



## Volunteer Agreement

This agreement is made between **Tailem Bend Community Centre Incorporated (TBCC)** (the Organisation) and the Volunteer:

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please select your volunteer role:

**TBCC Volunteer**

**CTSA Driver**

**Companion**

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### Background

The volunteer position is an unpaid role, agreed upon by the Volunteer, who willingly undertakes the tasks assigned by the Organisation. The Volunteer affirms that this Agreement does not establish an employment relationship. Consequently, the Volunteer will not receive wages, employee entitlements, or benefits. However, the Organisation recognises the significant contribution of Volunteers and seeks to provide support and recognition for their services.

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### Position Description

#### Purpose of the Role:

**TBCC Volunteer:** to contribute to the delivery of TBCC's programs and services, supporting the community's needs through various roles, such as administration, event support, or client assistance.

**CTSA Driver:** to ensure safe, reliable, and courteous transport services to consumers.

#### Core Objectives:

- **TBCC Volunteer:**
  - assist in the implementation of TBCC programs, including administrative, educational, and community outreach tasks;
  - work collaboratively with staff, consumers, and other volunteers to ensure the effective delivery of services; and
  - adapt to various roles as required to meet the evolving needs of the Organisation and community.
- **CTSA Driver:**
  - safely transport consumers to their appointments or destinations, adhering to the organisation's safety guidelines;
  - maintain a courteous, confidential and professional demeanour with all consumers, providing assistance as needed; and
  - follow designated routes and schedules provided by the Organisation.

The above duties are not exhaustive, and roles may be adjusted to meet the changing needs and goals of the Organisation.

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### Qualifications

- **TBCC Volunteer:**
  - satisfactory Working With Children Clearance;
  - completion of orientation and any required training; and
  - ability to perform the tasks required by the role, with a sympathetic attitude towards the care of others.

- **CTSA Driver:**
    - satisfactory National Police Check (NPC);
    - Working With Children Clearance;
    - completion of orientation and any required training;
    - current, unrestricted South Australian Driver's Licence;
    - willingness to complete a Volunteer Driver Accreditation Program, if required; and
    - a reasonable level of fitness and the ability to assist consumers with mobility needs.
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## Experience

For both roles, previous experience is desirable but not essential. Life experience and a willingness to engage with and assist people from diverse backgrounds is highly valued.

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## Responsibilities

- **TBCC Volunteer:**
  - provide support across various programs, following the direction of the organisation;
  - uphold TBCC's commitment to high-quality service in all interactions with consumers, staff, and the public; and
  - complete any necessary paperwork or administrative duties related to the volunteer role.
- **CTSA Driver:**
  - ensure safe and comfortable transportation for consumers;
  - keep accurate records of trips, routes, and times, as required by the organisation; and
  - notify the Organisation of any incidents, concerns, or changes in driving conditions or client needs.

For both roles, Volunteers are expected to:

- work collaboratively with key stakeholders and other volunteers;
  - follow the organisation's Policies and Procedures, including road safety laws and risk management protocols;
  - maintain professional conduct, treating consumers, staff, and the public with respect and dignity; and
  - participate in ongoing training and development opportunities to ensure high standards of service.
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## Skills and Competencies:

- **Client Service Focused:** provide exceptional service, paying close attention to the needs of consumers.
  - **Communication:** clearly and effectively communicate with consumers, staff, and other volunteers, adapting style as needed.
  - **Attention to Detail:** ensure accuracy in documentation, scheduling, and reporting.
  - **Teamwork:** work collaboratively with others, contributing to a positive team environment.
  - **Time Management:** meet deadlines and fulfil tasks within designated time frames.
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## Personal Attributes:

- **Professionalism:** maintain a friendly, approachable, and professional attitude at all times.
  - **Adaptability:** be open to changes and new challenges, demonstrating flexibility in the role.
  - **Organisation:** manage time effectively to ensure tasks are completed efficiently.
  - **Resilience:** ability to work under pressure and manage stressful situations calmly and effectively.
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## Volunteer Hours:

- this is an ongoing volunteer position.
- the Organisation's normal hours of operation are 9 am to 4:30 pm, Monday to Friday.
- Volunteers may be asked to perform duties outside of regular hours to meet the needs of the organisation.
- hours will be mutually agreed upon, with flexibility to accommodate the Volunteer's availability.

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**What the Organisation Provides:**

The Organisation values its Volunteers and provides:

1. a full induction and orientation process, with training necessary for the Volunteer's role.
  2. a safe and supportive environment in which to volunteer.
  3. necessary tools, equipment, and resources to perform the Volunteer's tasks effectively.
  4. a designated contact person for feedback, questions, and ongoing support.
  5. reimbursement for reasonable, pre-approved expenses incurred during the course of volunteering, to ensure the Volunteer is not financially disadvantaged; and
  6. insurance coverage for activities performed under this Agreement.
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**Organisation's Expectations**

The Organisation requests that the Volunteer:

