



Volunteer Program Procedure

1. Purpose

The Department for Child Protection (DCP) volunteers are valued for their work in the complex area of human services. DCP volunteers help to provide a safe and supportive environment for children and young people.

DCP is committed to and values the skills, attributes and involvement of volunteers. In addition to the practical support volunteers provide for children and young people, volunteers assist in raising community awareness of child protection and children in care and support the principle of child protection being a whole of community responsibility.

This procedure describes the expectations and standards expected of the DCP Volunteer Program and will enable DCP Volunteer Coordinators (VCs) to deliver consistent, quality practice services statewide. The procedure outlines how volunteers may be utilised in DCP and supports a consistent departmental approach to the recruitment, training, support and retention of volunteers.

2. Scope

This procedure applies to all DCP staff engaged with the DCP Volunteer Program and DCP volunteers.

3. Authority

3.1 Legislative context

- Sections 30, 107, 110A of the *Children and Young People (Safety) Act 2017*
- Sections 7, 33A of the *Child Safety (prohibited persons) Act 2016*
- Sections 5, 7, 34 of the *Work Health and Safety Act, 2012*
- Sections 16, 17, 18, 19, 20 of the *Family and Community Services Act, 1972*
- Sections 18A, 18ZJ, 19 of the *Disability Inclusion Act 2018*
- *Volunteer Protection Act 2001*

3.2 Whole of Government requirements

This procedure has been informed by the benchmarks set by National Volunteering Standards. 'The National Standards' (2024) have been developed in consultation with the volunteering sector to support the involvement of volunteers and act as a resource for organisations in which volunteers are involved. This procedure is also informed by the 'Guideline of the Commissioner for Public Sector Employment – Volunteers'.

The State Government have developed The Disability Inclusion Act 2018 and subsequent [State Disability Inclusion plan](#). The Inclusive SA plan promotes the facilitation of meaningful volunteering opportunities for people living with disability. DCP is committed to its role as a State Government department in delivering on the goals of the Inclusive SA plan.



3.3 DCP requirements

DCP upholds the five elements of the Aboriginal and Torres Strait Islander Child Placement Principle: Prevention, Connection, Participation, Placement, Partnership and the precursor, Identification. Volunteers perform an important role when they support Aboriginal and Torres Strait Islander children and young people to maintain a connection with their family and their community. Accompanying children and young people to visit family and to participate in cultural activities is recognised as a valued service.

3.4 Principles

The safety of children and young people is the paramount consideration. This procedure aims to meet a set of standards, which are in line with national standards for volunteer involvement, as determined by '*National standards for volunteer involvement – [Volunteering Australia](#)*'.

4. Procedure requirements

The Volunteer Program consists of Volunteer Coordinators who are located across offices within metropolitan and country South Australia, who are responsible for coordinating volunteers and volunteer activities. The volunteer coordinators (VCs) form part of the local office FTE and are line managed by the office.

4.1 Volunteer coordinators

4.1.1 Volunteer coordinator training, development and support

VCs are required to have or develop skills specifically related to the program. This may be achieved by attending various staff development courses available through DCP or via courses offered by external agencies, such as Volunteering SA/NT. Any cost-incurring training should be discussed with their line supervisor or manager where appropriate, with approval sought.

The Volunteer Program – Program Officer may source specific training for the VC group if it is deemed necessary.

VCs and their direct line supervisors will be provided with the opportunity to engage in Regional Volunteer Program support meetings with the Volunteer Program – Program Officer. These meetings will be scheduled throughout the year.

VCs can request individual meetings with staff at the Volunteer Program if necessary. These meetings occur as DCP recognises the complexities of managing a volunteer workforce and working autonomously within the Volunteer Program. The purpose of these meetings is to enhance the program at local and regional level and provide program support.

Volunteer networks with external agencies can provide additional informal support to VCs. VCs are encouraged to join their local networks and build relationships with other local volunteer service providers.

4.1.2 Statewide Volunteer Program meetings

DCP statewide Volunteer Program meetings are held three times per year. They aim to provide opportunities for VCs to network, receive program support, skill development and share information. These meetings may also incorporate training relevant to the VC role and provide opportunities for program consultation.



Statewide Volunteer Program meetings enhance the professional development of VCs and promote best practice in volunteer management. Attendance at these meetings is considered crucial to the role of the VC. The Volunteer Program covers the cost of travel to and from these meetings, including intrastate travel.

The existence of cultural safety is critical to building relationships with Aboriginal and/or Torres Strait Islander people. It is important to remember that it is the individual who decides what is culturally safe for them. VCs should dedicate time in the meetings to check in and discuss how to support the Aboriginal and/or Torres Strait Islander VCs, and their volunteers, to feel safe when participating in the Volunteer Program.

4.2 Recruitment of volunteers

Volunteers must be aged 18 years or over.

