



# Volunteer Handbook



City of  
Norwood  
Payneham  
& St Peters

.....

[www.npsp.sa.gov.au](http://www.npsp.sa.gov.au)

Visit the Council's website for further information about Volunteer programs, policies and opportunities.

Volunteer Handbook last updated: October 2018

# Contents

Welcome .....	<b>3</b>
About Us .....	<b>4</b>
Our Vision .....	<b>6</b>
Our Values .....	<b>7</b>
Volunteering Programs .....	<b>9</b>
Program Governance .....	<b>10</b>
<i>Equal Opportunity</i> .....	<b>10</b>
<i>Policies and Procedures</i> .....	<b>11</b>
Volunteer Rights & Responsibilities .....	<b>13</b>
Work Health & Safety .....	<b>14</b>
Insurance.....	<b>18</b>
Reimbursement.....	<b>20</b>
Recognition.....	<b>21</b>
Useful Contacts.....	<b>23</b>
Council Facilities.....	<b>23</b>

---

# Welcome

## *to the City of Norwood Payneham & St Peters*

...

Our organisation values the significant and important contribution made by Volunteers across our community.

Whilst Volunteers assist us to achieve the delivery of support services in our community, volunteering also provides many benefits to the Volunteer, such as connecting with others, making new friends and contacts, enhancing social and relationship skills and giving back to the community.

This handbook has been developed to assist you in your volunteering role and provide you with a better understanding of the City of Norwood Payneham &

St Peters and how your role contributes to the provision of community services.

A Program Coordinator will be responsible for organising your activities and is your first point of contact. You can also contact the Volunteer Services Coordinator if you have any queries.

We sincerely thank you for your time, enthusiasm and commitment to Volunteering with the City of Norwood Payneham & St Peters. We hope your experience is rewarding and enjoyable.

## *Welcome to the team!*



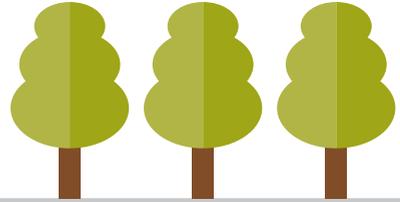
Mayor Robert Bria

---

# About Us



**3% increase**  
population  
predicted by 2026\*\*



**37,496**

residents\* &  
**120** ethnicities

## Spanning 21 suburbs

*the City of Norwood Payneham & St Peters incorporates  
**1,510 ha** of land and **180 ha** of open space*

The City of Norwood Payneham & St Peters comprises the Mayor and 13 Elected Members who are supported by a Chief Executive, four General Managers and a combined total of 215 field and administrative staff.

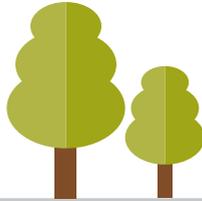
Our audience is our community of residents, ratepayers, businesses, community groups as well as organisations, developers, state and local government partners and media contacts, all of whom we interact with on a daily basis.

Our City is well known for its significant number of small to medium businesses (over 3,000), which are generally concentrated in a number of precincts throughout the City. Major retail precincts include The Parade, Magill Road, Payneham Road and the Glynde Corner, with district-level shopping centres located at The Avenues, Firlie and Marden.

**9,000**  
local businesses



& 6,000 home-based  
businesses



More than  
**23,000**  
street trees



**171 km** of roads

**69 parks**  
& reserves with  
**29** playgrounds

The City also features professional, manufacturing and light industry business precincts and contains more than 6,000 home-based businesses, all significant contributors to both the state and local economy.

We aim to keep those within our community well informed, particularly to ensure that they understand the extensive role the Council plays in the community.

The Council hosts more than 30 events each year, including iconic drawcards such as the Santos Tour Down Under, Fashion on Parade as part of the Adelaide Fashion Festival, the Norwood Christmas Pageant, Twilight Carols and St Peters Fair.

The City of Norwood Payneham & St Peters provides a wide range of services from waste management, roads and footpaths, to crucial community care, social inclusion and active ageing programs.

The City of Norwood Payneham & St Peters supports more than 200 volunteers who contribute approximately 7,000 hours of service annually, across 18 programs.

# Our Vision

...

*A City which values its heritage,  
cultural diversity, sense of place and  
natural environment.*

*A progressive City which is prosperous,  
sustainable and socially cohesive, with a  
strong community spirit.*



---

# Our Values

The organisation has a shared set of values which guide the day-to-day activities of the Council.

## Our People

We are committed, empowered and accountable. We recognise the contribution of others.

## Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

## Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

## Excellence

We strive for excellence in everything we do and encourage innovation and quality.

## Integrity

We demonstrate respect and honesty and always act in the best interests of our citizens and our community.

## Service

We seek to improve quality of life for our citizens and community and we treat all stakeholders with respect.

