



Volunteer Program

Volunteer Handbook

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Acknowledgement of Country

“The Department for Child Protection acknowledges and respects the Traditional Owners of the lands across South Australia where we live, work, and support our communities. We recognise the deep connection Aboriginal peoples have to Country and honour and value their millenary cultural heritage. We also pay our respects to Elders past, present and emerging.”

Introduction

Welcome and thank you for showing interest in volunteering with the Department for Child Protection (DCP).

This Volunteer Handbook has been developed for you to use as a reference and guide in your volunteer work. You can discuss any issues you may have with other volunteers, your Volunteer Coordinator (VC) and DCP staff at your location, at any time. Volunteers work in partnership with DCP staff towards meeting the needs of the community and are a vital part of service delivery. How DCP manage and deliver volunteer services is continually developing, in response to ongoing changes in the way human services are delivered.

As a DCP volunteer, you provide essential support to our service delivery with your skills and experience helping to convey the message that South Australia is a caring community. Volunteering encourages the community to share responsibility for supporting each other and working together towards solving problems. It is hoped that you are able to obtain as much from the experience of volunteering as you give to the people with whom you are involved.

Volunteering with DCP

Definition of volunteering

“Volunteering is time willingly given for the common good and without financial gain.”

Volunteer activity takes place within a formal Volunteer Program, which includes recruitment, induction and training. [The Family and Community Services Act 1972](#) contains provision for the involvement of volunteers in DCP work.

A Duty Statement is available from your VC which outlines what your role is and details the skills and knowledge needed to carry out the role.

Recruitment and onboarding

Before being appointed, all volunteers must complete an onboarding process. This includes an initial interview with your VC, a valid WWCC, background and referee checks, and attendance at two non-consecutive training days (Orientation Workshop and Safe Environment: Through Their Eyes*). Child protection background checks will be completed throughout the duration of your involvement with the department.

These requirements must be successfully completed before being formally appointed to an assigned office as a DCP volunteer.

DCP recognises and values the diverse skills, backgrounds and life experiences that volunteers bring to their roles.

DCP is dedicated to inclusive volunteering by actively encouraging the involvement of individuals who reflect the diversity of the communities we serve, including Aboriginal and Torres Strait Islander peoples, people with a disability and those from culturally and linguistically diverse backgrounds.

*If you have already completed this training a photocopy of your certificate of attainment can be given to the VC.

WWCC

All volunteers must hold a valid WWCC for the duration of their volunteer service. WWCC must be renewed every five years after the initial check. VCs will assist with this process. Volunteers must notify their VC immediately if their WWCC status changes. The cost of the initial check and the following renewals is covered by the department.

Volunteer rights and responsibilities

Volunteer rights

Volunteers have the right to:

- perform their duties in a safe working environment
- engage in a manner that does not offend equal opportunity and anti-discrimination legislation
- be provided with adequate cover by insurance in connection with their volunteering functions
- accurate and truthful information about the organisation for which they are volunteering
- reimbursement for pre-approved out-of-pocket expenses upon the production of proof of expenditure

- the relevant agency's volunteer guideline
- refuse to do the work of paid staff during industrial disputes
- refuse to accept tasks that they feel are unsuitable for them
- be provided with a description of their functions and agree to the hours they will perform as a volunteer
- be provided with relevant induction and orientations to the organisation
- their personal information being handled confidentially in accordance with the information privacy principles
- appropriate training, assistance and information to meet the responsibilities of their volunteering role
- receive support and feedback in relation to their performance and functions within their volunteering role
- voice their ideas and be acknowledged and appreciated for their contribution.

Volunteer responsibilities

Volunteers have the responsibility to:

- read and understand the Guideline of the Commissioner for Public Sector Employment - Volunteers
- be reliable and accountable for their actions as a volunteer
- respect the privacy of others and adhere to confidentiality and information sharing guidelines, respecting the right to privacy and confidentiality
- undertake volunteering functions according to the role description
- work in a safe manner and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of others
- demonstrate commitment to the public sector agency, the public sector and its volunteer philosophy
- undertake training as required
- value and support others
- advise the agency if they are unable to continue volunteering with the agency
- observe and adhere to boundaries with children and young people
- participate in support meetings, as required.

