

Volunteer Handbook.

All you need to know to get started
with Cancer Council SA



cancersa.org.au



**Cancer
Council**
SA

Every minute
Every hour
Every day



**Without you,
we simply
couldn't do
what we do.**

Volunteer
Cancer Council SA
www.cancersa.org.au
08 8291 4111

Volunteer
Cancer Council SA

Cancer Council
31120

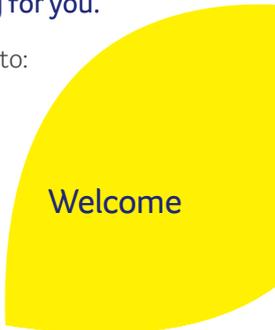
Welcome.

We are pleased to welcome you to Cancer Council SA and hope that your time with us is positive and rewarding. The work of our volunteers is highly respected by the South Australian community and exemplified by our commitment to the National Standards for Volunteer Involvement.

Cancer Council SA values volunteers and is committed to improving the way we work together—we take care to ensure your placement is of real benefit to the community and satisfying for you.

As a volunteer, you will have the opportunity to:

- make a difference
- share skills and experience
- learn new skills
- teach others
- gain valuable work experience
- meet people and make new friends
- increase your confidence and self esteem



Welcome

This handbook contains all you need to know to get started with Cancer Council SA. Please take the time to read it and if you have any questions, please don't be afraid to ask.

Before commencing, volunteers are encouraged to attend an orientation session to become familiar with our procedures. This may be at the Cancer Council SA office, an event location, one of our Lodges, or at a Cancer Information Centre. Further practical training and support will be provided once you start.

You can find other useful material on our website at cancersa.org.au. We also produce a bi-monthly newsletter for volunteers to keep you up to date with news and new opportunities, so make sure you register your email address with us so we can ensure that we have you on the distribution list.

Your Responsible Officer (the person who will manage you in your volunteer role) will be happy to discuss any queries you have as you go along. You can also contact the **Volunteer Management Team of Cancer Council SA** on **8291 4352** if you need further assistance.

Section one/

About Cancer Council SA.

Research



Support



Prevention



We are the only organisation in South Australia that works across every area of every cancer:

- **Cancer research**—investing in the best cancer research in SA, including Cancer Council’s Beat Cancer Project which is a major cancer research partnership with the South Australian Health and Medical Research Institute and the SA Government that aims to find more cancer breakthroughs.
- **Cancer prevention**—raising awareness in the community about the benefits of screening and early detection for bowel, breast and cervical cancer and ensuring the community is informed about the lifestyle factors which contribute to up to 50 per cent of cancers.
- **Cancer support**—providing dedicated support services that aim to reduce the practical and emotional impact of cancer, like Cancer Council 13 11 20 where qualified cancer nurses discuss a range of matters with people affected by cancer, including carers, family, colleagues, friends as well as health professionals.
- **Advocacy**—advocating to government to provide the support required by people affected by cancer and implementing laws and policies that aim to prevent people from developing cancer.

We are here for people touched by cancer today and to prevent and manage cancer into the future.

Our unique combination of local program delivery, community engagement and national influence enables everyone to make the biggest possible difference.

Since we first started our work in 1928, we have seen support for people with cancer improve, prevention campaigns work and, since 1990, survival rates for many common cancers increase by as much as 30 per cent.

As an independent, non-government organisation, this incredible work is only made possible by the extraordinarily generous support of the South Australian community: our donors, our volunteers and our Ambassadors.

At Cancer Council SA, every minute, every hour, every day we're getting closer to a cancer free future.

Our vision

Vision

A cancer free future

Mission

Every minute, every hour, every day, we're working towards a cancer free future.

Guiding objectives

1. Reduce cancer risk, increase cancer prevention
Outcome: save lives by reducing the number of new cases of cancer
2. Improve the rates of survival when cancer does occur
Outcome: a decline in death rates from cancer
3. Optimise cancer care
Outcome: people receive effective and best treatment and care
4. Improve the quality of life of people with cancer, cancer survivors and carers
Outcome: people receive effective support, which contributes to quality of life
5. Address inequalities in cancer risk and cancer outcomes between more and less advantaged sectors of the community, by addressing the causes
Outcome: reduced inequality in cancer incidence and outcomes of care in the community
6. Build for the future through investment in infrastructure and strong cancer research
Outcome: research outcomes are translated into effective cancer policy
7. Provide sound information for cancer control
Outcome: all stakeholders have access to accurate cancer information



About us

Our values

Our core values are represented by 16 value statements that encapsulate 16 behaviours—they are grouped into four headline attitudes:

CAN-DO

Innovation

We look to the future

Initiate ideas and changes to improve the way things are done.

