

VOLUNTEER HANDBOOK



We would like to acknowledge the land the MCCA offices are built on is the traditional lands for the Kurna people and that we respect their spiritual relationship with their country. We also acknowledge the Kurna people as the traditional custodians of the Adelaide region and their cultural and heritage beliefs are still as important to the living Kurna people today

This Volunteer Handbook is a living document and will be continually updated to include changes to programs and policies. The latest version will be available on the "S" drive on MCCA server

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WELCOME

We are very pleased to welcome you the Multicultural Communities Council of South Australia (MCCSA).

Our Organisation values the enormous contribution made by volunteers over the many years of our operation and we sincerely thank all past, present and future people whose support has been invaluable. Volunteers are integral to the success of the MCCSA, contributing to our many, varied programs and helping to improving the lives of the people in the communities we support.

This information package has been developed to assist you in your volunteering role and hope that it will give you a better understanding of our organisation and how your role contributes to our aims and objectives. Please take the time to read it and do not hesitate to ask any questions you may have.

For most volunteer positions, the Program Coordinator will be responsible for organising your activities and is an important person as your point of contact with MCCSA. The Program Coordinator will assist with any difficulties that arise in regard to being a volunteer.

We sincerely thank you for your time, interest and commitment to volunteering. We hope your time with us is rewarding and enjoyable.

Welcome to the team~





ABOUT US

WHAT IS MULTICULTURALISM?

As defined in the South Australian Multicultural and Ethnic Affairs Commission Act 1980, "multiculturalism" means policies and practices that recognise and respond to the ethnic diversity of the South Australian community and have as their primary objects the creation of conditions under which all groups and members of the community may:

- live and work together harmoniously
- fully and effectively participate in, and employ their skills and talents for the benefit of, the economic, social and cultural life of the community
- maintain and give expression to their distinctive cultural heritages.

Australia is, and will remain, a culturally diverse society. Multiculturalism as outlined in national and state policies encompasses measures designed to respond to the reality of Australia's cultural diversity as well as policies and programs such as community relations, access and equity, social justice, equal opportunity and anti-racism.

Statistics from the **2011 Census** show that about:

21% of South Australians were **born overseas**. South Australians come from about **200 countries**, speak more than **200 languages** (including Aboriginal languages) and believe in about **100 religions**.

Migrants from non-English speaking backgrounds make up nearly 13 percent of South Australia's population. When the children of migrants are added, this figure rises to nearly 25 percent.



The main source countries (of the current population) are England, Italy, India, China, Scotland, New Zealand, Vietnam, Germany and Greece.

The main languages other than English spoken at home in Australia are Italian, Greek, Mandarin, Vietnamese, Cantonese, Arabic, German, Polish, Spanish, Punjabi and Hindi.



OUR HISTORY

The MCCSA was established in 1995 by the merger of the former Ethnic Communities Council and the United Ethnic Communities, giving the MCCSA a strong foundation of community organisations. We are a not-for-profit organisation, and the peak body for cultural and linguistically diverse communities in South Australia.

Our primary concern is to support our members and vulnerable community. We do this through:

- advocating on behalf of CALD communities on a range of important issues such as ageing, health and wellbeing, women's issues and youth issues;
- using a range of mediums to provide timely information on key issues facing CALD communities;
- supporting CALD communities to become strong, viable and sustainable; and
- providing timely, accurate and relevant policy advice to government.

The MCCSA receives grants from both the State and Commonwealth Governments to support our core programs and activities.

The MCCSA is governed by a Management Committee, with representatives elected from our membership for a two-year term and they are responsible for overseeing the strategic direction of the organisation as set out in the constitution. Current membership of our management committee can be found on our website.

Membership is open to both organisations and individuals who share MCCSA's values and objectives. We are proud to represent many large, well established Communities, as well as new and emerging communities.

A copy of our membership application forms can be found on our website.

OUR VISION AND MISSION

MCCSA vision is for an equitable, just, harmonious and thriving multicultural South Australia