Volunteers with a valid South Australian driver's licence (P1 and P2, subject to task restrictions) are preferred, as the primary role involves transporting children and young people. VCs are responsible for recruiting volunteers to support the program at their location and should ensure that recruitment practices are planned, consistent, and in line with program guidance.

Planning and recruitment strategies and initiatives for local programs should be done in consultation with the Volunteer Program - Program Officer and VCs line supervisor.

Any recruitment strategy should consider ways to attract Aboriginal and/or Torres Strait Islander and volunteers from culturally and linguistically diverse backgrounds (CALD) to the role.

4.2.1 Method of recruitment

It is important to be as visible as possible and to promote the benefits of volunteering in DCP. Below are some recommended recruitment strategies:

- **Word of mouth** - encourages existing volunteers to talk about their work with other people who may be interested.
- **Information sessions** - DCP VCs may wish to hold individual or group information sessions, or attend promotional events (for example Career Expos) to promote DCP as a preferred place to volunteer, to provide information about the program and discuss the process for becoming a volunteer.
- **Tertiary institutions** - tertiary students are often interested in volunteer work. Volunteer experience can also be highly valued by prospective employers.
- **Printed information** - printed brochures and posters have been developed which can be displayed and distributed locally and may be obtained through the VC.
- **External stakeholders** - volunteer resource centres, such as Northern Volunteering and Southern Volunteering and local Councils attract people from their local areas wishing to volunteer and refer their applicants to the relevant DCP office.
- **Peak body – Volunteering SA/NT** - promotes the listing of positions on the free national database "Seek Volunteer". Volunteering SA/NT requests that VCs make regular contact to ensure their listings are up-to-date and to exchange information (for example, on issues or training needs).
- ***Press advertising** - advertising in the media can be a successful way to recruit volunteers, especially through local or community press.
- ***Social media advertising** - online advertising using social media platforms such as Facebook is managed by DCP Communications, media and engagement.
- **Aboriginal Community Controlled Organisations (ACCOs)** and relevant publications should be utilised to extend the breadth of communication about volunteer opportunities.



- **Multicultural community organisations** programs and relevant publications should be utilised to extend the breadth of communication about volunteer opportunities.
- **Local** - community centres, community groups, libraries, and lifestyle villages should be utilised to distribute flyers and add the Volunteer Program brochure to the community display boards

*All print, radio and social media recruitment initiatives will be arranged by the Volunteer Program in consultation with DCP Communications, media and engagement. The cost of these external promotions require approval from the Director responsible for the Volunteer Program and will be funded from the program budget. Promotional material is provided upon request by the Volunteer Program to VCs.

Each local site will be responsible for local level recruitment including promotion through SA peak body [Volunteering SA/NT](#), [Seek Volunteer](#), and [GoVolunteering](#).

4.3 Application to become a volunteer

The [Application to become a volunteer Form](#) must be completed by the person interested in volunteering and submitted to the relevant VC.

VCs will use the [Volunteer Appointment Checklist](#) to ensure that all the required processes for volunteer applications and appointments are adhered to.

There are no restrictions for applicants on a visa who wish to become a volunteer in DCP.

4.4 Screening checks

The volunteer screening process involves several steps, including the initial volunteer interview, volunteer database check, Working With Children Check, Child Protection background screening, Human Resource checks, and referee checks. Volunteers cannot complete any training prior to the screening process being finalised.

4.4.1 DCP Volunteer Program database check

VCs must check the Volunteer Program's data system for all volunteer applicants. If the potential volunteer's name appears identifying a previous DCP location where the applicant has volunteered or was found unsuitable to volunteer in DCP, the enquiring VC must contact the alternate VC at the relevant location for further details regarding the applicants' previous volunteering history with DCP. The data system will also identify if there has been a previous deregistration or unsuitability determination as well as other previous application information. Please refer to the following sections for more information: 4.32 Deregistration of Volunteers and 4.33 Volunteer applicants deemed unsuitable.

4.4.2 Working With Children Check

All prospective volunteers are required to have a valid Department for Human Services (DHS) Working With Children Check (WWCC) prior to commencement, which must be submitted online.

If the VC does not have access to the DHS Screening portal, this can be requested through the Volunteer Program.

VCs must complete the 'Verifying Officer and Requesting Officer' section using the DHS screening portal, which includes details of the location. Screening results are maintained in the volunteer's personnel file (including DWS file) and in C3MS*. DCP and DHS systems interface to exchange data regarding volunteer



WWCC status, thus ensuring that DCP volunteers WWCC status is updated five times each week. A WWCC is required to be updated every five years.

Please note, only details related to WWCCs are to be uploaded and stored in C3MS.

Volunteers' WWCCs are recorded in C3MS and can be viewed via the volunteer screening icon in the C3MS home screen. This functionality includes displaying the DHS Screening Unit WWCC status for each volunteer. The data is sourced directly from the DHS Screening Unit each business day and displayed directly into C3MS.

