



**DISABILITY
LIVING**

CHOICES
FOR
LIVING

VOLUNTEER HANDBOOK



VOLUNTEER HANDBOOK

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WELCOME TO DISABILITY LIVING



Thank you for volunteering with disAbility Living. There are many reasons to volunteer and many different ways you can contribute. Some people volunteer to give back, some to learn new skills and some to simply feel valued and part of a team.

The culture at disAbility Living allows you to develop yourself while feeling part of a team, making a difference to others and helping clients achieve their goals. Our volunteer program will help you find a role that suits you and what you are hoping to achieve.

We, as the Board of disAbility Living, are also a group of volunteers; each bringing a skill set to the board discussions, helping the organisation set direction and a vision for the future.

SANDRA DIBLASIO CHAIRPERSON



Welcome. Thank you for offering your time to volunteer at disAbility Living.

We are very thankful to our team of volunteers and value each and every person's contribution. There are so many ways volunteers can assist to make a difference. Whether that be sharing hobbies and interests, having a regular coffee date, taking someone to the gym, footy or cinema - all these things enrich social opportunities and build natural friendships with people living with a disability.

This handbook has been developed to provide you with general information relevant to all of our volunteer programs. The handbook also sets out volunteer rights and responsibilities, along with a number of policies and procedures volunteers are expected to follow. Additional information relating to your particular volunteer role will be provided by the Volunteer Coordinator.

We hope you will find your time volunteering with us a most enjoyable and rewarding experience.

MARK DOWD CHIEF EXECUTIVE OFFICER

ABOUT THIS HANDBOOK

Volunteering can be short or long term, one-off or sporadic. Sometimes people ‘fall into’ their volunteering, and sometimes you may have a cause you are passionate about, a skill you wish to share, or someone who asks you to become involved.

Whatever your passion or your reason for volunteering, we can find a volunteering role that is right for you.

Our Volunteers and staff are the beating heart of disAbility Living and their professionalism, energy, passion, and knowledge ensures we deliver services to the highest standards.

disAbility Living recognises the value that volunteers bring to its activities, programs and services and seeks to provide a rewarding and enjoyable personal experience for all volunteering their time with us.

This handbook provides you with information about disAbility Living and the Volunteer Program that will assist you on your volunteering journey with us. If you require more information or have any questions after you have read this handbook please contact the Volunteer Coordinator.

**‘Volunteering is
time willingly given
for the common
good and without
financial gain’**





ABOUT US

Our vision 'Choices for Living' is at the centre of all that we do. We believe in the inherent right of people with disabilities to have choice and control over their lives and support their right to be active citizens, enabling them to participate fully in the community. Relationships are important to us and our team takes a great deal of pride in getting to know our participants and their families. We believe developing trusting relationships is the foundation to providing the best possible service and supporting participants to achieve their greatest potential.

VOLUNTEER PROGRAM

For more than 30 years Interchange provided volunteer-led community-based programs for children, teenagers and adults. Having merged with disAbility Living in 2019, Interchange volunteers now support our clients socially and enable them to access greater opportunities within the community and build lasting friendships. We use a person-centred approach matching volunteers with clients, roles and programs, ensuring common interests are at the heart of the relationship.

Interchange
NETWORK

OUR VISION, GOALS AND VALUES

OUR VISION CHOICES FOR LIVING

OUR MISSION

‘Fostering an inclusive community that supports people to make real choices about how they want their life to be.’

OUR GOALS ENGAGEMENT, INNOVATION AND OPPORTUNITY

OUR VALUES AND CULTURE

Everything we do at disAbility Living is underpinned by our unique CREDIT culture. CREDIT provides a blue print for seeing each other as human beings with similar experiences, rights and feelings, and helps us create a workplace and client services culture which sets us apart from other providers.