Child Abuse Report Line - 13 14 78

As a volunteer with the Department for Child Protection, you are a **mandated notifier** under Chapter 5 of the [Children and Young People \(Safety\) Act 2017](#). This means volunteers are required to report any reasonable suspicion that a child or young person is or may be at risk of harm. If you are unsure, it may be helpful to discuss the concerns with the VC, allocated worker or the office manager at your allocated office.

Circumstances that may reasonably lead to a suspicion or belief that a child or young person is at risk may include when:

- a child or young person tells you they are at risk or have been harmed
- your own observations of a particular child or young person's behaviour and/or injuries lead you to suspect they are at risk, or harm is occurring
- a child or young person tells you that they know of someone who is at risk or has been harmed (they may be referring to themselves)
- you hear about risk or harm to a child or young person from someone who is in a position to provide reliable information, perhaps a relative or friend, neighbour or sibling of the child or young person.

Reports should be made by contacting the **Child Abuse Report Line (CARL) 13 14 78**. The DCP worker will assess the situation and determine the appropriate response.

Failure to notify is a criminal offence and carries a maximum penalty of \$10,000 for the individual.

If the suspicion relates to an allegation of sexual harm of a child or young person by a member of DCP staff (including volunteers, agency carers or students) you must also make a report to South Australian Police (SAPOL).

Under section 64A of the [Criminal Law Consolidation Act 1935](#), it is a criminal offence not to make this report to SAPOL (maximum penalty imprisonment for three years). This also applies to certain historical allegations of harm even if the child or young person is now an adult or the perpetrator is no longer employed by DCP.

For more information refer to the [Mandatory Reporting Information Booklet](#).

Consent

Volunteers are not authorised to make any decisions relating to a child or young person.

- Volunteers are not legally authorised to sign or approve documents for medical treatment to proceed if requested by medical staff (including the administration of medication to child/young person).
- Any request for changes in the TAF (Task Allocation Form) must be reported to your VC, who will seek approval from the allocated worker.
- Changing the family contact location or pickup/drop-off location requires approval from the allocated Social Worker or case worker.

Volunteer Coordinator

The VC is the primary contact at the volunteers assigned location. The VC is informed about why a person is volunteering, the volunteers skillset, and what areas the volunteer would like to work in. With experience supporting multiple volunteers, they offer valuable insights into both the benefits and challenges of volunteer work.

The VC is there to support volunteers, and it is important for volunteers to discuss with them any concerns they may be experiencing to ensure their wellbeing in the role. The VC will provide support in various ways, including:

- training
- debriefing
- coordinating Task Allocation Forms (TAFs), vehicles and volunteer activities
- conducting annual re-appointment
- renewing WWCC's every five years
- processing reimbursements.

Volunteer meetings

Every location holds volunteer meetings and all volunteers are encouraged to attend. These gatherings provide a valuable space to share information, experiences and connect with fellow volunteers. They are also a great opportunity to meet others you may not interact with during regular shifts.

Volunteer Tasks

Task Allocation Form (TAF)

When a volunteer is assigned to and accepts a specific task, the **TAF** will be completed by the designated **DCP worker**. The form should contain the following information:

- child(ren)'s name, address, and age
- carer's contact details
- brief outline of the task and purpose
- length and frequency of involvement
- dates and days for the proposed tasks
- difficulties that may arise
- medical and behavioural information about the child or young person
- vehicle details
- requirement for car seats
- supervisor, case worker and team member names

Volunteers must not start a task until they have received a completed TAF. A new TAF must be completed every time the volunteer is allocated a different task. The TAF is an official record of the volunteers involvement with DCP and specific children or young people.

The VC, staff and experienced volunteers are available to assist new volunteers in their role. To ensure effective coordination, it is essential that the volunteer provides the VC with accurate and up-to-date information about address changes, planned holidays, commencing a work placement etc. The volunteer can communicate any concerns to their VC when assigned a new or different task.

Volunteers have the right to decline any task they are not comfortable with.

Volunteer hours accrued when completing tasks are not to be used towards student placement hours.

Matching volunteers with tasks

Volunteers bring a range of skills and experience to the work of the DCP, providing creative and flexible ways of contributing to the work undertaken with the DCP children or young people. The VC plays a key role in understanding each volunteer's skills, knowledge, experience and interests to best match volunteers to tasks.