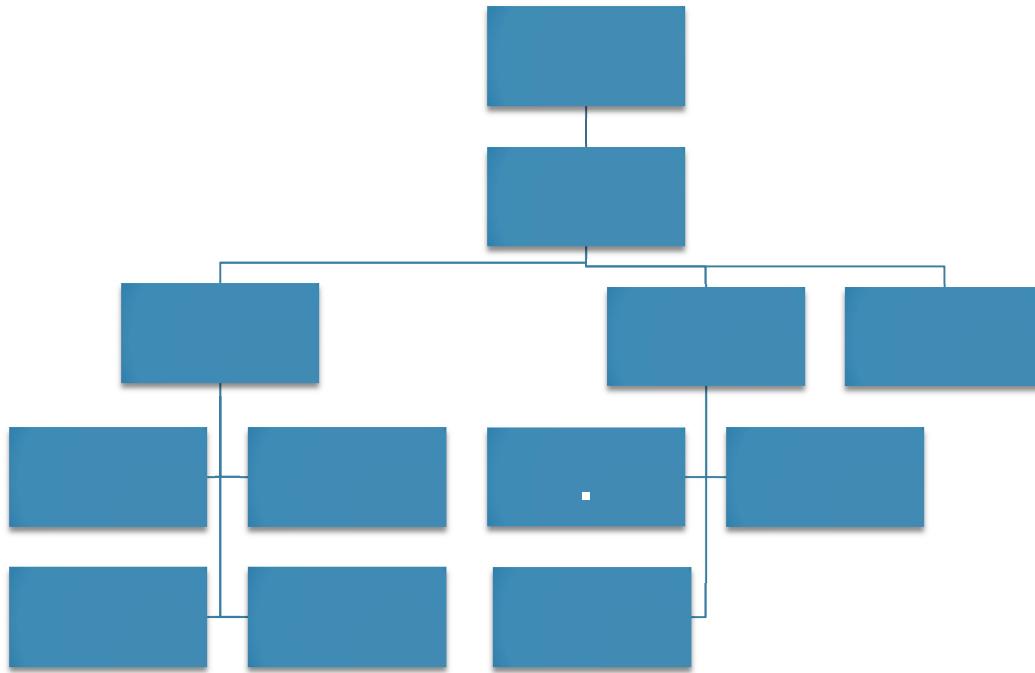
Our mission As the peak multicultural organisation in South Australia, Multicultural Communities Council of SA Inc will support, enable, advocate for and collaborate with culturally and linguistically diverse (CALD) communities to enable them to achieve full participation as Australian citizens.

Our Values

- Respect for all individuals and community
- Cooperative working relationships
- Integrity
- Innovation, creativity and flexibility
- Valuing the contribution of all people involved in our work
- Strength and unity with respect for diversity



OUR STRUCTURE



OUR CORE PROGRAMS

TRANSPORT SERVICES

Our transport service is heavily used and helps many older members of the CALD community go on excursions and attend Day Care Centre programs. Community groups use our service for trips to places of cultural or tourist interest. This provides their members with an opportunity to socialise in comfort and tranquillity.

CARERS RETREAT

Our Carers Retreat programs help fund planned short-term breaks for unpaid care givers of the frail and elderly. This program facilitates preventative and early intervention support to these vulnerable and often isolated carers, including:

- retreat activities,
- counselling and emotional support,
- carer specific information,
- education and training,
- culturally appropriate carer specific information and resources,
- appropriate referral to other local services and
- support in accessing mainstream services.

COMMUNITY VISITOR SCHEME

Our Community Visitor Scheme facilitates one-on-one friendship between older people in residential care and community visitors speaking their language. They visit at least twice a month to build relationships and add



some warmth to the life of our senior citizens by reducing their loneliness and isolation. This program has been running for 16 years and has over 40 volunteers participating, speaking over 20 languages.

RECONNECT PROGRAM

Reconnect is a free, voluntary and confidential service for young CALD people 12 – 18 of age who have recently left home or are at risk of leaving home soon and require support. We work with young people and their families in a diverse range of complex areas that can lead to youth homelessness and can identify emerging social, emotional and mental health issues in young people.

We provide:

- outreach services across metropolitan Adelaide;
- assist vulnerable young people person to re-engage with family, school and community to stabilise their situation and also to identify and achieve goals that enhance their well-being;
- practical support around access to accommodation and secure finances;
- emotional support and counselling;
- family mediation and support around conflict resolution and
- a diverse range of group activities through the year, in the areas of personal development and social inclusion.

We work hard to keep our clients connected to family, school and their community so that they can move successfully into early adult hood and participate more fully in life.

Referrals to this program can be accepted from individuals, parents, teachers, school counsellors, service providers and other concerned people.