The CREDIT Model is based on the following principles:

C COMMUNICATION

We listen and interact effectively

R RESPECT

We are considerate and show regard

E EMPOWERMENT

We enable others through encouragement and sharing knowledge

D DIGNITY

We uphold and actively promote the human rights of everyone

I INSIGHT

We acknowledge and seek to understand motivations for actions, thoughts and behaviour

T TRUST

We nurture confidence in our ability to interact with others

OUR SERVICES

disAbility Living offers a range of person-centred services and programs that:

- Support people living in their own homes.
- Support people living in Specialist Disability Accommodation.
- Provide in home support and independent living options.
- Provide short and medium term accommodation for adults and children.
- Provide access to Developmental Educator Specialist Support.
- Support flexible and self-directed community engagement programs.
- Provide access to a range of social, recreational and leisure programs and activities, and
- Provide access to flexible and tailored volunteer programs that assist people with a disability to access the community, including volunteer mentors.

Our passionate volunteers not only supplement our core programs but are also involved in:

- Tailor-made programs (art, craft, cooking, card games, music and more),
- Roles that spend time sharing common interests with people with a disability (attending sporting or cultural events, going to the movies, going out for a meal)
- Roles that improve the natural and built environment in which people live (gardening and maintenance), and
- Community and organisational based events.

BENEFITS OF VOLUNTEERING WITH DISABILITY LIVING

- Make a positive difference to the lives of others.
- Meet new people and make new friends.
- Have fun and take part in new experiences and activities.
- Share your time with someone with common interests.
- Engage in the community and promote social inclusion.
- Gain experience in the disability sector and improve employment prospects.
- Develop new skills, knowledge and experience.

Volunteer Program participants benefit from volunteers as they get to have fun, make new friends, have new experiences, explore their community, develop new skills, build self-esteem and gain independence.

The families of people with a disability benefit from volunteers as they receive support for their family member with a disability from someone who isn't paid to spend time with them. This allows friendships and relationships to grow naturally and organically based on shared interests and a genuine desire to spend time with each other.

TIME COMMITMENT

Volunteering can be short or long term, sporadic or even one-off. We will find a role to suit you and the amount of time you have to share with us. Any amount of time you can give is greatly appreciated.

If you commit to sharing your time as a 1:1 mentor, we do ask that you commit to the program for at least 12 months and visit your mentee on at least a monthly basis. We ask for this commitment as it takes time for a relationship to develop and people with disabilities often need continuity and stability in their lives. However, we do understand that life situations can change and you can end your time with us or change your volunteer role at any time.

Please contact the Volunteer Coordinator if you are aware of any issues that may affect your capacity as a volunteer.

VOLUNTEER POSITIONS

We have a diverse range of volunteer positions and whatever your passion or time commitment we will find a suitable and rewarding role for you.

Volunteer positions are available in:

- Mentoring (1:1, group and accommodation based).
- Interconnect group programs (social, recreational and leisure based).
- School Holiday Programs.
- Weekend programs.
- Developmental Educator Specialist Support programs.
- Events.
- Tailored programs and activities: this could include delivering or assisting with programs or activities based on client needs, such as music, art, cooking, gardening, pet care and general handy man projects.
- Office based projects and roles.
- Community Participation Programs.
- Corporate Volunteering.

There is no previous experience required to fulfil any of our volunteer positions and volunteers can choose to be involved in one or more volunteer roles or programs.

Volunteers do not administer medicine, food or drink nor provide any personal care for clients.

PROGRAMS WITH VOLUNTEER INVOLVEMENT

Volunteer positions are available in the following programs:

INTERCONNECT COMMUNITY PARTICIPATION

This flexible and self-directed support program encourages individuals to explore and engage in all aspects of mainstream life through social and community experiences. Individuals are encouraged to build confidence, social skills, awareness, and skill development. Support can occur in the home or out in the community.

CORPORATE VOLUNTEERING

Corporate volunteering provides organisations with an opportunity to engage with the local community and bolster their reputation through community service and involvement. It can also improve internal culture and staff morale and gain a more skilled and fulfilled workforce, whilst having a positive impact on the lives of others.

If you are interested in corporate volunteering please contact the Volunteer Coordinator who will work with your business to tailor a volunteering program or project to suit your needs. Volunteering projects can be improving the natural and built environment that a person with a disAbility lives in, in tailored programs and activities based on client needs or involved in one of our many client and community based events.