Use of government vehicles

Appointed volunteers holding a valid driver's licence and an approved TAF may access government vehicles for specific tasks.

- Vehicles must be used only for government-related work.
- Only paid staff, volunteers, and children or young people involved in official duties can travel in government vehicles.
- Your family members are not permitted to travel with you.
- Each vehicle has fuel card/s to be used at approved petrol stations.

Volunteers must not use a personal vehicle to undertake departmental business at any time.

Volunteers must sign a Non-Public Sector Driver and Passenger Agreement and a Driver Agreement during their appointment interview. The VC will review the Driver Agreement annually and ensure the volunteer signs a new Driver Agreement at each annual appointment review, to confirm the volunteers driver's licence remains valid and unchanged.

A volunteer who holds an overseas or international driver's licence can drive DCP fleet vehicles, but there are specific conditions depending on your visa status.

Volunteers who are a temporary visitor, such as a student or temporary worker, can drive DCP fleet vehicles with an overseas licence if it is valid and current, and it is written in English or with a certified English translation. Volunteers need to carry their licence, translation, and passport at all times while driving.

Volunteers who are a permanent resident, will need to convert their overseas licence to a South Australia driver's licence within 90 days. After this period, it is illegal to drive on the overseas licence.

Allocated DCP worker

The child or young person the volunteer is working with has an allocated case worker. They have the most comprehensive knowledge of the child or young person's needs, the reasons for DCP involvement and the case plans and goals in place. Volunteers must advise the VC and/or the allocated case worker if they have any concerns about the child or young person.

Volunteers attitude and values

Values, attitudes and beliefs are shaped by an individual's experiences and background. While personal perspectives are valid, they should not be imposed on others.

As a DCP volunteer, you may encounter differences between your beliefs and those of a child or young person. Recognising and setting these aside ensures you can fulfill your role effectively.

Protecting your privacy

It is important to maintain appropriate boundaries in your volunteering role.

Children, young people and their families should not have direct contact with you outside of your volunteer responsibilities. If they need assistance, they can contact the allocated worker during office hours or contact the After Hours Call Centre at **13 16 11** during weekends and after hours. Volunteers must not share their personal information or provide contact details of any volunteer or staff member.

Social media

Volunteers should be mindful that online content can become publicly accessible and shared beyond its intended audience. When using personal social media, volunteers should conduct themselves in a manner that will not bring them, DCP, the public sector or government into disrepute. Volunteers are not to follow or be followed by children and young people on social media.

Volunteers should also avoid posting defamatory, harassing, discriminatory, obscene, or violence inciting content on social media.

Information sharing

DCP volunteers are not authorised to seek or share confidential information with other agencies or individuals. If asked for information about a child or their family, volunteers must advise their VC or the allocated worker as soon as practicable, via face-to-face communication, in writing or by telephone.

If volunteers have relevant information, they should share it with the DCP staff involved. The child or young person should understand that you are working as a team to achieve positive outcomes.

While DCP staff cannot share all case details, maintaining regular feedback with the allocated case worker is essential.

This does not affect a volunteer's mandated duty to report any suspected risk or harm to a child or young person to the CARL.

Conflict of interest

A conflict of interest arises when an individual has competing interests or loyalties, which may affect their ability to carry out their role effectively. These situations can compromise the volunteer, the Volunteer Program, and/or DCP.

If a volunteer becomes aware of information about family members, friends, or neighbours involved with DCP, it must be kept strictly confidential and not shared with anyone outside of their volunteer role.

It is essential for volunteers to inform the VC about their connection to the individual so that confidentiality is maintained and any potential conflict of interest can be identified and managed.

The office manager, in consultation with the VC, is responsible for addressing any conflicts of interest and making necessary decisions. Volunteers should be informed of any outcomes and conditions.

Conflicts of interest may include, but are not limited to:

- existing relationships with child/carer/family
- existing relationships with DCP staff members
- employment with an agency providing services to DCP
- being a registered carer.

Communication

It is a requirement for volunteers to provide feedback and discuss any concerns with the VC. Open communication helps address issues as they arise.

Concerns should be managed through regular debriefing and regular support within your location.

Administration

Identification card

All volunteers working with children or young people represent DCP in the community and must have an identification card. The VC and business manager will arrange this.

These cards remain the property of DCP and must be returned when a volunteer exits the Volunteer Program.