1. supports the Organisation's aims and objectives.
  2. participates in all relevant induction, training, and development programs.
  3. complies with all Policies and Procedures, including those related to equal opportunities, bullying, harassment, health and safety, and confidentiality.
  4. behaves respectfully and courteously to consumers, staff, and members of the public.
  5. utilises Organisation property and equipment for the purpose of assigned tasks, and returns them when this Agreement ends;
  6. maintains a current driver's licence (CTSA Driver) and notifies the Organisation of any changes;
  7. follows all road safety laws and accepts responsibility for any traffic offences incurred during volunteering (for CTSA Driver);
  8. engages in the 'Volunteer Driver Accreditation Program' and adheres to ongoing training cycles (for CTSA Driver).
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**Confidentiality**

The Volunteer will maintain the confidentiality of any proprietary, sensitive, or personal information they may access in their role. This obligation continues after the completion of their volunteer service. Any unintentional or deliberate breach of confidentiality may lead to appropriate actions in accordance with the law.

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**Child Safety Commitment**

The Organisation is committed to ensuring a child-safe environment. Volunteers are expected to:

- prioritise children's safety and well-being;
  - report any concerns about child safety immediately to the appropriate leader; and
  - follow the Organisations Child Safety Policies and Procedures at all times.
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**Volunteer Participation Acknowledgement**

By volunteering with the Organisation, the Volunteer acknowledges:

- participation is of their own free will;
- the Volunteer role benefits both the Organisation and the community;
- no monetary or gift compensation will be provided; and
- the Organisation may terminate or review the Volunteer's role as needed.

**Signed by participant and an authorised officer of the Organisation**

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**Signed by Volunteer**


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**Signed by Authorised Officer**

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**Print Name (Volunteer)**

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**Title of Authorised Officer**

**Date**.....

**Date**.....

<b>Date first formulated</b>	21/11/2018
<b>Dates approved by Board</b>	V2 7 April 2020, V3 Sep 2024, V4 August 2025
<b>Next Review Date</b>	November 2027
<b>Related Documents</b>	<p>Accident Investigation Reporting Critical Incident  Child Safeguarding Policy &amp; Procedure  Code of Conduct Rights &amp; Responsibilities  Diversity and Social Inclusion Policy &amp; Procedure  Feedback &amp; Complaints Policy &amp; Procedure  Human Resources Management Policy &amp; Procedure  Privacy &amp; Confidentiality Policy &amp; Procedure  Transport Vehicle Use Policy &amp; Procedure  Work Health &amp; Safety Policy &amp; Procedure  Volunteer Pack</p>
<b>Standards</b>	<p><a href="#">Children and Young People (Safety) Regulations 2017 (SA)</a>  <a href="#">Children's rights and responsibilities flyer</a>  <a href="#">Child safe environments</a>  <a href="#">Department Human Service DHS Critical Client Incidents Policy Coronial</a>  <a href="#">Department Human Services DHS Critical Incidents</a>  <a href="#">Equal Opportunity Commission</a>  <a href="#">Human Rights Commission</a>  <a href="#">Information Sharing Guidelines</a>  <a href="#">Legal Services Commission</a>  <a href="#">National Employment Standards</a>  <a href="#">National Principles for Child Safe Organisations</a>  <a href="#">Australian Institute of Family Studies</a>  <a href="#">Rights of every child</a>  <a href="#">Unions Australia</a>  <a href="#">Unicef – know your rights and responsibilities</a></p>
<b>Legislation</b>	<p><a href="#">Aged Care Act 1997</a>  <a href="#">Aged Care Quality and Safety Commission Act 2018</a>  <a href="#">Associations Incorporation Act 2009</a>  <a href="#">Australian Human Rights Commission Act 1986</a>  <a href="#">Children and Young People (Safety) Act 2017</a>  <a href="#">Children's Protection Act 1993 (SA)</a>  <a href="#">Commonwealth Privacy Act 1988</a>  <a href="#">Competition and Consumer Act 2010</a>  <a href="#">Crimes Act 1914 (Federal)</a>  <a href="#">Criminal Law Consolidation Act 1935 (SA)</a>  <a href="#">Equal Opportunity Act 1984</a>  <a href="#">Fair Work Act 2009</a>  <a href="#">Fair work Act 1994 State Law</a>  <a href="#">Family Law Act 1975</a>  <a href="#">Guardianship and Administration Act 1993</a>  <a href="#">Public Interest Disclosure Act 2018 (SA)</a>  <a href="#">Return to Work Act 2014</a>  <a href="#">Safework SA</a>  <a href="#">Sex and Age Discrimination Legislation Amendment Act 2011</a>  <a href="#">South Australian Passenger Transport Act 1994</a>  <a href="#">State Records Act 1997</a>  <a href="#">Volunteers Protection Act 2001 (SA)</a>  <a href="#">Work Health and Safety Act</a>  <a href="#">Work Health and Safety Regulations 2012</a>  <a href="#">Workplace Gender Equality Act 2012</a>  <a href="#">South Australian Passenger Transport Act 1994</a></p>
<p><b>Signed on behalf of TBCC Board of Management by:</b>  <b>Name:</b> Judy Bagg  <b>Position:</b> Chairperson  <b>Signature:</b>   <b>Date:</b> August 2025</p>	