrate these values in the course of their volunteering.

The Code of Conduct requires that whilst volunteering as a registered City of Marion volunteer, volunteers must:

- Act with fairness, honesty and equality, both legally and ethically.
- Behave in a way that is consistent with and upholds the values and reputation of the City of Marion.
- Act with reasonable care, common sense, diligence and best practice whilst performing their role.
- Act and communicate in a way that is courteous, non-discriminatory and facilitates communication, trust and goodwill between the City of Marion, other volunteers, staff and the community.
- Disclose, and take measures to avoid, any conflicts of interest, whether real or perceived.
- Dress in a respectable manner for your role and, where necessary, appropriately to the safety standards required of the role.
- Carry out legally required procedures and instructions from City of Marion staff around the safe and compliant delivery of volunteer roles.
- Use the City of Marion's property and money efficiently, carefully and honestly, when authorized to do so, and without misappropriation.
- Make no comment to the media over any matter unless specifically given permission to do so and in the event of this happening, restrict all comments to factual information and professional advice.
- Maintain confidentiality around all information accessed through volunteering, including customer details, Council business and records. This obligation extends beyond the terms of the volunteer role.
- Accept that a volunteer has no right to disclose any information owned by the City of Marion that may have an adverse effect on the City of Marion.

Any breach of this Code of Conduct may necessitate disciplinary action that could be in the form of a warning, formal written warning or instant dismissal from the Volunteer Program.

Should you have any questions or concerns about this Code of Conduct, please discuss this with your volunteer contact at the City of Marion.

The City of Marion reserves the right to choose who is accepted to the Volunteer Program at all times.

Responsibilities of Volunteers

- Read, understand and sign all required volunteer paperwork.
- Comply with all stated policies and values of the Volunteer Program.
- Undertake all roles and duties diligently, courteously and conscientiously and as outlined in the Role Description, Induction and as shown by their Volunteer Coordinator.
- Promote a positive image of the Volunteer Program, in line with the City of Marion's values, Code of Conduct and as outlined in the relevant Role Description.
- Actively participate and co-operate with other volunteers, staff and the community in achieving positive community outcomes.
- Adhere to the principles, policies and procedures outlined in the Work Health and Safety section at the end of this booklet.
- Attend all mandatory training as requested by their coordinator and communicate any feedback for training and levels of support or equipment needed and as shown at your induction.
- Wear appropriate clothing, footwear and other personal protective equipment at all times in accordance with the relevant Safe Operating Procedure and Code of Conduct.
- Provide a regular and reasonable commitment to volunteering.
- Be punctual and reliable and to let their coordinator know if unable to volunteer.
- Maintain confidentiality in all matters relating to private and sensitive information they come across whilst volunteering.
- Know their limitations (time, money, physical needs, family and friendship responsibilities).
- Return all City of Marion property when leaving your volunteer role.



Responsibilities of the City of Marion

- Provide volunteers with a Role Description, orientation, ongoing training opportunities and access to relevant policies.
- Provide sufficient and ongoing support, communication, resources and supervision for volunteers to achieve their required tasks.
- Adhere to the principles outlined in the Work Health and Safety Act 2012.
- Provide a safe and healthy workplace for everyone.
- Ensure volunteers have competent skills and appropriate equipment to carry out the tasks required of them.
- Provide insurance cover for volunteers as outlined in the City of Marion's Insurance Procurement Policy.
- Consider a volunteer's wishes, interests, availability and abilities when finding a role.
- Ensure all volunteers have a full set of valid and satisfactory DHS Clearances and those in 'Prescribed Positions' have attended Child Safe Training either within the previous 2 years or do so within 3 months of starting volunteering.
- Ensure all volunteer forms are completed and stored securely on the volunteer database.
- Maintain confidentiality relating to volunteers and information given to the City of Marion by volunteers.
- Recognise the contribution volunteers play in making the City of Marion a better place.
- Consult, where reasonable and appropriate, for volunteer opinions in decision-making processes and for improvements to the Volunteer Program.
- Ensure any new volunteer roles or programs undertaken are within City of Marion's current and future capacity to supervise and resource, promoting the concept of 'sustainability'.
- Ensure volunteers are not asked to take responsibility for substantive duties normally carried out by paid staff.



