

CITY OF PLAYFORD VOLUNTEERING FAQ's



Frequently Asked Questions (FAQ's)

How do staff and volunteers work together?

Effective relationships between paid staff and volunteers lead to an enjoyable and productive workplace. In South Australia, this commitment is demonstrated through an agreement between SA Unions & Volunteering SA & NT. The City of Playford is equally committed to an environment that is based on a culture of trust, openness and respect between volunteers and paid staff.

How long does the process take?

If you are successful in gaining a volunteering position with the City of Playford, we will try and place you within one month from your initial enquiry, depending on the area you choose to work in.

Am I guaranteed a volunteer job if I apply?

For the experience to be a positive one for both you and the organisation, it is important that we match your skills, knowledge and motivation against the requirements of the volunteer position, which may not always be possible. If a suitable role cannot be matched, we will refer you to other organisations within the community to further seek volunteer opportunities.

How many hours do I need to commit?

This depends on the volunteer position and your availability. Some positions require you once a week for several hours, while others may only require you once a fortnight. There is even opportunity for ad hoc (one-off), Corporate and group volunteering.

What are the maximum hours which I can volunteer per week?

The maximum amount of time is no more than three sessions per week. This would equate to about 12 - 16 hours per week.

Can I be guaranteed the number of hours I need to meet Centrelink requirements?

No, unfortunately we are not able to guarantee the number of hours that may be required by Centrelink however we are an approved activity. Obligations may be able to be met through a combination of volunteer roles over different programs if one role does not meet your minimum requirements.



Do I need to attend the induction session?

Yes, all volunteers are required to attend an induction session, which takes two hours and provides volunteers with a valuable insight into volunteering with Council, the rights and responsibilities of volunteers, and Work Health and Safety information.

We recognise that people may have had previous training in these areas, however the Council has a legal requirement to carry out the induction sessions, and it is always helpful to have a refresher.

Some roles require a commitment to ongoing training during your volunteer journey. Often this is an update, however it can also reflect a change in policy, process, or contract. Council will support you in all training requirements.

What if I don't want to commit long term?

It depends on the volunteer position, which range from one-off events, short-term projects, through to ongoing service delivery. Due to the time spent placing and training volunteers, Council requests that volunteers carefully consider their ongoing commitment.



Will I receive a reference?

Yes, after three months of active volunteering your coordinator may provide you with a reference.

Do I have to have a police check or background screening?

Yes, for certain roles it is a legislative requirement that volunteers must undertake a police check or Department of Human Services Screening. There is no cost to volunteers.

Is there a chance that I might gain paid work in the organisation if I volunteer first?

We are unable to guarantee that volunteering with Council will result in paid employment. However, Council has committed to offering volunteers with three months of active service the same opportunity as paid staff to apply for vacant positions that are internally advertised.

Do you pay out of pocket expenses?

Yes, the Council pays out of pocket expenses which are incurred whilst performing volunteer duties as agreed by the coordinator.

Am I covered by Insurance?

Yes, City of Playford volunteers are covered by insurance whilst undertaking volunteer duties as outlined in their position description or as directed by the coordinator.

How old do I have to be to volunteer?

There is no age limit, however all volunteers 14 and under will be required to be supervised by a designated caregiver who will also need to become a registered volunteer of Council. It is also dependent on the requirements of the volunteer position. We have volunteers well into their 90's who are actively engaging with their community!

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