All Council staff and Volunteers are expected to demonstrate these Values and recognise that they, as individuals, have a responsibility to contribute to the creation of an organisational culture in which these Values can be realised.



From a Local Government perspective, volunteering is defined as contributing your time which is of benefit to the community, done of one's own free will, done without monetary reward and provides a core Council activity.

---

# Volunteering Programs

At the City of Norwood Payneham & St Peters, we support our Volunteers by offering opportunities to contribute to the community and gain experience that may enhance pathways to future employment, or alternatively, transition out of paid employment and into retirement.

Volunteers play an integral role within our community by initiating and enhancing the services provided by employed staff, without being a substitute for paid work.

## *Our Core Volunteering Programs*

### **Graffiti Removal**

Graffiti removal Volunteers work as a team to remove illegal graffiti and posters from private and public property across the City of Norwood Payneham & St Peters.

### **Community Visitors Scheme**

Build an ongoing friendship and make a difference in the life of an older person who is socially isolated by volunteering for the Community Visitors Scheme.

### **Stepping Out**

Stepping Out matches up Volunteers dedicated to sharing their own skills and interests, with frail, aged or younger members of our community living with a disability and in their own home.

### **Justice of the Peace**

Justices of the Peace (JP) provide a valuable service to our community.

The City of Norwood Payneham & St Peters is pleased to be associated with the South Australian Attorney-General's Department Justice of the Peace Portfolio.

### **Libraries**

Library Volunteers assist library staff to deliver services to citizens across the City of Norwood Payneham & St Peters through three libraries located in the suburbs of Norwood, Felixstow and St Peters.

---

# Program Governance

## *Equal Opportunity*

The Council endeavours to maintain an environment which is free from discrimination, harassment, victimisation or bullying for all staff and Volunteers.

Volunteers are protected by and expected to operate within the guidelines of the Equal Opportunity Act 1984 (SA).

The purpose of the Equal Opportunity Act 1984 (SA) is to promote equality of opportunity for all South Australians. It aims to prevent discrimination against people and to give them a fair chance to take part in economic and community life. Please expect to demonstrate these requirements in your Volunteer role at the City of Norwood Payneham & St Peters.

If you think that you have been unlawfully discriminated against, sexually harassed or victimised, you should contact the Council's Volunteer Coordinator who will assist you in providing options to address or resolve the matter.

## *Policies and Procedures*

### **Volunteer Policy**

The Council's Volunteer Policy defines the role of Volunteers within the Council and provides a set of best practice principles which are designed to:

- ensure that Volunteers are not exploited;
- provide a healthy and safe work environment for Volunteers;
- ensure that Volunteers have an understanding of their role; and
- assist the Council in involving and retaining Volunteers.

A copy is included in your welcome pack.

In addition, the Council is required to operate under a number of other policies and legislative requirements such as:

### **Behaviour Standards Policy**

The Behaviour Standards Policy sets out the expectations of behaviours for staff or Volunteers when they are representing the Council.

### **Volunteer Protection Act 2001**

The Volunteer Protection Act 2001 outlines the law in relation to Volunteers and business.

### **Fair Treatment and Equal Opportunity**

The Fair Treatment and Equal Opportunity Act sets out the principles that ensure fair and equal treatment in an environment free of discrimination, bullying and harassment.

### **Grievance Policy**

The Grievance Policy sets out the principles and guidelines to resolve employee and Volunteer grievances.

### **Social Media and Electronic Communications**

The Social Media and Electronic Communications Policy provides a guide for the appropriate use of social media by staff and Volunteers.

### **Workplace Health and Safety Policy Statement 2019**

The WHS Policy Statement 2019 contains all of the employee and Volunteer legal obligations under the WHS Act.

These documents are available on the internet or a copy can be provided upon request.

*“ We make a living by what we get,  
but we make a life by what we give.”*

*Winston Churchill*



Norwood Christmas Pageant

---

# Volunteer Rights & Responsibilities

## **As a Volunteer you have a right to:**

- be treated with respect and dignity;
- cease and refuse tasks where you have a reasonable concern that you would be exposed to a serious risk to your health or safety;
- be adequately insured in the course of your duty whilst volunteering;
- have access to any policy or procedure relevant to Volunteers;
- be provided with direction and support from your Program Coordinator;
- be provided with a Role Statement;
- have access to a grievance procedure;
- be provided with a Council and program specific induction;
- have your personal information treated confidentially; and
- be recognised for your service – THANK YOU!

## **As a Volunteer you are required to:**

- abide by the Council's policies relevant to Volunteers;
- participate in an induction and relevant training;
- operate respectfully under the direction and supervision of Council staff; and
- promote a positive image of the Council.

Notify your Program Coordinator if:

- your contact information changes;
- you wish to withdraw from the program;
- you identify any hazardous or potentially hazardous situations to yourself or others; or
- you are injured or witness an accident/incident.