GUIDELINES OF VOLUNTEERING AT THE CITY OF MARION

As volunteers representing the City of Marion, you are expected to adhere to the policies and procedures in place for the benefit of the community and yourselves.

The following pages provide a brief outline of key policies applicable at all times to the Volunteer Program. These are available in full upon your request.



Brian 5 years service and Geoffrey Ding, one year service, Community Bus Drivers



Agnes, a participant of MPNC sewing group

Equal Opportunity, Discrimination, Harassment and Workplace Bullying

The City of Marion believes fair treatment of people in a climate of equal opportunity is not only a legal and ethical necessity, but one that has a positive effect on everyone affiliated with us.

Council has a strong commitment to equal opportunity (EO) principles that will assist in ensuring:

- A safe, healthy, caring and non-discriminatory working environment.
- Protecting volunteer wellbeing.
- Our volunteer pool is efficient and productive.
- The best person for the job is selected (Merit Principle).
- Volunteer turnover is minimised.

Our Equal Opportunity policy describes the behaviour required to meet our legal and organisational obligations towards Equal Opportunity, harassment, discrimination and bullying within the workplace. All volunteers, employees and contractors providing labour and services to Council have a joint responsibility to meet these requirements.

Equal Opportunity laws aim to ensure that all people are treated fairly in public life and are not discriminated against because of a personal characteristic such as their age, race, gender/sex, sexuality, intellectual or physical disability, marital status or pregnancy. If an issue of this nature arises in your volunteer work, contact your program supervisor or your volunteer contact at the City of Marion.

Department of Human Services Screening

Recruiting people of good reputation is essential to the success of any volunteer program. As a standard of practice and to meet legal requirements for some roles, volunteers at the City of Marion will need to undergo a Department of Human Services screening assessment. Some ad hoc or event roles will not require a clearance, and this will be made known to you if relevant to you. All checks remain the property of prospective volunteers, however, checks must be sighted and documented by City of Marion before a role is offered. These need to be renewed at regular intervals which will be communicated to you.

In the event that an offence is disclosed through either screening processes, the Volunteer Development Officer will meet with the prospective volunteer, and if required, allocate a panel to discuss the offence(s) and make a decision.

Safe Environment for Children and Vulnerable People

The City of Marion is a local government entity which has a legislative responsibility to ensure a safe environment for children and vulnerable people when accessing Council services and facilities.

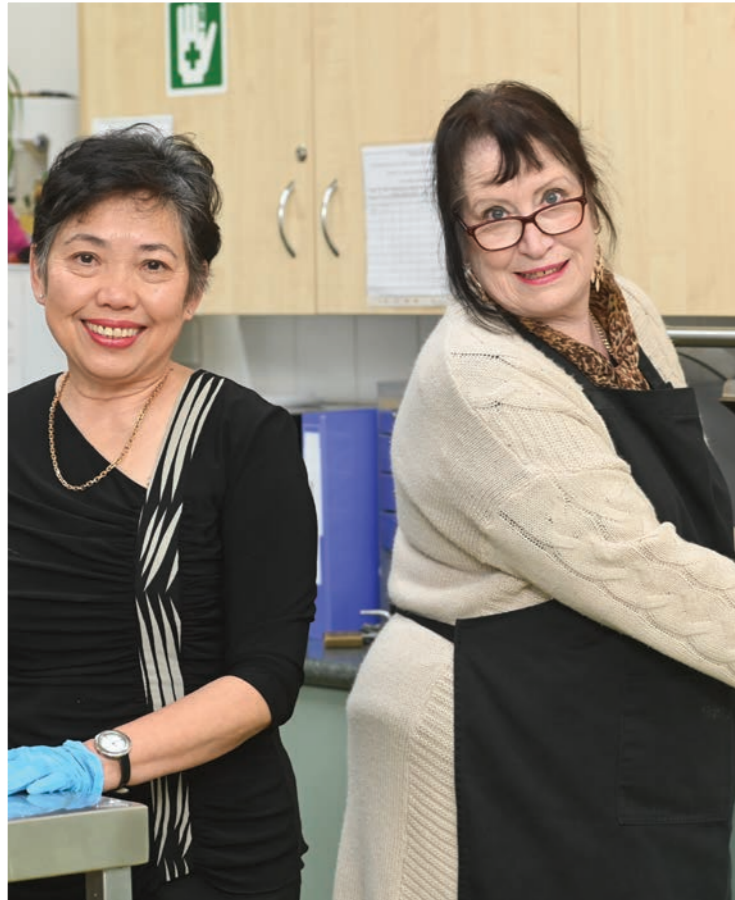
This includes appropriate background assessments and training undertaken at repeated and prescribed intervals for volunteers in prescribed positions.