1:1 MENTORING

The Mentoring Program matches a child or an adult with a disability with a volunteer on a 1:1 ratio to encourage mentees to engage in their community. The focus is on having fun, exploring new activities and places and meeting new people, whilst developing social and life skills and greater independence.

Mentors and mentees are matched based on mutual interests to allow for an organic friendship to grow. Activities may include; attending sporting or cultural events, going to the movies or out for a meal and attending or participating in recreation and leisure activities.

Mentors support people with a disability with low care needs and no behaviours of concern. Mentors will be provided with the mentees profile, which includes all the relevant details regarding the person you are matched with. You will not be left with your mentee for extended periods of time until you are comfortable with each other, and both you and your mentee and their family are confident that you have gained the necessary knowledge and understanding to support them.

As a mentor you'd spend regular time with your mentee, getting involved in the community and participating in activities that you both enjoy. We ask that you commit to a minimum of 12 months to allow the friendship to grow, however you have the right to request a new mentee if it is not working or exit the program at any time.

You do not need any previous experience to be a mentor, however we do ask that you spend time helping out with other programs, activities or mentor in our accommodation sites before embarking on 1:1 mentoring. Assisting with other programs and accommodation-based mentoring will provide you with an opportunity to gain an insight into working with people with a disability and equip you with knowledge and experience in strengths-based approach.

INTERCONNECT GROUP PROGRAMS

We offer a range of recreation and leisure based programs, camps and activities that encourage people to explore and engage in all aspects of mainstream life through social and community experiences, whilst encouraging the development of daily life skills and greater independence.

Our staff really appreciate the helping hands that volunteers bring and the programs provide a great opportunity for volunteers to have fun, engage in new experiences, meet new people and foster social inclusion.

TEEN CONNECT 12-17 YEARS

Teen Connect offers weekends away and social experiences for 12-17 year olds with low support needs, in metropolitan Adelaide. Supported by experienced Community Inclusion Workers, these overnight stays provide young people with a safe place to relax and be themselves with their peers. Whether staying overnight or just joining us for the day, individuals are encouraged to experience new activities, meet new people and have fun. There is no obligation for volunteers to stay overnight or attend on both days.

EIGHTEEN CONNECT 18-25 YEARS

Eighteen Connect is a group getaway experience for people with low support needs who are aged between 18 and 25. Group activities have been designed for young adults to experience community based outings that focus on social skills, increasing independence and providing new experiences. Our overnight stays, facilitated by qualified staff, foster lasting friendships, greater self-esteem and new challenges. There is no obligation for volunteers to stay overnight or attend both days.

BREAKAWAY 25 YEARS+

Breakaway Holidays provide opportunities for people aged 25 and over with low support needs to enjoy a range of social, recreational and leisure activities in a small group. Our 1-2 night experiences are held in different locations and incorporate a wide range of outings. Typical activities include visiting tourist attractions and local events, cooking, indoor games, movies, dining out and enjoying live music and entertainment. There is no obligation for volunteers to stay overnight or attend both days.

Volunteers would be spending 3-6 hours assisting our staff on a weekend camp, with no obligation to stay overnight. There are around 8-9 participants of varied age groups that volunteers would be supporting.

If you are interested in being involved in group programs, camps or activities the Volunteer Coordinator will send you the calendar of events, which includes information about each activity (such as bowling, visiting the zoo, playing pool, Christmas in July, Halloween events, fruit picking, rock climbing etc).



SKILLS IN ACTION

This 10-week program runs each fortnight on a Saturday during school terms. The program provides participants aged with 1:1 individualised support to promote learning opportunities through structured play-based activities. Participants then have the opportunity to practice these new skills out in our local community. Each session will have a range of individual and group activities to promote learning and development through communication, friendship, and having fun. Volunteers can attend the full 10 week program or for one or more sessions.

