



Volunteer Policy and Agreement

1. About Islamic Society of South Australia

Islamic Society of South Australia (ISSA) is a not-for-profit welfare organisation established in 1955. It provides a range of services to South Australia's Muslim community. In addition to being an organisation working on the spiritual and leadership development of young Muslim people, it is also continually active in its local communities across SA engaged in social action for the betterment of society.

2. Our Vision and Mission for Volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for ISSA, you will be making a positive contribution to community development in your area – you will be working towards bringing communities together, empowering young people, and supporting local people. Volunteers are vital to our work.

3. Code of conduct

The general duty of the Islamic Society of South Australia volunteers is to act honestly and with reasonable care and diligence and to behave in a way that upholds Society's values, integrity and good reputation.

4. Communication with the media and use of social media

Volunteers must refrain from making any comments regarding the Society or Society's projects and initiatives with print media, radio or digital social media. If you are approached by media, please inform them to contact the ISSA Team who will assist them with their query. This will remove the possibility that you are misquoted by the media and placed in a situation that may compromise you or the Islamic Society of South Australia.

5. Confidentiality

It is paramount that volunteers maintain appropriate confidentiality about dealings they have with the people they provide services to and the Islamic Society of South Australia. Volunteers should maintain the confidentiality of any information they obtain and under no circumstances should this information be placed on social media.





6. Fair treatment and grievance resolution

Everyone has the right to be treated fairly. We make every effort to maintain an atmosphere of trust and open communication, so grievances are resolved promptly and in a constructive, informal and respectful manner. If you have a concern, you should contact your Volunteer Supervisor.

7. Screening

Islamic Society of South Australia requires all volunteers above 13 years of age to hold Working With Children Check clearances, the processing for which will be inclusive of a National Police Check. The purpose of the check is to verify the identity of potential volunteers and to minimize possible risk arising from engaging volunteers inappropriately. The Volunteer Supervisor will provide you with guidance on how to complete the online process.

8. Personal information

Volunteer information such as name, address, contact information, emergency contact details and the program volunteer in is stored in a database which has restricted access to authorized staff only. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. If you wish for your Personal Information to be updated, please contact us in writing.

9. Receiving of gifts or other benefits

Occasionally volunteers may be offered a thank you gift from a community member. Volunteers may accept gifts of a perishable nature such as flowers, chocolates or biscuits but must inform their Volunteer Supervisor about any gift they accept. Volunteers must not accept nonperishable gifts, alcohol or money. If you have any queries or concerns regarding this, please contact the Volunteer Supervisor.

10. Benefits/ recognition

A recognition certificate is available for recognizing volunteers' contribution. We also hold social events to celebrate the work of our volunteers - during such events you will have an opportunity to meet other volunteers and supporters of our work. We will take opportunities in our website, newsletters, and Facebook page to praise the achievements of our volunteers.

11. Recruitment and induction

1. A comprehensive recruitment, induction and orientation program is provided to welcome and prepare volunteers to undertake their role. The Volunteer Supervisor and other members of the interview panel discuss the applications and select suitable





candidates for an informal interview or group meeting. Finally, the Volunteers sign the Volunteer Policy and Agreement before starting to volunteer.

Program Specific Induction- This takes place at the site where the volunteer role is to be undertaken and is managed by the Volunteer Supervisor. This part of the induction includes

- Information specific to the role
- Introduction to staff and other volunteers and a tour of the site, where applicable
- Contact details of the Volunteer Supervisor for the project

Orientation is a two-way process, so volunteers are encouraged to ask questions and seek support from staff and volunteer peers.

12. Resignation

A resignation period of one month would be appreciated, in order for the Volunteer Supervisor to prepare for your leaving. Volunteers who are finding that their role is no longer fulfilling are encouraged to speak to the Volunteer Supervisor who may be able to match them to another position.

13. Supervision and support

Each volunteer team has a Volunteer Supervisor who is responsible for guiding and oversee volunteers in their work programs. Volunteer Supervisors provide you support by:

- Giving encouragement and constructive feedback
- Organizing meetings to discuss performance and development and issues of concern
- Sharing feedback from community members or other stakeholders on aspects of service delivery
- Inviting you to team meetings, special events and social functions
- Celebrating your achievements and efforts
- Where appropriate, provide a reference or act as a referee to your prospective employer

14. Youth volunteers (under the age of 18)

The Society recognizes the role of youth volunteers in societal development. It is for this reason that the Society has included in its program young and willing volunteers to help in the Society's volunteer work. However, the Society also follows strict measures to ensure the safety of its volunteers. This includes that volunteers who are under 18 years of age and are not accompanied by a parent or legal guardian are required to bring a signed parental consent form prior to or on the day or duration of the volunteer project. Without it, the minor will not be able to volunteer.





15. Volunteer responsibilities

- Commit to your volunteer position
 - Be punctual and reliable
 - Notify in advance any changes to your availability
 - Accept responsibility for your actions and behavior
 - Abide by the Society's volunteer policy
 - Deal with complaints in an appropriate manner
 - Support other team members and ask for support when needed
 - Give advance notice before leaving the organization.
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Confirmation

Signature:

Name:

Date:

Contact Number:

Email id:

Address:



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