---

# Work Health & Safety

The Council is committed to providing and maintaining a safe working environment for all staff and Volunteers.

To be successful in meeting this key objective, the Council must maintain a culture which recognises that all staff and Volunteers are fully engaged and committed to achieving exceptional health and safety performance. The Council, through the Chief Executive Officer (CEO), provide systems, policies and procedures to ensure all staff and Volunteers carry out their Work Health & Safety (WHS) responsibilities.

The Council's WHS Policy is a statement from the CEO which outlines the commitment to the health and safety of all staff, contractors, visitors and Volunteers. Whilst it does acknowledge that management are responsible for your health and safety, it also expects that you comply with and contribute to health and safety matters.

## *Individual WHS Obligations*

The Council has a legal obligation to ensure your safety and anyone else that may be affected by work actions undertaken by the Council.

You are responsible for:

- taking care of your own personal safety;
- taking reasonable care to ensure the safety of others;
- complying with verbal instructions given about health and safety matters;
- cooperating with any reasonable written policy or procedure relating to WHS in the workplace; and
- reporting any incident or hazard in the workplace to your Program Coordinator.

You are advised not to engage in any action that you consider unsafe.

---

## *WHS Reporting*

The Council is committed to achieving a high level of reporting regarding all WHS hazards, incidents, accidents and near misses. WHS reporting is a pivotal function within the organisation which can either occur in response to an identified potential hazard or following a dangerous occurrence, incident or accident.

## *Hazards*

If you identify a hazard you must either report this verbally to your Program Coordinator, the Volunteer Services Coordinator, or complete a Hazard Report Form. These forms are available from your Program Coordinator who can assist you to complete the form.

## *Incidents/Accidents*

You are legally obliged to report all incidents/accidents that you witness or are involved in. All accidents (including near misses) are to be immediately reported to your Program Coordinator or the Volunteer Services Coordinator, who will assist you to formally report the incident/accident.

The following incident reporting procedure is to be applied:

- If an incident has occurred, the person(s) involved should (if possible) take whatever steps necessary to control the hazard to prevent further incidents.
- Notify your Program Coordinator or the Volunteer Services Coordinator as soon as reasonably practical after an accident has occurred.
- If there has been a serious injury, it is important that the site where the incident has occurred is not disturbed until an inspector arrives at the site to investigate.

---

# Work Health & Safety

## *WHS Procedures*

The Council has a number of procedures in place which must be followed to protect your health and safety. Some of the key policies are outlined below.

### **Sun Smart Policy**

Anyone who is required to work outside in peak exposure periods for more than 15 minutes is required to wear an appropriate broad brimmed hat, sunglasses and have access to broad spectrum, water resistant sunscreen SPF 30+ or above.

Anyone who works outside is required to wear long sleeves and long trousers (or female equivalent).

Council can supply you with Personal Protective Equipment if this is a requirement for your role.

### **Manual Handling**

Manual handling tasks can range from sitting at a computer to lifting heavy loads. If you have any doubts as to whether the task is safe, STOP.

For any hazardous manual handling task, there will be a specific Safe Work Method Statement about how to perform the task safely.

### **Hazardous Chemicals**

Hazardous chemicals can be identified by looking at the label and Safety Data Sheet which are to be available on site.

Safety Data Sheets are to be held for all chemicals. Hazardous chemicals cannot be used if it does not have a Safety Data Sheet.

## *Drugs and Alcohol in the Workplace*

The Council has a zero tolerance approach to the use of illegal/illicit drugs. The Council also has an alcohol limit of 0.00 Blood Alcohol Concentration (BAC) for all staff and Volunteers. You must declare to your Program Coordinator or the Volunteer Services Coordinator if you have taken any prescription medication that may impair your ability to perform your role. This information will be kept confidential by the Council.

You may be tested for drugs/alcohol either randomly, after an incident or if suspected to be under the influence of drugs or alcohol.

---

## *Emergencies*

The Council has implemented Local Emergency Response Plans for the effective management of foreseeable emergencies. An emergency situation can range from a fire or bomb threat, to an event which arises internally that may affect the safety of persons inside the building.

If you become aware of an emergency situation you should:

- assess the situation;
- warn people in the area of any danger;
- raise the alarm with all Staff/Volunteers within the immediate vicinity and attempt to locate a Warden; and
- follow any instructions given by the Emergency Wardens.

Wardens can be identified by the use of coloured baseball caps. When directed to evacuate you should:

- leave by the nearest emergency exit;
- move calmly and quietly to the Assembly Area;
- if requested, assist persons with disabilities; and
- remain in the Assembly Area until clearance has been given by the Wardens.

## *It's all about Communication!*

The Council needs your input to ensure your health and safety. If you have any concerns or ideas in regards to work health and safety, we would like to hear from you.