SCHOOL HOLIDAY PROGRAM

This program runs for a full week of fun every school holidays to catch up with friends and have an awesome time. ExploreAbility offers a week of action-packed adventure including excursions, in-house activities, chill time, craft, cooking and lots more! Our experienced Community Support Workers, who are qualified in high level health needs, medication management, personal care, and behavioural support, will be on hand to guide participants through the day. Volunteers can attend for one or more days.

SOCIAL SATURDAY AND SUNDAY

This program runs on Saturdays and every second Sunday for all ages during the school term and provides participants with the opportunity to get out and about in the community. The focus is on being social with other participants as well as engaging in the community. Participants learn and develop with this program through communication, friendship and having fun. Volunteers can chose to be involved on one or more days.

SCHOOL HOLIDAY SLEEPOVERS

This program is run in the school holidays and offers participants the opportunity to spend 1 or 2 nights away with peers in different locations around Adelaide. Participants explore the surrounding areas whilst participating in lots of fun activities. This program focuses on learning and development through communication, friendship and having fun. Volunteers can choose to be involved on one or more days with no obligation to stay overnight.

DEVELOPMENTAL EDUCATOR SPECIALIST SUPPORT (DESS)

Our Developmental Educator Specialist Support (DESS) team focuses on developing individualised learning strategies and positive outcomes for individuals aged 7-65+ years. The team is available to anyone seeking assistance to set and achieve their goals. They also work with support staff to develop their skills, knowledge and understanding of person-centred approaches and positive behaviour intervention. Volunteers can work with the DESS Team on resource development and research.

ACCOMMODATION BASED MENTORING

Accommodation based mentoring matches a volunteer with a person with a disability in one or more of our accommodation sites. Mentors are matched with sites based on shared interests with clients. Social support is based predominantly at the residence, however can include accessing the community. The number of residents residing at each accommodation site varies between 1 and 10.

Social support can be in a group setting, where everyone spends time together doing an activity or spending time with each client one-on-one. Activities may include art, craft, reading, gardening, board games, playing cards, video games or going for a walk.

The aim of accommodation mentoring is to provide clients with an opportunity to spend time with someone with similar interests without having to leave their home. This is particularly valuable for clients with high care needs or who are unable to participate in the 1:1 mentoring program.

Accommodation mentoring, unless specified, is in a supervised environment with disAbility Living Support Workers.



EVENT ASSISTANCE

disAbility Living hosts a range of events and functions throughout the year for staff, clients and the community. If you are interested in helping out with our events or functions please contact the Volunteer Coordinator for more details.

OTHER VOLUNTEER ROLES

- Improving the natural and built environment that a person with a disability lives in: this could include assisting with gardening, pet care, home maintenance and general handy man projects.
- Tailored programs and activities: this could include delivering or assisting with programs or activities based on client needs, such as music, art and cooking, and
- Office based projects and roles.

Whatever volunteer role you undertake remember to always put the person first and the disability second. disAbility Living is based on a person-centred approach, where the person is placed at the centre of the service and treated as a person first. The focus is on the person and what they can do, not their condition or disability.

VOLUNTEER INTAKE PROCESS

1 VOLUNTEER PROGRAM FAMILIARISATION

It is recommended that you familiarise yourself with the Volunteer Program including volunteer roles, rights and responsibilities before submitting a volunteer application form. The Volunteer Handbook and the Volunteer Program videos on our website will give you an overview of the Volunteer Program. This will enable you to make an informed decision about continuing on the volunteering journey with us. If you have any questions after you have read the Volunteer Handbook please contact the Volunteer Coordinator.

2 PAPERWORK

If you decide you would like to continue on the volunteer journey with us, after reading the Volunteer Handbook, complete and submit a:

- Volunteer application form, and
- Referee details.

3 CRIMINAL HISTORY CHECK SCREENING

All volunteers are required to have a:

- Disability Employment Screening Check, and a
- Working with Children Check: for those working with children.

The Disability Employment Screening and the Working with Children Check are free for volunteers.