VCs are required to do a name search in C3MS before adding the volunteer to C3MS for the purpose of recording and tracking the WWCC status. If the volunteer already exists in C3MS, VCs can see a volunteer's child protection history. It is also required that existing records are added to, to avoid duplicate records in C3MS.

Volunteers now appear in the 'My clients' list for Volunteer Coordinators. The result of this is any alert added to that volunteer or any notes added to that volunteer's record will be work flowed to the VC and sit on their worklist for review. The worklist should be checked regularly for any new alerts. Alerts that may be added to a volunteer include but are not limited to, minor updates about change of address or more significant alerts about outcomes of child protection investigations identifying the volunteer as a person who is responsible for harm.

The volunteer WWCC comes at no cost to the applicant or DCP.

4.4.3 DCP People and Culture and background screening

Background screening is conducted for each volunteer applicant prior to undertaking the Volunteer Orientation Workshop. VCs are required to initiate a search including volunteer full name (including any previous names and/or aliases), date of birth and address in C3MS. If a volunteer appears in C3MS, a VC must seek the guidance of the office manager or practice leader to determine if a volunteer is suitable to progress to the next stage of screening and onboarding.

The primary purpose of the People and Culture screening process is to ensure the wellbeing and safety of children, young people and volunteers. VCs must provide the full name, any previous names and/or aliases, and date of birth of all volunteer applicants to the DCP Recruitment Team on the Volunteer [HR Authorisation Form](#).

For Volunteer Human Resource screening, the DCP Recruitment Team will review the following areas:

- employee investigations
- performance and incapacities
- employee concerns
- staff complaints
- misconduct.

4.4.4 Referee checks

Volunteer applicants must provide two referees during the application process. The VC will use the [Referee questions Form](#) to record the referee's responses for the potential volunteer. These responses form part of the volunteer screening process.



4.5 Initial interview

After an application is submitted and the screening checks are completed, an initial interview occurs to provide the VC with an opportunity to match duties with a prospective volunteer. The interview also provides an opportunity for both parties to explore the applicant's potential suitability in DCP. The Initial interview document has been developed for VCs to use in the interview process for volunteer applicants.

4.6 Orientation and training

After the initial interview and the screening process have been completed, volunteer applicants are required to attend the Orientation Workshop and Safe Environments for Children and Young People – Through Their Eyes (SE:TTE) training facilitated by the Volunteer Program.

The Volunteer Orientation Workshop includes Step 1 Aboriginal Cultural Footprint – Interactive Ochre training, Information Sharing guidelines and information specific to the volunteer role in DCP. A Step 1 Aboriginal Cultural Footprint – Interactive Ochre certificate of completion will be provided to volunteer applicants for this training and the Volunteer Program - Program Officer is responsible for requesting it from Pledge upon completion of the Orientation Workshop.

All volunteer applicants who successfully complete Orientation and SE: TTE training will be given a certificate of completion/certificate of attendance for each training. The VCs responsible for delivering the training must provide the volunteer applicant with the certificate upon completion. Additionally, an electronic copy of the certificate should be sent to the relevant volunteer applicant's VC for record-keeping.

Please note it is considered a requirement for volunteers to refresh their SE:TTE training every three years.

Note: Volunteer applicants must not accept any task or shadow current, registered volunteers, prior to being appointed.

Following completion of the Orientation Workshop and SE:TTE training, a meeting will be scheduled with the volunteer and relevant VC to complete all appointment forms and documentation. The office manager is required to authorise the appointment of a volunteer.

4.7 DCP suitability assessments

On occasion volunteers may apply for paid work in the DCP Residential Care Directorate, which will require them to undergo a psychological or psychometric assessment.

Volunteers who seek paid employment in the DCP Residential Care Directorate must be advised that, if they do not meet the psychometric testing requirements, they will no longer meet the criteria to be a volunteer with DCP, and their status will be terminated.

4.8 Volunteer applicants deemed unsuitable

A person is deemed unsuitable to volunteer in DCP if one or more of the following criteria apply:

- prohibited WWCC identified during application process
- unfavourable outcome from initial interview (for example behavioural concerns (aggressive, rude etc.), cannot understand safety and/or training instructions, volunteer has CP history and may be triggered when performing tasks with children and young people in care, volunteer indicates they are not able to handle difficult and/or sensitive situations that may arise during volunteering)
- concerns related to child protection background in C3MS (for example open CP case, subject to DV Intervention Order, alerts such as: Alleged Perpetrator/linked to CP notification, Worker safety)



- issues flagged during DCP People and Culture checks (for example Employee investigations, Performance and incapacities, Employee concerns, Staff complaints, Misconduct)
- unfavourable feedback received from referee checks
- deemed 'not suitable' via a psychological or psychometric assessment process for employment with DCP.

Please note, a volunteer is not to be deemed 'unsuitable' if they do not have a driver's licence or hold a P1/P2. Rather they are to be considered for and issued other tasks or referred to an office where tasks not involving driving are available.