Confidentiality

Personal information collected and recorded by the City of Marion remains private and confidential.

No personal information shall be released without prior consent from the consumer, volunteer or authorised consumer representative. Should a breach of confidentiality be proven, the relevant staff member will discuss this with the volunteer and work towards a satisfactory resolution.

Volunteers are required to respect the privacy of everyone they come into contact with. Volunteers have the right to request and be given access to their personal records. If your personal details change, please notify your Volunteer Coordinator.



Cooinda Neighbourhood Centre Volunteers



Park Holme Library Volunteers



Friends of the Upper Field River Volunteers



Alex, Graffiti Removal Volunteer

The National Standards for Volunteer Involvement

The National Standards for Volunteer Involvement provide a sound, accredited framework for supporting volunteering in Australia.

They provide good practice guidance and benchmarks to help organisations attract, manage and retain volunteers as well as help manage risk and safety in their work with volunteers.

The eight (8) standards are:

- Leadership and management – Elected Members and employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.
- Commitment to volunteer involvement – a commitment to volunteering is set out through vision, planning and staff resourcing, and supports the organisation's strategic direction.
- Volunteer roles – volunteers are engaged in meaningful roles that contribute to the organisation's purpose, goals and objective.
- Recruitment and selection – volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.
- Support and development – volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.
- Workplace safety and wellbeing – the health, safety and wellbeing of all volunteers is protected in the workplace.
- Volunteer recognition – volunteer contribution, value and impact are understood, appreciated and acknowledged.
- Quality management and continuous improvement – effective volunteer involvement results from a system of good practice, review and continuous improvement.

OTHER GUIDELINES

Orientation and Other Training

Volunteers will be required to complete a Corporate Induction, which can be done online or in a face-to-face setting. This will outline the history of Marion, our values and offer a more in-depth look at policies applicable to the Volunteer Program. You will also have a site or program induction.

After three months, we will meet for a review during which, together, we will decide whether you are in the role that is right for you.

We believe in ongoing training and encourage our volunteers to communicate to us their training needs. If a volunteer changes roles or adds duties to their role, a new induction reflecting these changes will be carried out. Throughout your time with us, we will provide ongoing support, direction and guidance as it pertains to your role. This will include an invite to a review every 12-months that will cover your experience with us as well as any goals or further involvement you would like to have.

Volunteer Induction Checklist

The Induction Checklist your Volunteer Coordinator uses is a tool to ensure all training, policies and procedures are read, completed or planned for before the commencement of your role. Both you and your Volunteer Coordinator will sign off on this - if you think anything has been missed, please let us know.

Personal Information and Recording of Hours

Our volunteer database, Better Impact, is the tool we use to administer the Volunteer Program and complies with legislative and City of Marion privacy requirements.

A crucial part of this system is the recording of hours you volunteer with us and as a volunteer, you are expected to actively do this. There are a number of ways to time keep. You can install the MyImpact app, you can scan a QR code if your volunteer site has a City of Marion iPad or you can send in your hours to your Volunteer Coordinator so they can record these on your profile. Doing this helps us know the resources each program requires, where you are in the event of an emergency and to ensure we have records of your contribution as a regular volunteer for insurance purposes.