4 VOLUNTEER INTERVIEW

If selected, you will be asked to come in to disAbility Living's Head Office for an interview. The Volunteer Coordinator will provide you with more information about the interview process when organising an interview time with you.

5 TRAINING

disAbility Living is committed to providing suitable and comprehensive training relevant to your role as a volunteer. All volunteers must complete the required training before starting their volunteer placement.

The Volunteer Coordinator will confirm the details of your required training. The type of training required depends on your role, and may include:

- First Aid and CPR.
- NDIS 'Quality Safety and You'
- Child Safe Environments: For volunteers working with children, and
- Infection Control Training

Any cost associated with training will be reimbursed.

6 VOLUNTEER AGREEMENT

You will be asked to read and sign the Volunteer Agreement before you can commence volunteering with us.

7 VOLUNTEER INDUCTION

The volunteer induction will welcome you to disAbility Living and give you an overview of your role and responsibilities, getting started, site orientation, staff introduction, relevant policies and procedures, communication and behavioral support resources, and any client or program information and resources relevant to your role.

8 START VOLUNTEERING WITH DISABILITY LIVING

We hope you have a rewarding, fulfilling and enjoyable volunteering experience with us.

VOLUNTEER RIGHTS

You have the right to:

- Be treated fairly and respectfully and be valued and included as an important member of disAbility Living.
- Work in a healthy and safe environment.
- Receive on-going support and direction.
- Be engaged in a meaningful role that adds value to disAbility Living's purpose and goals.
- Receive relevant induction, training, information, supervision and feedback to fully understand and carry out your role safely and effectively.
- Be adequately covered by disAbility Living's insurance.
- Be trusted with confidential information if necessary for your role.
- Have your confidential and personal information properly managed and privacy protected.
- Have choices and feel comfortable about saying no without jeopardising future volunteering.
- Review your volunteer arrangement or stop volunteering at any time.
- Have access to volunteer and relevant organisational policies and procedures, including a grievance procedure.
- Be reimbursed for pre-approved out-of-pocket expenses.
- Not fill a position previously held by a paid worker and not to be exploited.
- Be acknowledged and appreciated for your contribution, value and impact in your volunteering position.

DISABILITY LIVING'S RIGHTS

disAbility Living has the right to refuse a volunteer placement or to end a placement if:

- There is a perceived risk to a client's, volunteer's or employee's health or welfare.
- Suitable volunteer duties are not available or no longer available.
- The volunteer does not comply with disAbility Living policies and procedures, including the Code of Conduct.
- The volunteer does not fulfil the requirements of the role description.
- The volunteer is not covered by disAbility Living insurance.
- The volunteer does not comply with any reasonable request for personal information, including name, address, personal and emergency contact details, criminal history checks, signing for receipt of information etc.



VOLUNTEER AGREEMENT

Volunteers are asked to read and sign a Volunteer Agreement before commencing volunteering with us. The volunteer agreement is not intended to be a legally binding contract between us and it may be cancelled at any time by either party.

1 YOU ARE A VOLUNTEER

This means you are not an employee of, or contractor to, disAbility Living and, if you accept the role, you perform all duties on a voluntary basis and you will not receive remuneration or payment for your work, other than reasonable reimbursement of expenses.

Neither disAbility Living nor you intend any employment or contractual relationship to be created. If this changes at any time, and there is a possibility that you might perform paid work for the organisation or be involved in vocational training, we will discuss this and document the arrangement in a formal contract.

2 WHAT YOU CAN EXPECT WHEN VOLUNTEERING AT DISABILITY LIVING:

disAbility Living values its volunteers and we will endeavour to provide you with:

- A written role description so you understand your role and the tasks you are authorised to perform.
- A full induction, orientation and training relating to the volunteer role.
- A safe environment in which to perform your role.
- Respect for your privacy, including keeping your private information confidential.
- A supervisor, so that you have the opportunity to ask questions and get feedback.
- Reimbursement for your reasonable approved expenses so you are not out-of-pocket as a result of volunteering for us, and
- Insurance to cover you for the volunteer duties you are authorised to perform.