If a task involves contact with other agencies, the volunteer must identify themselves as a volunteer and present their identification card.

Centrelink

If you receive Centrelink benefits and are considering volunteering, please discuss your options and requirements with Centrelink.

Transferring locations

The VC can assist volunteers with arranging to move their volunteer registration to a different location (or volunteer at multiple locations within DCP).

Recognition

Volunteers play a vital role in supporting DCP and their contribution, commitment and involvement are deeply valued.

To acknowledge the important work that volunteers do, recognition events are held throughout the year. These occasions celebrate the positive impact volunteers have on the community.

Key annual events include:

- National Volunteer Week
- End-of-year celebrations (for example Christmas events)

These events are a way for the DCP to express our appreciation and say thank you for the meaningful difference volunteers make every day.

Grievances

Volunteers have the right to express grievances, concerns and dissatisfaction with the Volunteer Program or organisation and to have their concerns heard and respected in a professional, fair and efficient manner.

Volunteers who have a concern involving another volunteer, staff member, or VC, consider the following steps:

- discuss the issue directly with the person involved, aiming for an amicable resolution
- if the matter remains unresolved, consult your VC for guidance on the best approach
- if your grievance is with your VC, you may request a meeting with the office manager.

Care concerns

There are established processes for managing care concerns involving individuals who work with children and young people. If a report is made to the CARL and specific criteria is met, a volunteer may become subject to the care concern process.

Care concerns can relate to allegations of harm, neglect, or inadequate care. If a care concern is raised and assessed to require a response, you will be given a fair opportunity to respond before any final decisions are made.

For further information, volunteers can speak with their VC or refer to the [Service provider responsibilities in the management of care concerns guidelines](#).

Reimbursement

Mileage

Volunteers are authorised to claim mileage reimbursement for:

- travel to and from the office and return (including public transports fares). Volunteers may only be reimbursed for two round trips from home to the relevant office per day. The DCP office manager must approve any additional trips, prior to additional trips being undertaken
- travel to attend approved training or meetings.

Volunteers need to record all mileages claimed on a Reimbursement Form and attach any related receipts. Volunteers can ask their VC for the current mileage rates. A different mileage reimbursement applies to motor vehicles and motorbikes.

Other reimbursements

Volunteers may receive petty cash or reimbursement for approved expenses such as parking or purchasing food for a child or young person, when authorised by a DCP worker.

All receipts must be retained and submitted.

Meal or refreshment costs for volunteers will only be reimbursed if pre-approved (including verbally) and the volunteer is away from the office for over three hours across a meal period.

Note: The Australian Taxation Office advises that mileage reimbursement is not classified as “assessable income”.

Traffic and parking offences

Volunteers are personally responsible for any parking, speeding and traffic offences incurred during their role. These costs will not be paid or reimbursed and any demerit points will be applied to the driver’s licence.

Volunteers can appeal traffic and parking offences if they do not agree with the outcome.

Mobile phones

Volunteers will be provided with mobile phones while undertaking a task. It is the volunteer’s responsibility to take the phone with them, turn the phone on for the duration of the task, and return the phone to the office after completing the task.

Gifts

Occasionally, children, young people, or carers may offer a gift to volunteers to show appreciation for the support they provide. If a volunteer is offered or receives a gift, they must only accept it if it is a small perishable gift (for example chocolates, flowers etc.) valued at \$50 or less. Volunteers must inform the VC about any gifts received and the VC must record this on the local gift register.

Volunteers must not under any circumstance accept money or items easily converted to money while volunteering for DCP.

Review and re-appointment

Volunteers are appointed for a 12 month period. Each year the VC will conduct an annual review for all volunteers.

This review provides the volunteer the opportunity to:

- reflect on their satisfaction with their volunteering experience
- discuss any changes in availability
- reassess their capacity alongside other responsibilities
- review task allocation and suitability
- identify any additional training or support needs
- receive feedback from their VC.

Exiting the program

If a volunteer intends to exit the Volunteer Program, they must inform their VC in advance. DCP understands that volunteers may need to step away due to work, study or personal commitments. Volunteers are welcome to discuss the option of returning to the program in the future with your VC.

If a volunteer has not accepted any work for three months (unless a prior agreement has been made with the VC) the VC will reach out to confirm if the volunteer is wanting to continue in their volunteer role. After four months of inactivity, the volunteer will be exited from the program. Volunteers may return at a later date but will be required to re-apply.