SUCCESSFUL COMMUNITIES

Working in partnership with Volunteering SA/NT, Successful Communities delivers strategic and practical support to strengthen governance, capacity and connection within the multicultural sector. The purpose of Successful Communities is to supply practical support to people within vulnerable and emerging culturally diverse community groups. This allows them to plan for the future, develop strong leadership, engage people & volunteers, execute successful projects and events plus much more. We work with communities to understand and identify what their goals are and provide the pathways to reach them through access to training, mentoring and support that will nurture the community and its leaders via:

- Stronger Leadership
- Connections and Membership
- Planning and Strategy
- Access and Opportunities
- Advocacy and Promotion
- Participation in Community Life

HEALTHY AGING

MCCSA supports communities to stay connected through their ageing years through systemic advocacy on ageing issues, the CALD Ageing Alliance, specialist workshops and forums and one-off activity programs which can include art and physical exercise. Occasionally we also do consultancy work on ageing issues and may undertake community engagement programs on topics of interest to the CALD ageing community

ADVOCACY AND ADVICE

As the peak body for multiculturalism, MCCSA plays a key role in providing advice and support for, community organisations and individuals regarding multiculturalism and are seen as a prime source of advice for Government. MCCSA stays connected with our diverse communities through collaborative



projects, participation in various networks and advisory committees, collective impact groups and forums. Our National peak body is the Federation of Ethnic Communities Council of Australia, where we share information and actively advocate for our communities on a national level. .We provide formal and informal consultations to both Government and community groups and provides regular information to our membership through forums and regular newsletters.

MCCSA is committed to building strong and productive relationships with all of our stakeholders.

MCCSA COMMUNITY HALL

MCCSA is fortunate to have a 50 seating capacity hall that can be hired out **FREE** of charge to registered MCCSA communities groups. The hall had a modern industrial kitchen perfect for our community groups to host meetings, forums, workshops and functions. The building has become a hub of community activity and allows us to engage and connect with our members. The Hall is also available for commercial hire.





WHY VOLUNTEER?

There are many reasons why people choose to volunteer. It may be because you want to make a difference in your community, gain some professional experience, learn something new, or just to stay connected.

Whatever your reason, *thankyou!*

MCCSA have a number of programs that rely heavily on the generosity of volunteers. Our **Community**

"This experience of doing something positive at a personal level for the community has been amazing, and has given me a great sense of joy and immense satisfaction. "

Felicia, MCCSA volunteer

Visitors Scheme connects volunteers with people living in aged care facilities to provide friendship and companionship. Our **transport program** requires volunteers to drive our community groups in our 12 seater bus and support older and more frail users of our transport service.

From time to time, MCCSA will call for volunteers to help promote activities and events as well as to conduct research or

provide office support.

All MCCSA volunteers need to have Federal police check and if you are working directly with vulnerable groups such as children, people with disabilities or the elderly, specific state government assessments need to be conducted prior to the commencement. Your coordinator will let you know what is needed.

VOLUNTEER RIGHTS

Volunteers, although not covered by workplace agreements or award, have legislated rights and MCCSA considers it our moral obligation to ensure the following basic rights are maintained:

You have the right:

- To work in a healthy and safe environment



- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- To be adequately covered by insurance;
- To be given accurate and truthful information about the organisation for which you are working;
- To be reimbursed for our of pocket expenses;
- To be given a copy of the organisations volunteer policy and any other policies that affects your work;
- Not to fill a position previously held by a paid worker;
- Not to do the work of paid staff during industrial disputes;
- To have a job description and agreed working hours
- To have access to a grievance procedure
- To be provided with orientation to the organisation;
- To have your confidential and personal information dealt with in accordance to the principles of the Privacy Act 1988 and
- To be provided with sufficient training to do your job

"On each visit I introduce myself as a friend who has come to visit. This usually pleases ' my lady'. She usually smiles and takes my hand to kiss it. I was overcome the first time this happened. Sometime I just hold and stroke her hands as this calms her. Once she stroked my hand in return. I was so surprised that it made me smile and feel good. Familiar language encourages conversation and allows this lovely lady to express her feelings. As a volunteer this makes my visits worthwhile".

Anna, MCSSA Volunteer





WHAT CAN YOU EXPECT FROM US?

TRAINING

MCCSA values the importance of training to ensuring our volunteers can effectively carry out their roles and to gain the most of their experience within our organisation. It is important that you feel comfortable with your role. All our volunteers are provided basic training/orientation that will guide you in your role.

Your program coordinator will be your “go-to” person for all your training requirements. There may be specific training required for your role, or it may be provided on-the job. Some training and development will be provided for volunteers and staff alike. Any questions, please direct these to your coordinator.

ROLE DESCRIPTIONS

Your voluntary position had a role description that outlines your tasks and the experience, knowledge and skills you may need to perform in your role. This should be attached to your volunteering package. Please feel welcome to request a copy for your records in you do not have one. This is the basis for your voluntary work and will reflect the tasks you undertake. Your Role Description will be reviewed to ensure it is accurately reflection your role and to account for new processes or changes.