3 WHAT DISABILITY LIVING ASKS OF ITS VOLUNTEERS

We ask that you:

- Support disAbility Living's aims and objectives.
- Be a positive role model and encourage the person(s) you are supporting to pursue their interests and life skills.
- Participate in all relevant induction and training sessions.
- Only perform duties you are authorised to perform and always operate under the direction and supervision of disAbility Living's staff.
- Understand and comply with disAbility Living's policies and procedures.
- Ensure the safety and wellbeing of the person(s) you are supporting while you are spending time together.
- Schedule your volunteer programs and visits with us.
- Notify us of any health and safety issues or potentially hazardous situations or incidents relating to staff, volunteers or the workplace.
- Behave appropriately, courteously and respectfully to all staff, clients and the public in the course of your role.
- Wear clothing and footwear that is appropriate for your assigned duties.
- Use any property or equipment given to you in your role safely and only for the purpose of your role. All equipment must be returned when you finish your volunteer association with us.
- Ensure you are physically and mentally prepared to participate in our programs, activities, and services and never under the influence of drugs or alcohol.
- Let us know if you wish to change your volunteering commitment at any time.
- Provide accurate information about yourself and let us know immediately if there is reason or circumstance that makes you unsuitable or unable to legally carry out your volunteer role (e.g. your role requires you to drive and you lose your licence or you injure yourself).
- Always comply with mandated reporting requirements and with the law at all times.
- Be open and honest in your dealings with us and let us know if we can improve our volunteer program and the support that you receive.

4 CONTACT PERSON

Your contact person at disAbility Living will be the Volunteer Coordinator, who can be contacted on 08 8132 5400 or volunteering@disabilityliving.org.au. If you have any questions or concerns about your role, health and safety, or if you need any assistance to help you perform your role, please contact us as soon as possible.

5 ROLE DESCRIPTION

We ask that you only perform duties you are authorised to perform. Always operate under the direction and supervision of disAbility Living staff and obey reasonable directions and instructions. This is particularly important for your health and safety as well as insurance. We have developed a role description to help you understand your position, the duties you are asked to perform and any tasks that are outside of your delegation. You will be provided with the role description during induction. Please contact either your supervisor or the Volunteer Coordinator if you have any questions or concerns or need clarification about your duties.

6 HEALTH AND SAFETY

Safety and well-being are a priority at disAbility Living. We have legislative obligations to:

- You, in your capacity as a volunteer at disAbility Living, and
- The people that you interact with as a part of your volunteer role.

As a volunteer, you also have obligations under the Work Health and Safety Act 2012 (SA). These include:

- Taking reasonable care for your own health and safety.
- Taking reasonable care for the health and safety of others.
- Complying with any reasonable instruction by disAbility Living.
- Letting disAbility Living know of any concerns you may have about safety or fitness in performing your role.
- Cooperating with any reasonable policies and procedures of disAbility Living.

We will provide you with a full induction, safety equipment and role training when you commence as a Volunteer with us. However, please do not hesitate to talk to the Volunteer Coordinator at any time if you have any health and safety concerns.

7 TRAINING AND INDUCTION

disAbility Living is committed to providing suitable and comprehensive training relevant to your role as a volunteer. All volunteers must complete the volunteer induction and training program before starting their volunteer role.

The Volunteer Coordinator will confirm the details of your induction and training schedule. The type of training required depends on your role, and may include:

- First Aid and CPR
- NDIS 'Quality Safety and You': or an equivalent course
- Child Safe Environments: For volunteers working with children
- Infection Control Training

The cost of approved training will be reimbursed.

8 INFORMATION NEEDED AND BACKGROUND CHECKS

Before you can start as a volunteer with us, we need you to provide the following information:

- Volunteer application form
- Referee details
- Clearance for Disability Employment Screening and Working with Children Check (if working with children).

All background checks will be conducted in accordance with our privacy policy.