Suspension and deregistration

In some circumstances, a volunteer may be suspended or de-registered from the program. Situations that may lead to this include (but are not limited to):

- a change to the volunteers WWCC status
- substantiated allegations of child harm, neglect, or other serious offences
- misuse of government resources, such as:
 - using a government vehicle inappropriately
 - falsifying reimbursement claims
 - carrying unauthorised passengers
 - driving under the influence of drugs or alcohol
- non-compliance with DCP policies, procedures, or instructions from staff
- inappropriate behaviour or conduct inconsistent with DCP values
- ongoing issues related to punctuality, attendance, or attitude
- breaches of the Volunteer Conduct Standards.

Work Health and Safety

The DCP is committed to providing a safe and healthy environment for all staff, volunteers and others agencies. We aim to eliminate or reduce risks to health and safety as much as is reasonably practicable in accordance with the [Work Health and Safety Act 2012](#).

Everyone has a role to play in safety. Volunteers are expected to stay alert to hazards and follow all safety procedures.

Volunteers must report any hazard or unsafe condition to their VC or office manager as soon as possible.

Volunteer hours and absences

To ensure a healthy work-life balance, it's important that volunteers do not overcommit. A maximum of 15 hours per week is recommended, with any additional time to be arranged in consultation with the VC.

Volunteers are encouraged to take breaks and notify their VC in advance of any planned absences so that arrangements can be made.

If a volunteer is unwell on their allocated volunteer day or expect to be away for an extended period, they must inform their VC as soon as possible. The VC is available for volunteers to discuss any concerns about their wellbeing in the volunteer role.

Transporting children

By law, children must be adequately restrained in a vehicle.

- child car restraints should be fitted snugly with no slack or twists
- children should not be wrapped in blankets or other swaddling before being placed in a child restraint.

Each DCP location provides appropriate child restraints.

- young children (up to 13 years old) should always be placed in the rear seats
- if a situation arises where a child cannot be placed in the back seat, advise your VC, or allocated worker and they will assess the safest alternative.

DCP follows current SA government recommendations on child car restraints. Up-to-date information is available at your location through the VC.

Car restraint training is provided to volunteers to ensure safe transport.

Before transporting children and young people:

- familiarise yourself with child locks on the vehicle
- inspect the vehicle for loose objects that could cause injury
- ensure children or young people enter and exit the vehicle from the kerb side for safety
- fill up the vehicle in advance. If refuelling during transport is unavoidable, ensure children remain inside the vehicle while filling up and take them with you when paying, unless another appropriate adult is present to supervise
- prevent children from accessing an open vehicle, as they could get locked inside or inadvertently start the engine. Extra caution is required for keyless vehicles
- supervise children and young people carefully near traffic or driveways.

The allocated worker or VC will provide information about any additional needs that the child or young person may have during transport. If you have any concerns regarding the arrangements for transport, discuss them with your VC or allocated worker.

If any issues arise during a transport, contact your VC or the allocated worker or another staff member from the allocated office for assistance.

For more information, please refer to *Transporting children and young people Service Provider Requirements*.

Emergencies

If an emergency arises after hours contact **DCP After Hours Call Centre** at **13 16 11**. For country locations, volunteers should reach out to the on-call worker, whose contact details will be provided at your location.

Medical emergency

If there is a medical emergency, follow these steps immediately:

- call '000' if it is an emergency
- notify the allocated worker (or another staff member at the office if they are unavailable). If the emergency occurs after hours, contact the DCP After Hours Call Centre. It is their responsibility to reach the child's parents/carers or provide consent for medical treatment if the child is under DCP care
- follow DCP allocated workers directives.

Volunteer wellbeing - Employment Assistance Program (EAP)

Volunteers have access to the EAP, a free support service for personal and work-related issues and incidents. The EAP also provides a culturally responsive service for Aboriginal and Torres Strait Islander people.

All EAP discussions are strictly confidential. DCP does not receive details about who accesses the program or the content of discussions.