A [Volunteer unsuitability form](#) must be completed detailing the reasons for the applicant being deemed unsuitable for volunteering in DCP. A copy of the form is to be stored locally at the relevant office with the [Deregistered Unsuitable Volunteers](#) list updated.

The unsuitable applicant is to be provided with an [unsuitability outcome letter](#) advising of the reason/s for being deemed unsuitable for volunteering in DCP. The letter invites the relevant volunteer to contact the office to receive further information about the outcome. The VC or staff member the volunteer speaks with may suggest other volunteering opportunities the applicant could explore to outside DCP.

4.9 Volunteer appointment process

Once a volunteer has successfully completed all steps of the screening process and subsequently completed the required training, they are ready for appointment.

The final meeting date will be set with all relevant forms completed by the volunteer. These include:

- the [Volunteer appointment Form](#) is to be completed with the volunteer acknowledging and signing the form. The office manager must approve the appointment by signing the form.
- The [Volunteer appointment Checklist](#) needs to be completed as a record that all requirements of the onboarding process for the program have been undertaken. This form should be kept on the volunteer's personnel file.

Re-appointment of volunteers occurs annually, *Family and Community Services Act 1972 – section 16*.

The relevant DCP office manager must approve the appointment of volunteers as per Delegations under Section 16 (1) of the *Family and Community Services Act 1972*.

A copy of the [Volunteer appointment Checklist](#) should be kept in the volunteer's personnel file.

4.10 Volunteer registration

Once a volunteer applicant is approved as a volunteer, the following must be undertaken by the VC:

- open a volunteer profile in C3MS and enter the WWCC details. Make sure to enter the volunteer in the local C3MS Volunteer Program Provider Group
- request a volunteer file (electronic or hybrid) by submitting a [DWS File Request Form](#). For any enquiries concerning the DWS, including access, please contact the [Digital Workspace Team](#). All relevant paperwork for the individual should be kept in this file. The Business Manager can provide advice about the management of these files. Refer to the [Digital Workspace Guides](#) for further information.
- add the completed application form and checklist to the successful volunteer's personnel file at the relevant office and saved in the Digital Workspace (DWS)*. Referee responses/reports should also be kept in the personnel file.



- *To create a digital file for volunteers, a VC will need to undertake DWS training. This will be organised by the Volunteer Program – Program Officer.

Registration of the volunteer can transfer from one office to another office. If a transfer occurs, the volunteer file containing the application, appointment and screening results should be transferred, together with any other relevant paperwork (for example reviews, reappointments etc.). Please notify the [Information Management Team](#) of the file movement.

In addition to transferring the volunteer file in DWS, the volunteer's Primary Allocated worker and Provider Group must also be changed in C3MS.

Note: If the VC changes at the local office level, the new VC must be assigned as the Primary Allocated Worker for all office volunteers. A staff member with access to the relevant provider group should undertake the reallocation process. For assistance or further clarification, please contact the [Volunteer Program](#).

4.11 Volunteer data system

To comply with the *Family and Community Services Act (1972)* and ensure the efficient management of the Volunteer Program, it is essential that each office maintains quality records and data.

The recording of accurate information by the VC is required to measure the results of volunteers, program efforts, and demonstrate the effectiveness of the program at each site. VCs at each office need to ensure that information is recorded regularly to ensure the data is up to date and accurate.

Statewide reporting related to program activity will be coordinated by the Volunteer Program - Program Officer on a regular basis and provided to Business Managers, Directorate Business Managers, Office Managers, Managers – Regional Services and Regional Directors quarterly for departmental reporting purposes.

4.12 Volunteer identification and DCP site access

All DCP volunteers must be issued with an identification card. The process for obtaining identification cards is managed at each respective site by the VC. The relevant VC must complete and submit a [DCP Security Access Form](#) for a volunteer to receive an identification card.

4.13 Vehicle use

Volunteers must only use government vehicles when undertaking DCP business. VCs must advise volunteers of the [DCP Fleet Management Procedure](#) including that they are responsible for paying any parking or traffic infringements they incur.

The VC is responsible for ensuring that volunteers have an appropriately classified and valid driver's licence. Volunteers need to complete the following documents prior to commencing volunteer tasks:

- ['Driver Agreement'](#) - VCs to provide to office manager for approval – signed copies must be kept in the volunteer's personnel file. This form is to be completed annually during the volunteer's annual review and re-appointment.
- [Non-Public Sector Driver and Passenger Agreement Form](#) – this form is only to be completed once and requires approval by the relevant office manager.

N.B. Task requirements vary between offices. Some offices may offer volunteer roles that do not require a driver's licence.



Volunteers must notify their VC immediately if there is any change to their capacity or authority to drive, such as licence suspension or disqualification.

Volunteers that hold a P1 provisional licence must not transport children or young people. The office manager is responsible for risk assessment and approving volunteers that hold a P2 provisional licence to transport children or young people.

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

If they are temporary visitors, such as students or temporary workers, they 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.