9 VOLUNTEER EXPENSES AND REIMBURSEMENTS

As a volunteer, disAbility Living will reimburse you for any reasonable approved out-of-pocket expenses incurred when performing authorised tasks associated with your role. There is a maximum amount that you can claim per volunteering session, unless prior approval is given. Expense reimbursement is dependent on prior approval and provision of receipts.

Approved expenses that will be reimbursed if incurred whilst undertaking volunteering activities for and on behalf of disAbility Living include:

- **Activity costs** such as entertainment, festivals, events, entry costs and attractions.
- **Meal expenses** reimbursement for reasonable meal expenses incurred while volunteering for disAbility Living.
- **Travel expenses** Travel expenses will be reimbursed for volunteers' transporting clients directly to and from the place(s) of engagement. The use of a volunteer's own vehicle for transporting clients must be approved prior and will be reimbursed by way of a standard rate per kilometre (based on the rate determined and reviewed by the Australian Taxation Office).
- **Parking**

Volunteers are not required to pay for the food, drink, activities or travel expenses for disAbility Living clients.

Expense reimbursements are not remuneration or wages and aim to ensure you are not financially disadvantaged by volunteering for us. We may sometimes provide you with other benefits as part of your volunteering role (e.g. skills training, food, accommodation, event entry, clothing or equipment). Where this occurs, it is on a gratuitous basis at the discretion of disAbility Living and is not payment in lieu of salary.

10 TRANSPORTING CLIENTS

As part of your volunteering role you may choose to use your private vehicle to transport volunteer program participants and clients. In doing so you will be required to agree to the following:

- I will ensure my vehicle is registered at all times.
- I will ensure my drivers' licence is valid and current at all times.
- I will ensure my vehicle is covered by Comprehensive Third Party insurance (CTP) at the appropriate premium class for the type and use of my vehicle at all times.
- I will ensure my vehicle is covered by Third Party Property insurance at all times.
- My insurer is aware of and allows me to use my vehicle for volunteering purposes including transporting clients.
- I will immediately notify disAbility Living of any changes to my insurance, registration and/or drivers' licence arrangements.
- I have provided current copies of my insurance, registration and drivers' licence and it is my responsibility to provide copies of all renewals to ensure a current copy is always on my personnel file.
- I will ensure my vehicle is maintained in a clean and tidy condition and is adequately equipped for the transportation of clients.
- I will maintain the vehicle in a roadworthy condition and supply disAbility Living with a copy of my annual car service records.
- I will indemnify and keep indemnified disAbility Living and its employees or agents against any wrongful act for which a civil action can be brought in the course of using my vehicle where the conduct giving rise to such action constitutes "serious and wilful misconduct" within the meaning of the Civil Liability Act (SA) 1936.
- I am fully responsible for my vehicle in the event of any claim that arises as a result of an accident, in conjunction with my insurer.
- I am not able to claim for mileage reimbursement unless prior approval from disAbility Living is given.
- I will only transport volunteer program participants and clients with the permission of the client and their family.

11 INSURANCE

We ensure adequate insurance cover for all volunteers while carrying out their volunteering roles that have been approved by disAbility Living.

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to:

- Be under 80 years of age.
- Report an incident to the Volunteer Coordinator as soon as it has occurred.
- Sign in each time you volunteer, and
- Maintain accurate records of your volunteer hours and what activities you did whilst volunteering.

You need to be aware that the following events will not be covered by our insurance:

- Actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from us.
- Criminal activity (including criminal charges arising out of driving incidents),
- Dishonest or reckless activities (e.g. volunteering whilst intoxicated), and
- Any illness, including COVID-19.

12 CONFIDENTIAL INFORMATION

Volunteers may have authorised access to confidential information as part of, or to assist them with, their role. Confidential information includes any information about our organisation, our business, our services, our staff and the people we support.

You are not permitted to use or disclose any confidential information for any purpose other than the proper discharge of your duties as a volunteer of disAbility Living.

13 INTELLECTUAL PROPERTY

You agree to transfer to disAbility Living all intellectual property rights and interests (including copyright) for any ideas or materials you create as part of the voluntary services you provide whilst at disAbility Living.