The Volunteer Program also sends an annual report to the Mayor and Elected Members and the statistics Better Impact provides us helps to illustrate the irreplaceable contribution you make to our community.

Mutual Obligation

We are happy to sign off on all Centrelink forms to officially report the hours you have volunteered with us. Please note that we will adhere to the strict policy of only signing off on hours as recorded in your MyImpact page.

Media Relations

Council has a Communications Team who take care of all media related issues. All enquiries should be passed immediately to your Volunteer Coordinator to then be directed to the team. It is Council's policy that paid staff and volunteers do not talk directly to the media about their association with the City of Marion.

Social Media

City of Marion has a Social Media policy which is applicable to all volunteers and staff who use the City of Marion social media accounts, and all volunteers and staff when mentioning City of Marion in their personal accounts.

If you are using social media to refer to your role for the City of Marion, this should be conducted in an appropriate and professional manner, hence upholding the integrity and professionalism of City of Marion's reputation in the online environment.

Gifts and Benefits

The City of Marion acknowledges the right clients have to give volunteers gifts of appreciation. However, to avoid any misunderstandings, volunteers may only accept gifts of a perishable nature. Volunteers must not accept cash, furniture, jewelry, or other property of sentimental or monetary worth. If you are in doubt about what is a reasonable gift, please discuss the situation with your Volunteer Coordinator.

Reimbursement

Pre-approved out-of-pocket expenses incurred during voluntary work will be reimbursed via program managers. Items that are acceptable for reimbursement will be communicated to you by your Volunteer Coordinator. Please do not make any purchases or payments of services (including medical services if you are injured) on our behalf with the assumption you will be reimbursed. Where transport being provided to clients is a core component of volunteer duties, volunteers can access a capped mileage reimbursement.

Consultation

We encourage volunteers to share their opinions and ideas with us. Your experiences as volunteers offer a unique perspective on our community and opportunities for refinement and development.

Although we actively encourage your input through annual surveys, the Volunteer Reference Group and 12-month review, please reach out at any time to share your thoughts on anything that affects your volunteer role.

Commitment

Volunteers are asked to commit to an agreed investment of time that they can reliably adhere to. Some programs require you to be present on a specific day and time, whilst others rely on the creation and nurturing of trusting relationships with customers. Please ensure you are available at the necessary times before committing to a program - this is a key component in finding the right role for you to excel in.

Holidays

We all need a holiday every now and then and volunteers are no exception. When you plan a holiday, please notify your Volunteer Coordinator in advance so that alternative arrangements can be made.

Resignation

Things change, and we understand this. Should you wish to resign from your volunteer position, please notify your Volunteer Coordinator in person or in writing. Although there are no set requirements for leaving a volunteer role, giving us as much notice as possible is always appreciated. If possible, we would like to arrange an exit interview with you. Your experiences and opinions could be helpful to us and both current and future volunteers.

Grievances and Complaints

The City of Marion recognizes grievances can be a real or perceived cause for unhappiness in a volunteer role. It could arise from a situation, decision or omission which you consider discriminatory, harassing or unfair. We know that to build trust with our volunteers, acknowledging and addressing grievances in our Volunteer Program is crucial in making volunteers feel happy, safe and valued.

All efforts will be made to reach a successful outcome and volunteers are ensured that they will not be disadvantaged by using such procedures regardless of the outcome of any decisions. Our grievance procedure can be viewed in full upon request.



INSURANCE

Motor Vehicle Insurance

Volunteers whose role necessitates the use of their own private vehicle are required to have a minimum of comprehensive insurance. Please check with your Volunteer Coordinator for clarification prior to beginning volunteer duties.

Volunteers who use their vehicles in high-risk roles, such as transporting clients, are required to read and understand the Use of Private Vehicles Policy/ Procedure and will need to complete the Use of Private Vehicles form.

The City of Marion provides reimbursement of any excess payments and additional premium costs if volunteers use their own vehicle for volunteer duties and there is an accident for which they are not at fault.