If volunteers are permanent residents, they will need to convert their overseas licence to a South Australian driver's licence within 90 days. After this period, it is illegal to drive on the overseas licence.

Family members and/or friends are not permitted to travel with the volunteer in a government vehicle.

Private vehicles are only to be used by volunteers when travelling from their place of residence to the relevant office and return. Volunteers may only be reimbursed for two round trips from home to the DCP office per day. The DCP office manager must approve any additional trips, prior to additional trips being undertaken.

The volunteer mileage reimbursement rate is approved as per the DCP financial delegations. This will be communicated by DCP Finance and the DCP Volunteer Program when changes occur.

Volunteers are reimbursed per km as per the table below:

Maximum of 32km round trip (home to DCP office and return)	Maximum of 50km round trip (home to DCP office and return)
Blair Athol	Gawler
Elizabeth	Kadina
Hindmarsh	Limestone Coast
Inner North	Mount Barker
Inner South	Port Lincoln
Noarlunga	Murraylands
Playford	Port Augusta
St Marys	Riverland
Woodville	Port Pirie
	Whyalla

DCP is not responsible for insurance or payments in the event of damage or an accident while a volunteer is driving a personal vehicle.



4.14 Expenses

In accordance with the *Family and Community Services Act 1972*, reimbursements are available to volunteers to cover costs incurred while volunteering.

Volunteers should only be reimbursed for pre-approved expenses when undertaking an approved task for DCP. Where a volunteer is required to purchase a meal, this is authorised by the VC, allocated DCP case worker or through the requirements outlined in the task allocation.

Volunteers should seek reimbursement for expenses incurred on a [Volunteer Expense Reimbursement Claim Form](#), on at least a monthly basis, by providing receipts for the cost incurred. This cost must be approved prior to undertaking the task.

4.15 Indemnity and insurance

Volunteers will be covered for all reasonable out-of-pocket expenses relating to personal loss, injury or damages incurred while carrying out a legitimate task for DCP.

DCP volunteer indemnity and insurance cover is managed in conjunction with the government insurance SAFA, an insurance division of the South Australian Government Financing Authority.

Further information about indemnity and insurance issues are available through the DCP site business manager or directly from the DCP Insurance Services Unit. Refer to the [Insurance and damage claims intranet page](#) for further information.

4.16 Accident and incident reports

VCs will need to support and assist a volunteer to ensure that any accidents, incidents and near misses must be reported and actioned as required. In addition, the Volunteer Program - Program Officer must be advised of any Work, Health and Safety related event that involves a volunteer, to ensure that across program communication can be undertaken if required.

Each DCP site is responsible for:

- identifying potential hazards and assessing the risk of volunteers being injured while undertaking tasks for that office
- reporting hazards on [Gov Safety](#) that have been identified during the course of the day that cannot be resolved in 24 hours
- reporting accidents or incidents involving volunteers in [Gov Safety](#) as soon as possible
- controlling the risks by removing them where possible or changing work practices/procedures
- providing information about [Work, Health Safety & Injury Management Policy](#), particularly as part of the induction and training
- providing specific training so that volunteers know how to perform their particular tasks safely and risks to their health and wellbeing are minimised
- providing adequate support.

4.17 Allocation of tasks to volunteers

Volunteers must not be used to perform duties expected to be carried out by paid staff.

**Volunteers must not:**

- supervise family contact
- undertake case management responsibilities including arranging therapy, medical appointments, school meetings or supervised access
- provide counselling services
- be relatives of the child or young person they are supporting
- transport children and young people, carers and/or parents in the volunteers' personal vehicle
- engage in any activities outside of WHS guidelines
- perform any tasks not addressed on the approved Task Allocation Form (TAF)
- undertake tasks they believe they are not adequately trained for
- record case notes.

Volunteers are required to provide feedback to DCP case workers, however this should be done verbally, and no case note should be recorded in C3MS.

If the VC has any concerns regarding the appropriateness of the use of volunteers for a task and the level of risk the volunteer may be exposed to, they should discuss this with their direct line supervisor, office manager or the Volunteer Program - Program Officer.

Aboriginal and/or Torres Strait Islander volunteers may be matched with Aboriginal and/or Torres Strait Islander children and young people to attend cultural events, to help them undertake Aboriginal Life Story Book work, or to undertake other tasks such as transporting children and young people. Whilst this type of support can be highly beneficial, the VC organising this type of engagement should first discuss the task with the volunteer to ensure there are no potential conflicts for them, and that the task is culturally appropriate.

It is recommended that VCs consider partnering with a local Principal Aboriginal Consultant to seek their views about engagement and for their cultural advice regarding decisions to connect an Aboriginal and/or Torres Strait Islander volunteer with an Aboriginal and/or Torres Strait Islander infant, child, young person or family.