---

# Volunteer Insurance

The City of Norwood Payneham & St Peters provides three types of insurance cover for Volunteers, whilst undertaking approved activities with the Council.

## 1

---

### *Personal Accident*

The Council provides Personal Accident Insurance through Local Government Risk Services which offers Volunteers with financial reimbursements and benefits following an accidental injury occurring in the course of their Volunteer activities. This insurance cover applies to Volunteers up to the age of 90. Benefits include:

- lump sum death capital and permanent disablement benefits;
- weekly wage reimbursement benefits for lost wages;
- home and motor modification benefits;
- rehabilitation benefits; and
- funeral benefits.

Please note that any amounts payable by Medicare whether claimed against Medicare or not, cannot be claimed under Council's Personal Accident Insurance Policy. Restrictions under the Private Insurance Act, prevent insurers from covering the Medicare out of pocket expense (the gap) for a Local Government entity. As such should you incur these fees, you may place a request to the Council to assess for a potential reimbursement.

All injuries sustained by Volunteers in the course of performing Volunteer duties should be reported immediately to the Program Coordinator.

## 2 ..... *Public Liability*

Claims for expenses incurred by a third party resulting from accidents which are caused by a Volunteer are covered by Council's membership with the Local Government Association Mutual Liability Scheme.

## 3 ..... *Vehicle Insurance*

The Council's insurance ensures comprehensive coverage for all Council owned motor vehicles.

In the event that a Volunteer used their personal vehicle for volunteering, the use must be pre-approved by the Council. A Loss of Excess cover is available in these circumstances. However, drivers must hold appropriate licenses and ensure that their vehicle is appropriately registered and comprehensively insured.

Please contact the Volunteer Services Coordinator to discuss these requirements further.

*"I believe that every human mind feels pleasure in doing good to another."*

*Thomas Jefferson*



Community Visitors Scheme

# Volunteer Reimbursement

The Council provides reimbursement for pre-approved out of pocket expenses incurred by Volunteers in the course of undertaking their Volunteer role. Out of pocket expenses must be pre-approved by your Program Coordinator.

Travel costs for private vehicle reimbursement will be paid at the following rates:

- Four cylinder vehicle \$0.86/kilometre
- Six cylinder vehicle \$0.95/kilometre

The reimbursement is capped at 40km per return trip. For example, if the return trip is 44km, the reimbursement will be capped at 40km.

Reimbursement forms can be found in your Volunteer pack.

*Fashion on Parade*

# Volunteer Recognition

At the City of Norwood Payneham & St Peters, we recognise that our Volunteers contribute a tremendous amount to our organisation and Community.

The Council's Volunteer Recognition Program ensures that your services are celebrated.

The Council recognises its Volunteers in a number of ways, including:

- events and functions, such as the Mayor's Christmas Dinner and National Volunteer Week;
- corporate pins for Years of Service; and
- awards of certificates and medals.

Volunteers are provided with training opportunities as they arise, either through the Council or organisations such as Volunteering SA & NT.



*Justice of the Peace*

---

# Useful Contacts

## Contacts

**Belinda Naish**

*Volunteer Services Coordinator*

p: 8366 4631

e: [bnaish@npsp.sa.gov.au](mailto:bnaish@npsp.sa.gov.au)

**Nicole Newton**

*Manager, Organisational Development*

p: 8366 4564

e: [nnewton@npsp.sa.gov.au](mailto:nnewton@npsp.sa.gov.au)

**Sean Faulkner**

*Manager, WHS & Risk*

p: 8366 4518

e: [sfaulkner@npsp.sa.gov.au](mailto:sfaulkner@npsp.sa.gov.au)

**City of Norwood Payneham  
& St Peters**

*Customer Service*

p: 8366 4555

e: [townhall@npsp.sa.gov.au](mailto:townhall@npsp.sa.gov.au)

## Council Facilities

**Norwood Town Hall and  
Norwood Concert Hall**

175 The Parade, Norwood

**Payneham Community Centre**

374 Payneham Road, Payneham

**St Peters Library Complex and  
Cultural Heritage Centre**

101 Payneham Rd, St Peters

**Payneham Library Complex**

2 Turner Street, Felixstow

**Norwood Library**

110 The Parade, Norwood

**Glynde Works Depot**

Davis Road, Glynde

**Norwood Swimming Centre**

Phillips Street, Kensington

**Payneham Memorial  
Swimming Centre**

194 OG Road, Payneham

City of Norwood Payneham & St Peters  
175 The Parade, Norwood SA 5067

Telephone 8366 4555  
Facsimile 8332 6338  
Email [townhall@npsp.sa.gov.au](mailto:townhall@npsp.sa.gov.au)  
Website [www.npsp.sa.gov.au](http://www.npsp.sa.gov.au)



*City of*  
**Norwood  
Payneham  
& St Peters**