You consent to disAbility Living using such creations in a manner reasonably expected within the context of the voluntary services provided.

As a volunteer you also agree not to bring any claim for infringement of your moral rights in respect of that use.

14 CONSENT TO USE PHOTOGRAPHS AND IMAGES

disAbility Living may take photographs and video footage of you carrying out your volunteer work and use it for the purposes of marketing and promotion of disAbility Living and its goods or services. This may include printed and digital marketing, including the use of your image on social media platforms. The Volunteer Agreement will ask you to sign whether you agree or do not agree for disAbility Living to use these images.



IF YOU ARE GOING TO BE AWAY

If you are sick or can't make your volunteer commitment for any other reason (like going on holiday or a work commitment), please contact your Supervisor or the Volunteer Coordinator as soon as possible (preferably a minimum of 24 hours beforehand). This gives us time to make other arrangements so that programs or events can continue without disruption.

If you are mentoring please contact your mentoring participant as soon as possible and update your volunteer session with us.

COMPLAINTS PROCESS

It is ok to speak up about things that you are concerned about or things that make you feel nervous, intimidated, and fearful or displeased with. We will always take your concerns seriously and we will work with you to find the best possible solution to resolve the issue.

If you have any complaints, grievances or issues that you would like to discuss in relation to the volunteer program, please feel free to contact the Volunteer Coordinator or the People and Culture Manager.

REPORTING ABUSE AND NEGLECT

CALL 000 IN AN EMERGENCY

REPORT CHILD ABUSE 24HR CHILD ABUSE REPORT LINE (C.A.R.L)

To report a reasonable suspicion that a child has been or is being abused or neglected phone the **Child Abuse Report Line (CARL)**. The report line is open 24 hours a day, 7 days a week. Child abuse can happen to any child in any family – it may be physical, sexual, emotional, or involve neglect. For more information go to childprotection.sa.gov.au

PHONE 13 14 78
or make an electronic notification on
www.childprotection.sa.gov.au

NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE

The National Disability Abuse and Neglect Hotline is a telephone service for reporting the abuse or neglect of people with disability.

**Phone the hotline Monday to Friday
on 1800 880 052 from 9.00 am to 7.00 pm.**

**You can also use the National Relay
Service on 1800 555 660 to make your call.**

**Email the National Disability Abuse and
Neglect hotline at hotline@workfocus.com**

Please also contact the **Volunteer Coordinator or the People and Culture Manager** on **8132 5400** if you are concerned about the welfare of a client. If out of hours please contact our out of hours number.

OUT OF HOURS ASSISTANCE DISABILITY LIVING

For assistance out of hours contact our out of hours number on **0412 975 881**.

disAbility Living provides an On-Call Service staffed by experienced personnel that operates out of normal business hours. That is:

**Monday to Friday 5pm
to 9am and 24 hours on
Saturday & Sunday and
Public Holidays.**

The Head Office after hours phone message is set to include the On-Call number to be contacted if it is an urgent call that cannot wait until the next business day.

ENDING TIME WITH US

Whilst we will be sad to see you go, you have the right to conclude your volunteering role with us at any time. Exiting as a volunteer is as easy as sending the Volunteer Coordinator a notification via email, phone or writing. The Volunteer Coordinator will then contact you to thank you for your time and seek any program feedback in order to improve the Volunteer Program and improve the volunteering experience with us.



GET IN TOUCH

VOLUNTEER COORDINATOR

EMAIL volunteering@disabilityliving.org.au

PHONE 8132 5400

PEOPLE AND CULTURE MANAGER

EMAIL admin@disabilityliving.org.au

PHONE 8132 5400



MAIN OFFICE 6 George Street Stepney SA 5069

DESS HUB 5 George Street Stepney SA 5069

EMAIL admin@disabilityliving.org.au

f facebook.com/disAbilityLiving

PHONE 8132 5400

WEBSITE disabilityliving.org.au

OUT OF HOURS

For out of hours assistance ring disAbility Living's out of hours number on **0412 975 881**



**DISABILITY
LIVING**