4.18 Determining task load

Volunteers should not volunteer in excess of 37.5 hour per week. Tasks should only be allocated when volunteers have been provided adequate information about the task. A volunteer should always be accountable to and supported by a DCP employee. Other considerations include:

- ensuring tasks allocated are appropriate
- current task demands on volunteers (for example, volunteers should not be overloaded)
- an equitable distribution of tasks amongst volunteers with consideration of their availability.

4.19 Task Allocation Form (TAF)

Staff requesting a volunteer service must complete a [Task Allocation Form \(TAF\)](#) and provide it to the VC to assign the task to a volunteer. Volunteers should only work with clients who have a current, open file.

The TAF provides a clear statement of the task(s) required of the volunteer, other people involved, and a formal record of task to be undertaken. A TAF must be provided to the volunteer prior to the task commencing. The TAF must include the volunteer's full name to ensure appropriate records are maintained.

Volunteer tasks are allocated based on the volunteer's skills, interests and availability and include:

- transporting children and young people



- assisting with relocation of children and young people's belongings (nothing that requires removalist services)
- supporting young people to gain their required learner driver hours (refer to the guideline supporting young people to obtain their probationary license)
- assisting with office and region theme week and special events
- assisting with recreational activities
- providing support to infants and young children who are admitted to hospital (for example, comforting them, keeping them company, playing games)
- supporting the office with tasks such as, collecting small orders from local suppliers, taking cars to the car wash, wrapping gifts
- life story book work
- homework and special interest support/groups.

Where the family contact, transport or activity requires a meal or refreshment for the child or young person, these expenses will be requested by the DCP case worker and approval provided prior to the task. In these instances, the volunteer will be required to provide receipts for the purchase when they return to the office.

In the case of tasks that require ongoing involvement (for example regular transport), it is possible to complete the TAF with future dates and details of venue, times, etc. for ongoing transport.

On certain occasions volunteers may need to transport children or young people who carry medication. This will need to be listed on the TAF and kept in the child or young person's bag in its original packaging with a clearly marked chemist label. Volunteers are not allowed to administer any medications to a child or young person.

Following allocation of a task to a volunteer, a copy of the TAF should be prepared for the volunteer. The volunteer's copy of the TAF contains confidential information to ensure this is managed appropriately, volunteers are required to return all completed TAFs to VCs after completing the task.

Any changes made to a TAF need to be made electronically by the worker requesting the task be undertaken.

4.20 Safety of volunteers

VCs should take all reasonable steps to ensure the safety and wellbeing of volunteers. This includes:

- ensuring that the [Call Centre notification of volunteer after hours task form](#) is completed and sent to the Call Centre as needed, for all out of hours tasks involving volunteers. In country locations, VCs will need to provide the on-call worker at the location with a copy of this form to ensure they can contact the volunteer if necessary. The form however does not need to be sent to the Call Centre. Volunteers are required to carry the TAF with them, as this has all the relevant information for the task including emergency contact numbers
- ensuring there are procedures in place which account for the safety of volunteers performing tasks after-hours. This includes:
 - an up-to-date register of volunteers and after-hours task details are held by the Call Centre – After Hours
 - providing volunteers with a mobile phone for the task
 - relatives of volunteers being aware that they may contact Call Centre – After Hours if concerned about the late return of a volunteer.



4.21 Support of volunteers

Support to volunteers is primarily provided by the VC in the way of:

- debriefing
- volunteer meetings
- training
- annual reviews
- regular opportunities for feedback and checking in with volunteers
- ensuring volunteers have all necessary resources to undertake tasks
- developing, maintaining and strengthening relationships between volunteers and DCP staff.

Volunteer meetings should occur bi-monthly to quarterly and can follow either a formal or informal format but should provide opportunities for volunteers to:

- hear information about the local office or DCP in general
- updates in training or information related to the program
- opportunity for volunteers to network with each other.

4.22 Debriefing and communication

Volunteers and VCs must have open channels of communication and the opportunity to debrief when required. Volunteers must be clear about how to access appropriate support. Volunteers should be encouraged to discuss any concerns or queries with office staff in the following order:

- the VC in the first instance
- the DCP staff member who requested the task
- a DCP senior practitioner, relevant team member, or DCP supervisor.

Arrangements must also be in place for volunteers to have access to debriefing outside of normal working hours where necessary. This may involve providing volunteers with the after-hours contact details for local on-call staff or Call Centre should assistance, advice or debriefing be required.

Volunteers can use Employee Assistance Counselling services for work related issues. These details must be made available in the volunteer space at each location and volunteers made aware of their ability to access this service.

4.23 Annual review and re-appointment

The purpose of the annual review and re-appointment should be clear and provide an opportunity to identify and address any issues or concerns, as well as an opportunity for volunteers to give and receive feedback about their volunteer work.

The purpose of the review is to formally discuss the year's work and appraise/acknowledge the volunteer's contribution to DCP. The review should also consider and record changes in task preference, future skill development and training needs, future availability, and continuation of appointment. This content should be discussed regularly throughout the year.