Parking / Speeding Fines

If you incur a traffic infringement notice, or ticket for illegal parking while volunteering, it is your responsibility to pay the fine. The City of Marion expects all volunteers to comply with all State laws.



Public Liability Insurance

All Councils in South Australia are members of the local Government Association Mutual Liability Scheme (LGAMLS). The LGAMLS is a self-managed fund providing all Councils with liability coverage. The coverage provided by the LGAMLS extends to the functions and services provided by Volunteers of Local Government (with the exception of those provided under the Attorney General’s Department i.e., Justice of the Peace).

Note: Under the LGAMLS rules, members (which includes volunteers) are not permitted to admit liability for any incident or accident that occurs. Incidents and accidents are investigated by the City of Marion and must be reported to your Volunteer Coordinator.

Personal Accident Insurance

Council has purchased a Personal Accident Policy of insurance which covers injuries to volunteers whilst engaged in or on any authorised voluntary work on behalf of Council. The policy provides coverage for capital benefits and weekly benefits.

Injury Assistance Benefits, Modification Benefits and Funeral Benefits.

The policy does NOT cover medical expenses that would otherwise be covered by Medicare, nor will it cover the Medicare “gap”. It is therefore important that in the event of an injury or illness caused to a volunteer while engaged in their duties, you receive appropriate health care treatment by a Medicare Provider in a public hospital, or where applicable through your own private medical cover. In all instances in which you need volunteer related health care services, please ensure you avoid using the language of being injured whilst working for the City of Marion – make it clear that you are a volunteer – so that you will be bulk-billed.

Note: Payment of medical expenses in this section is in alignment with the requirements under the Private Health Insurance Act 2007.

WELLBEING, HEALTH AND SAFETY

Council is committed to operating in a safe and responsible manner, respecting the health of our volunteers, employees and the health of the community and environment.

Wellbeing, Health and Safety (WHS)

Our Health Safety Environment (HSE) Policy aims to provide safe and healthy spaces and venues so that all persons can work without risk of:

- injury or illness to themselves
- injury or illness to others, including the general public
- impacts to the environment
- damage to property.

Under the Work, Health and Safety (WHS) Act 2012, volunteers are considered as workers. Volunteers therefore have the same level of responsibility as employees in having a duty of care to the health and wellbeing of themselves, other volunteers, staff and the community. This means that relevant policies, procedures and responsibilities must be given to all volunteers and an undertaking signed that these will be followed.

Volunteer Coordinators must be aware of what tasks volunteers are performing prior to undertaking volunteer duties in order to be covered by the City of Marion’s insurers. If you are ever uncomfortable with a task or feel that it is not clearly referred to on your Role Description, please speak with your Volunteer Coordinator. By reading and understanding your Role Description and this Volunteer Handbook, you are doing your part to protect the safety and wellbeing of yourself, others and the community.

Hazard Reporting

If you observe something with the potential to cause harm, an incident or are injured whilst volunteering with us, it must be reported to your Volunteer Coordinator as soon as possible. This is so that first aid treatment or more comprehensive medical treatment can be provided. Further to this, any accident in a personal vehicle, to a third party or the environment has to be immediately reported to your Volunteer Coordinator.

Incident Management

Upon identification of hazards or occurrence of an incident you should take the following action:

1. Stop work: control hazard if safe to do so and make area safe.
2. Emergency response procedures: if necessary, contact emergency services or perform rescue or use spill kit, if trained to do so.
3. First aid treatment: if injury sustained by person(s), first aid should be offered by a trained team member.
4. Report to your supervisor: report the details of the hazard or incident by the quickest means necessary to your coordinator or most appropriate contact at the time.
5. Report fleet or plant damage: if the hazard or incident relates to safety of or damage to fleet or plant then it should be tagged out of service. The item of fleet or plant should not be operated further until inspection from member of the relevant department unless instructed by emergency services to do so.
6. Secure the site: if your coordinator believes the hazard or incident may require notification to a regulatory body, you must ensure the site and anything forming part of the hazard or incident is not moved or disturbed until further advised by your team leader or supervisor or coordinator.

