

## Frequently Asked Questions

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### How do I become a volunteer?

If you identify a volunteer role that is of interest to you, you can follow our application process.

- Complete an application form
- Attend an interview
- Complete necessary background checks
- Participate in a Volunteer Induction (3 hours) and sign volunteer agreements
- Get started!

### Do I need special experience to be a volunteer?

No. Everyone can make a difference through volunteering, regardless of your background. We are interested in utilising your life and/or work experience, and personal skills, to match you to a role that will suit you. There are also many opportunities to try something new.

### Do all applicants become volunteers?

No. Not everyone who applies to volunteer with us is the right match for available roles or our organisation. For the volunteer experience to be positive for you and our organisation we are careful to match abilities, knowledge, and personal skills against the requirements of any role. This match is not always possible.

### Is there a minimum age limit to become a volunteer?

No. We welcome applications for anyone interested in volunteering. Volunteers 12yrs and under are required to be supervised by a designated caregiver, who will also need to become a registered Council volunteer.

### How many hours/days a week do I have to commit to my volunteering role?

The amount of time we ask you to commit to your volunteering is dependent on your role and your availability. Some roles may ask volunteers to complete a designated four hour shift per week or fortnight, while others may only require a couple hours per fortnight or month. We will work with individuals to ensure your schedule fits.

### Do I require a police check or some other type of background check?

This depends on the program you want to volunteer with. Volunteers who work with vulnerable members of the community, handle money, or enter private property will require a police check. Occasionally other programs require a police check where program funding requests it.

If a check is necessary, Council will arrange and pay for this on your behalf as you move through the recruitment process.

### Will volunteer work help me qualify for my Centrelink payment?

Yes. If you receive an allowance such as Job Seeker from Centrelink that provides an option to do volunteer work to qualify for your payments, we can generally help you meet all, or part of that commitment (depending on vacancies available).

### **How do Council staff and volunteers operate together?**

Our staff have immense appreciation for our volunteers, and our Council as a whole is committed to an environment based on a culture of trust, openness and respect between volunteers and staff. Effective relationships between paid staff and volunteers lead to an enjoyable and productive workplace.

In South Australia, this commitment is demonstrated through an agreement between SA Unions and Volunteering SA.

### **Can I get a reference from council for a prospective job?**

It is not our policy to give written references to prospective employees. However, your Volunteer Leader may give a verbal reference over the phone, and comment on the volunteer role in which you have been involved. In this case you need to have volunteered regularly with Council for a minimum of three months, and secured consent from your Volunteer Leader to be your referee.

### **Do I receive training for my volunteer role?**

Where applicable, and specific to your role, training will be provided and paid for by Council.

### **Can I go on holidays?**

Absolutely! In fact we encourage all volunteers to take a break at some stage throughout the year. We simply ask that you give your Volunteer Leader some notice so they can plan for this change.

### **Can I leave my volunteering role at any time?**

Yes. Volunteering is a choice and we realise that as commitments and priorities change you may need to resign from your volunteer role. You are able to resign at any time, but wherever possible we ask that you give your Volunteer Leader some notice so they can plan for this change.

### **Do you accept student placements or work experience?**

Not through our volunteering program. Student placements and work experience is not considered voluntary work.

For more information about opportunities for student placement or work experience, please contact Council's Organisational Development team on 8408 0400.