The VC process to be followed is:

1. arrange the interview
2. complete an annual review and reappointment of volunteer form
3. store the completed form locally
4. notify the volunteer of the outcome of the review



5. office manager to sign the form to approve the re-appointment.

The Annual review and re-appointment Form needs to be completed during this meeting and should be provided to the volunteer in advance.

The Annual review and re-appointment Form needs to be recorded and stored in the volunteer's personnel file.

Volunteers are encouraged to attend volunteer meetings which provide additional support and mentoring to volunteers in DCP.

All volunteers must be reviewed for re-appointment 12 months after their initial appointment, with the DCP office manager approving the re-appointment as per delegations under section 16(1) of the *Family and Community Services Act 1972*.

Any queries or concerns about the review or re-appointment of volunteers, must be raised with the office manager or the Volunteer Program.

4.24 Acknowledgment and recognition of volunteers

Volunteers should be acknowledged for their contribution and their valued role within DCP, and may be recognised at their local sites in the following ways:

- the provision of certificates of appreciation
- listing the Volunteer Program as a regular agenda item at staff meetings to update staff about activities within the program, acknowledging the contribution of volunteers and receiving feedback and volunteer task ideas from staff
- inviting volunteers to social events organised within the office
- organise events and publicly thanking volunteers at special times (for example, National Volunteer Week).

The acknowledgement and recognition of volunteers by VCs and the local office when they meet a milestone for years of service (1, 5, 10, 15 and every 5 years of service thereafter) exit the DCP volunteer program or commence paid work within the department is strongly encouraged. Anniversary pins are to be provided to volunteers upon reaching milestones (for example 1, 5, 10 years etc.). The Volunteer Program is responsible for ordering these pins and distributing them to the VCs.

Volunteers should receive a 'Years of Service' certificate along with their pin. Certificates can be requested through the Program and signed by the VC. If a signature from a regional director or Executive is required, this must be coordinated through the Volunteer Program to ensure proper approval and adherence to process.

Volunteers who reach significant milestones of (10, 20, 30 years of service) should be formally acknowledged by requesting a special recognition certificate signed by the Chief Executive. The VC is responsible for liaising with the Program to arrange procurement of this certificate.

4.25 Volunteer feedback and surveys

The DCP Volunteer Program is committed to continuous improvement and undertakes annual surveys which provide volunteers the opportunity to give feedback about their volunteering experience and areas for program improvement. The DCP Volunteer Program is committed to hearing the voice of Aboriginal and/or Torres Strait Islander volunteers and will endeavour to seek feedback regarding their experience with the



DCP Volunteer Program and improvements that can be made to enhance the recruitment and retention of Aboriginal and/or Torres Strait Islander and volunteers from a CALD background.

4.26 Inactive volunteers

If a volunteer has not accepted any tasks for three months, the VC must contact them to ascertain their ongoing commitment and/or availability. If the volunteer advises they are unable to accept future tasks, they should be offered the opportunity to formally exit the program (refer to section, 'Exiting the Volunteer Program'). If the VC is unable to make contact with the volunteer via phone, a letter needs to be sent to the volunteer via email or post. The [letter](#) will indicate a two-week response date and if no response has been received the volunteer will be exited from the program.

If the volunteer advises they may be able to accept tasks in the near future, and the VC is supportive of deferring the engagement, the VC should advise the volunteer that if they have not carried out any tasks in another three months, their volunteer status will automatically lapse, and they will be exited from the Volunteer Program.

If the volunteer decides, at a later date, to undertake volunteer work within DCP they may reapply, however they will be required to undertake a full or modified assessment and induction.

Volunteers might also be inactive due to:

- personal reasons (for example sickness)
- holidays – volunteer should advise the date they will be ready to resume tasks
- tasks suited to the volunteer's skillset and/or experience are not available.

4.27 Exiting the Volunteer Program

When a volunteer chooses to exit the Volunteer Program, an [Exit interview Form](#) needs to be completed and an exit interview should be offered. The volunteer should undertake this with the VC unless otherwise negotiated.

If a volunteer chooses not to participate in an exit interview, the Exit interview Form should be completed by the VC and clearly state that the volunteer did not participate in the interview. This provides a record of the exit interview being offered but declined by the volunteer.

A copy of the Exit interview Form is to be signed by the relevant DCP office manager, before being placed in the volunteer's file. The VC must also:

- retrieve the volunteer's departmental identification and return to DCP security.

Depending on the volunteer's availability it may be possible to incorporate this with a monthly meeting, morning tea or other suitable function that the volunteer(s) and staff are able to attend.

When long-term volunteers retire (being a volunteer who has been appointed for five years or longer), it may be appropriate to recognise the volunteer's contribution towards the work of the DCP with a token of appreciation. It is important to note that gift vouchers/cards are not an acceptable token of appreciation. These tokens are purchased by the VC.

Once the volunteer has exited or retired from the Volunteer Program, the volunteer's DWS file and personnel physical folder should be archived by following the same procedure as a staff personnel folder.