REVIEW OF YOUR VOLUNTEER ROLE

Your volunteer role with MCCSA has a specified probation period (generally 3 months, please see your role description). At the end of this period, you will have a chance to speak to your coordinator to ensure you are enjoying your role. This is a great opportunity to suggest changes to your role description, the way your role is carried out or new equipment which would make it easier. It is also important to raise any challenges or training requirements your may need. Please note, if you have specific needs or concerns, please don't hesitate to contact your coordinator at any time.



POLICIES AND PROCEDURES

All Policies and Procedures relevant to your role can be accessed on our "s" drive or a hard copy in our office. Of particular note, volunteers are asked to read, understand and sign for our records MCCSA's

- Privacy and Confidentiality Policy,
- Work, Health and Safety policy and the
- Volunteer agreement

Other important policies that we would like you to read and understand are:

- Complaints and Grievance Procedures
- Incident Investigation and Reporting Procedures
- Conflicts of interest policy
- Anti-discrimination
- Sexual harassment

VOLUNTEER INSURANCE

MCCSA has Volunteer Accident Protection and Public Liability Insurance. The policy documents for these insurances are available for your inspection, please speak to our Office Manager.

REIMBURSEMENT FOR YOUR VOLUNTEERING EXPENSES

Travel reimbursement is offered to many of our volunteers in our programs as it is important to us that you are not out of pocket during your volunteering experience. Each program may have slightly different rules so please contact your coordinator to ensure you understand what you are entitled to claim. All reimbursements must be authorized by yourself plus your supervisor using the **Expense Claim Form**.

RECOGNITION FOR YOUR SERVICE

Volunteers contribute so much to our organisations and the lives of the people we support. There are a number of people who have been successfully volunteering for us for over 10 years. To recognise your service, each year MCCSA celebrates your service through annual volunteers event and we would also like to take this opportunity to once again say **THANKYOU!.**





WHAT WE CAN EXPECT FROM YOU

OUR EXPECTATIONS

We ask you to treat our clients with dignity and kindness and respect their rights and individuality. Specifically, your responsibility is to:

- Work within the vision, mission and values of our organisation
- Follow the relevant policies and procedures of MCCSA
- Be reliable and helpful
- Carry out your specified duties as per your role description
- Be committed to the organisations
- Undertake training as requested
- Ask for support when you need it
- Give sufficient notice when you are not able to volunteer
- Give sufficient notice before you leave the organisation
- Value and support other team mates
- Be trustworthy and respect client confidentiality
- Carry out the work you have agreed to do responsibly, safely and ethically

It is important that you carry out your role in accordance with the relevant policies and procedures and follow instructions from your coordinator. Your safety is important to us so we are you to also:

- Act with common sense
- Take reasonable care in protecting your own health and safety and not put others at risk by your actions or failure to act
- Follow reasonable instructions on health and safety
- Use equipment supplied to protect your safety



- Report hazards, accidents and incidents to your coordinator or the office manager
- Not be affected by drugs or alcohol

MEDIA OR PUBLIC COMMENT

MCCSA staff (including volunteers) are not to make public comment on behalf of the organisation, unless authorisation for making comment to the media has been sanctioned by the Chief Executive Officer. It is expected that staff and volunteers make a clear distinction between individual personal views and organisational policy. It is also the Chief Executive Officers role to speak with funding bodies and government bureaucrats on any financial matters pertaining to the organisation.

MCCSA also requests that volunteers do not post their MCCSA activities on their personal Facebook account, particularly photos of clients due to privacy and confidentiality restrictions. Please feel free to share any relevant posts from the MCCSA Facebook. If you have any questions or concerns, please contact either your program coordinator or the office manager.

PERSONAL CONTACT DETAILS

Please ensure your personal details such as phone numbers, address and current emergency contact name and number are available in case of emergency. We will also request a personal email address to enable us to notify you of events and happenings. Please note that volunteer and staff telephone numbers will be kept in locked confidential files.

LET US KNOW IF YOU CAN'T MAKE IT

Your role as a volunteer is important to us, so we need to know if you are unable to make your volunteer commitment due to illness or just that life gets in the way! Please contact your supervisor as soon as possible or contact our office on **83455266**

RESIGNATIONS

As mentioned above, your role is important to the functioning of the organisation so we appreciate notice of your intended resignation where this is possible. If you are planning to leave at a certain date please request a review so we can recruit a replacement volunteer and organise handover of your role.

RESPECTFUL BEHAVIOUR

MCCSA is often a hub of activities involving a diverse cultures and communities. We ask you to be considerate and respectful of differences in beliefs and values as we aim to be a culturally inclusive environment where people are freely able to express who they are, actively participate and are feel safe from abuse, harassment or unfair criticism.



ACRONYMS

MCCSA	Multicultural Communities Council of South Australia
CALD	Cultural and Linguistically Diverse
CVS	Community Visitors Scheme