All volunteer related hazards and incident reports will be recorded by staff on Salesforce, our customer relationship management platform.



Risk Management

All volunteers of Local Government must be registered and work within established systems and processes. This will include requirements pursuant to the WHS legislation.

Effective risk management is key to achieving Council's Vision and strategic themes and objectives with a focus on:

- continuously improving our residents' quality of life and enhancing outcomes for the community
- improved productivity and efficiencies
- minimising business interruptions.

As risk is inherent in all aspects of Council activities, Marion promotes a structured and consistent approach to minimising risk exposure in the Volunteer Program.

The following objectives underpin City of Marion's approach to addressing risk:

- Introduce and embed a risk culture and high level of risk awareness throughout all levels of City of Marion to support achievements aligned to our vision, strategies, services and actions.
- Implement consistent risk management procedures to manage risk and opportunities throughout CoM's organisational systems and functions.
- To continually align the risk management program with the Business Excellence Framework.

The City of Marion is committed to the maintenance of an Insurance portfolio as a Risk Management tool and therefore procures appropriate cover for services and assets with potential liability and loss exposure.

Health

If your health status changes during your term as a volunteer, please inform your Volunteer Coordinator. Before beginning any task or role, volunteers should:

- be medically fit and well suited to the task assigned to you
- should not undertake any duties likely to aggravate a pre-existing injury or condition.

Safe Work Procedures and Safe Operating Procedures

The City of Marion has Safe Operating Procedures (SWPs) to guide volunteers in the steps to follow to perform tasks safely and Standard Operating Procedures (SOPs) in the safe and consistent operation of tools and equipment. If you have been given one of these in regards to your duties, please ensure you understand it and follow all steps written.

Personal Protective Equipment and Clothing (PPE&C)

PPE&C is a term that encapsulates all items of equipment and clothing required to perform a task or duty safely and in accordance with our Standard Workplace Procedures and Standard Operating Procedures. These must be used as needed for each specific task or as directed. If you do not have sufficient PPE&C, stop what you are doing and inform your Volunteer Coordinator immediately.

Emergencies

Whilst volunteering, you will be made aware of site-based emergency procedures as part of your induction. Please follow procedures and any reasonable instruction given to you during an emergency event by site wardens or your Volunteer Coordinator.

First Aid

First aid facilities are present across all City of Marion sites and will be shown to you as a part of your induction. We run volunteer First Aid training each year – please speak to your Volunteer Coordinator if you would like a place on the next available course.

Smoking

Smoking is not allowed on or in any of City of Marion's property, buildings, offices or vehicles.

Drugs and Alcohol

The City of Marion has a zero-tolerance policy on drugs and alcohol as the misuse of these substances can place our volunteers, staff and community at unacceptable risk.

Due to the nature of the role and the positions of trust, all Community Bus and Social Support volunteers are included in our pool for random drug and alcohol testing. For other volunteers, drug and alcohol tests may be carried out if there is reasonable suspicion a volunteer is impaired by the use of drugs or alcohol. Testing may also be conducted after an incident occurs.

If positive tests are returned, volunteers will be treated in accordance with the City of Marion Alcohol and Other Drugs Procedure.

Employee Wellbeing Program (EWP)

The EWP is a confidential counselling service available to employees, immediate family members, volunteers and elected members which offers an effective means of assisting you and/or your family members with issues that may eventually affect your performance at work or your personal well-being.

The EWP provider gives you support to deal with all types of problems such as:

- marriage and family
- interpersonal relationships (work or home)
- grief and loss
- stress and trauma
- alcohol /drug dependency
- work related problems
- gambling problems
- coping with illness or physical injury or
- mental health issues.

Access programs on 1300 667 700



Coolinda Neighbourhood Centre Volunteers

Jan, Glandore Reception, six years service



Thank you and good luck

The City of Marion appreciates your time and your commitment to volunteering and welcomes you to the team. Thank you for choosing to volunteer and helping us to make the City of Marion a more liveable, prosperous, innovative, engaged, connected and nature valuing community.