4.28 Suspension of volunteers

On occasion, it may be necessary to suspend a volunteer's activities for a period of time. Suspension may occur for a variety of reasons, which may include but are not limited to:

- serious concerns being raised and investigated or a pattern of moderate or minor care concerns
- demonstrating unacceptable work standards (for example, chronic issues with reliability, punctuality, conflicting attitudes, private issues affecting work standards).

In these circumstances the volunteer would be made fully aware of the concerns and offered a support person to talk them through if they wished.

4.29 Deregistration of volunteers

Once a volunteer is deregistered, they are no longer able to volunteer or return to volunteering in DCP. A volunteer may be deregistered from volunteering in DCP if one or more of the following criteria apply:

- WWCC has been revoked
- serious care concerns are substantiated, or a pattern of moderate and/or minor care concerns is apparent that increases the safety risk of children and young people in the company of the volunteer
- breaches of Public Sector values (for example failure to act honestly and with integrity – such as breaching confidentiality and sharing information relating to a child or young person in care, theft)
- persistent failure to follow directions or adhere to DCP policies and/or procedures (for example transporting children and young people without a TAF, accepting tasks without the prior knowledge of the relevant VC, changing details on an approved TAF, evidence of continuing to drive in an unsafe manner when undertaking volunteering tasks)
- bullying or harassing others (for example paid staff or other volunteers)
- deemed 'not suitable' via a psychological or psychometric assessment process for employment with DCP

A [Deregistration Form](#) must be completed detailing the reasons for deregistration. A copy of the form is to be stored locally at the relevant office with the [Deregistered-Unsuitable Volunteers](#) list updated.

The form must not be uploaded to the volunteer's C3MS profile or the Digital Workspace personnel file.

The deregistered volunteer is to be provided with a [Deregistration outcome letter](#) advising of the reason/s for deregistration. The letter invites the relevant volunteer to contact the office to receive further information about the outcome. The VC or staff member the volunteer speaks with may also suggest a support service such as DCP's Employee Assistance Program, if it is thought to be beneficial.

4.30 Managing concerns and allegations

Managers and supervisors must adhere to the [Manual of Practice](#) in relation to the management of care concerns.

4.31 Grievances

Volunteers have the right to express grievances, dissatisfaction and concerns with the Volunteer Program or organisation and to have their grievances heard, respected and dealt with in a professional, efficient and fair manner. It is therefore important to ensure volunteers are aware of the internal dispute and grievances policy and that it is easily accessible.



NOTE: Grievances must be reported to the office manager, relevant VC, and the Volunteer Program by the person the grievance was reported to if:

- there is a possibility of deregistration or criminal investigation
- the wellbeing and safety of clients, staff or the volunteer is at risk
- the reputation of DCP, its staff, clients or volunteers may be compromised.

N.B. If the grievance relates to the VC, the grievance should be reported directly to the office manager.

5. Compliance, monitoring and evaluation

The Volunteer Program - Program Officer will review this procedure as and when required and at a minimum of every three years.

The North Region oversees the Volunteer Program and is responsible for maintaining the quality of the program and ensuring consistency across DCP offices.

The Program Officer - Volunteer Program should ensure that the program is implemented in accordance with this procedure, DCP Child Protection policies/procedures and relevant legislation.

6. Related documents

Application to become a volunteer
Volunteer appointment Checklist
Volunteer interview
HR Authorisation Form
Referee questions
Volunteer appointment Form
DCP Security access Form
DCP Fleet Management Procedure
Driver Agreement
Non-Public Sector Driver and Passenger Agreement Form
Volunteer Program – Expenses reimbursement claim Form
Work, Health and Safety & Injury Management Policy
Task Allocation Form (TAF)
Call Centre notification of volunteer after hours task
Annual review and reappointment of volunteer Form



Volunteer review – inactive volunteer letter
Exit of a volunteer Form
Deregistration of a volunteer Form
Deregistration outcome letter
Unsuitability Form
Unsuitability outcome letter
Volunteer duty statement
Volunteer Handbook
Change of details for volunteer
Authority for the exchange of information
Invitation to attend volunteer orientation and training

Document control

Reference No./ File No.			
Document Owner		Lead Writer (position)	
Directorate/Unit: North Region		Program Officer – Volunteer Program	
Accountable Director: Regional Director, North Region			
Commencement date	15 December 2025	Review date	5 December 2028
Risk rating	Consequence Rating	Likelihood	Risk Rating
Risk Assessment Matrix	Moderate	Unlikely	Moderate

REVISION RECORD		
Approval Date	Version	Revision description
2 July 2021	V1.0	New document replacing the Volunteer Coordinator – manual of practice
2 August 2024	V2.0	Reviewed and edited as per the DCP policy review cycle.
5 December 2025	V3.0	Reviewed and edited due to desktop review completed for Volunteer Handbook and to ensure consistency with processes followed.