EAP Providers:

Provider	Services	Contact Details
Access Programs	<ul style="list-style-type: none"> • Counselling • Aboriginal-specific services 	1300 66 77 00
		enquiries@accesssa.com.au
		accesssa.com.au
Corporate Health Group (CHG)	<ul style="list-style-type: none"> • Counselling 	1800 870 147
		bookings@chg.net.au
		chg.net.au
Healing Centre for Griefology	<ul style="list-style-type: none"> • Aboriginal-specific services • Counselling 	8341 5557
		0438 203 032
		admin@lossandgrief.com.au
		lossandgrief.com.au

Smoking

Smoking is strictly prohibited while performing volunteer duties. This includes any:

- workplace or enclosed space where staff are present
- government vehicle.

Mobile phone use while driving

Volunteers are expected to prioritise their own safety and the safety of others when operating a vehicle and safe driving practices must be followed at all times.

Driver distraction, including mobile phone use, poses a serious road safety risk. It is illegal to use a mobile phone while driving unless the vehicle is parked safely. Offences may result in a fine and loss of demerit points.

When driving a government fleet vehicle, volunteers must:

- not use your phone while the vehicle is in motion
- pull over safely before using your phone, if a call or message is urgent
- always keep your telephone out of reach while driving to avoid distraction.

For further information on safe driving practices visit [Australian Road Rules](#).

Insurance

DCP is committed to supporting the health and safety of all volunteers. Registered volunteers are covered under several insurance arrangements while doing approved volunteering work.

Personal Accident Cover

Volunteers are covered for bodily injury or death under DCP's agreement with the South Australian Government Financing Authority (SAFA).

Civil Liability and Public Liability

While volunteering, volunteers are protected under *Section 4 of the Volunteers Protection Act 2001 (SA)* for actions carried out in good faith.

Policies and relevant documents

- [Children and Young People \(Safety\) Act 2017](#)
- [Criminal Law Consolidation Act 1935](#)
- [Guideline of the Commissioner for Public Sector Employment – Volunteers](#)
- [Information Sharing Guidelines](#)
- [Safe environments for children and young people - Mandatory Reporting Information Booklet](#)
- [Service provider responsibilities in the management of care concerns guidelines](#)
- [The Family and Community Services Act 1972](#)
- [Transporting children and young people Service Provider Requirements](#)
- [Volunteer Protection Act 2001](#)
- [Work Health and Safety Act 2012](#)

Volunteer Conduct Standards

Guideline of the Commissioner for Public Sector Employment - Volunteers

General compliance

Public sector volunteers will act in a manner consistent with all legislation, industrial instruments, policies and procedures and lawful and reasonable directions relevant to their role.

Professional and courteous behaviour

Public sector volunteers must always display professional behaviour and treat others with respect and courtesy. Volunteers are seen as representing the public sector agency in which they work and must act in a manner which does not discredit the government.

Public comment

Public sector volunteers will only make public comment in relation to their functions, the public sector or government policies and programs where specifically authorised to do so and will restrict such comment to factual information and professional advice. Public sector volunteers have the right to contribute to public discussions on community and social issues in a private capacity.

Handling official information

Public sector volunteers who have access to official information will ensure it is only used for official purposes and will be handled in line with relevant legislation, policies and procedures. Volunteers will only disclose official information acquired through the course of their volunteering when required to do so by law or where appropriately authorised in the agency concerned.

Use of government/public resources

Public sector volunteers shall use government or public resources responsibly and only for the appropriate purposes as authorised. Resources can include physical, financial, technological and intellectual property.

Conflicts of interest

Public sector volunteers must guard against a conflict of interest by ensuring that personal interest does not improperly influence the way in which they carry out their duties. Volunteers must declare any known conflict of interest and not participate in any decision-making process where they have a conflict of interest.

Acceptance of gifts and benefits

Public sector volunteers will not seek or accept gifts or benefits that could be reasonably perceived to influence themselves or others. Volunteers must comply with any policies of their public sector agency in relation to accepting, declaring, or recording the receipt of gifts or benefits.

Criminal offences

Public sector volunteers will advise their manager or coordinator if they are charged with a criminal offence, acknowledging they could be brought into disrepute as well as the agency, the public sector or the government once the offence is public, admitted to, or proven.

Reporting unethical behaviour

Public sector volunteers will report to the appropriate authority workplace behaviour that violates any law, is a danger to the environment or represents corrupt conduct and maladministration.

Document control

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Accountable Director: Regional Director, Northern Region			
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