Commitment

We stay the course

Show determination to take the necessary action to achieve sustained results.

Selflessness

We help each other

Share resources and remove barriers to success - enable our colleagues and teams to achieve their full potential.

Courage

We are brave

Demonstrate courage, no matter the situation.

STAKEHOLDER DRIVEN

Creating value

We deliver social impact

Harness the passion of the community, build relationships that create mutual value and use our expertise to deliver outcomes.

Accountability

We are answerable for our actions

Provide clarity of expectations. Openly share our performance both internally and externally.

Responsibility

We are financially prudent

It is hard to earn a dollar - spend wisely and carefully.

Appreciation

We celebrate success

Recognise and acknowledge efforts and achievements.

HIGH PERFORMING

Stretch

We strive for success

Commit to defining and achieving ambitious goals.

Excellence

We are dynamic

Drive continuous improvement and embrace change.

Management

We understand our boundaries

Work within approved risk, quality and project management frameworks.

Ownership

We take ownership of our behaviour

Take personal responsibility for our actions and inaction. Hold management, staff and volunteers to account against our values.

OPENNESS AND INTEGRITY

Respect

We are respectful

Be open to others' views and willingly consider new ideas.

Acceptance

We are accepting

Acknowledge diversity and treat others with dignity.

Honesty

We are authentic

Speak and act honestly, morally and ethically at all times. Provide and receive open and constructive feedback regularly.

Trust

We do what we say

Be consistent, dependable and reliable - demonstrate confidence.



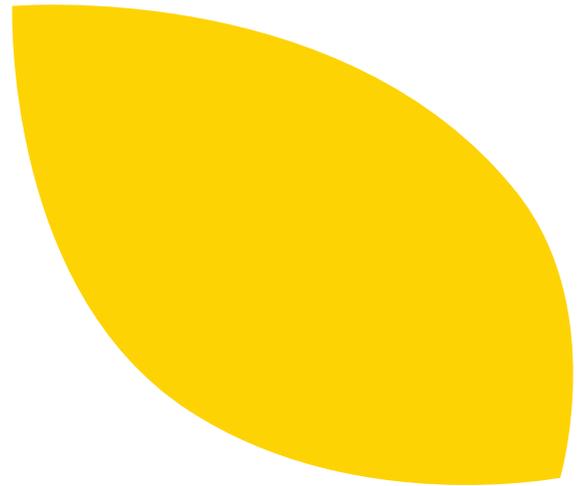
Our structure

Board of Directors

Cancer Council SA is fortunate to have a volunteer board comprised of a highly committed group of people from diverse professional backgrounds. The expertise of our board members spans medicine, health, legal, finance, community and business.

Our Executives

Our highly experienced and passionate team of Executives provides leadership to our dedicated staff and volunteers, directing us to a future without cancer.



Lincoln Size
Chief Executive



Tony Siebert
*General Manager,
Corporate Services*



Alana Sparrow
*General Manager,
Services, Research and
Public Policy*



Russell Schrale
*General Manager,
Marketing, Fundraising
and Relationships*



Kerryann White
*Manager, Human
Resources*

Our business units

Cancer Council SA has approximately 150 full-time, part-time and casual staff and approximately 1,000 volunteers in four major units:

- **Cancer Support, Research and Policy**

The goal of the Cancer Support, Research and Policy Unit is to decrease distress and improve the quality of life of people affected by cancer.

We achieve this through direct service provision, providing evidence-based cancer information, undertaking advocacy, developing partnerships and collaborations with other state-based and national organisations, and through the development and provision of evidence-based programs.

Commencing in 2011, Cancer Council SA invested \$2 million of research funding every year for five years as part of Cancer Council's Beat Cancer Project. The Beat Cancer Project leverages larger scale funding to better support a mix of large and small research enterprises.

- **Cancer Prevention, Advocacy and Policy**

Current knowledge suggests that one in three cancers is preventable. The Prevention, Advocacy and Policy Unit is based on health promotion and social marketing frameworks that are used to bring about changes in cancer risk at an individual, group and community level.

- **Business Development**

Cancer Council SA receives no direct government funding; it depends on the generosity of donors to maintain its activities. The Business Development Unit creates and implements strategies to generate funds through several initiatives.

- **Corporate Services**

The Corporate Services Unit provides the overall accounting, financial, human resources and information technology support for the whole organisation to enable its staff to carry out their agreed objectives.

Our stakeholders

Cancer Council SA has a diverse range of individuals and organisations that have an interest in our operations and activities.

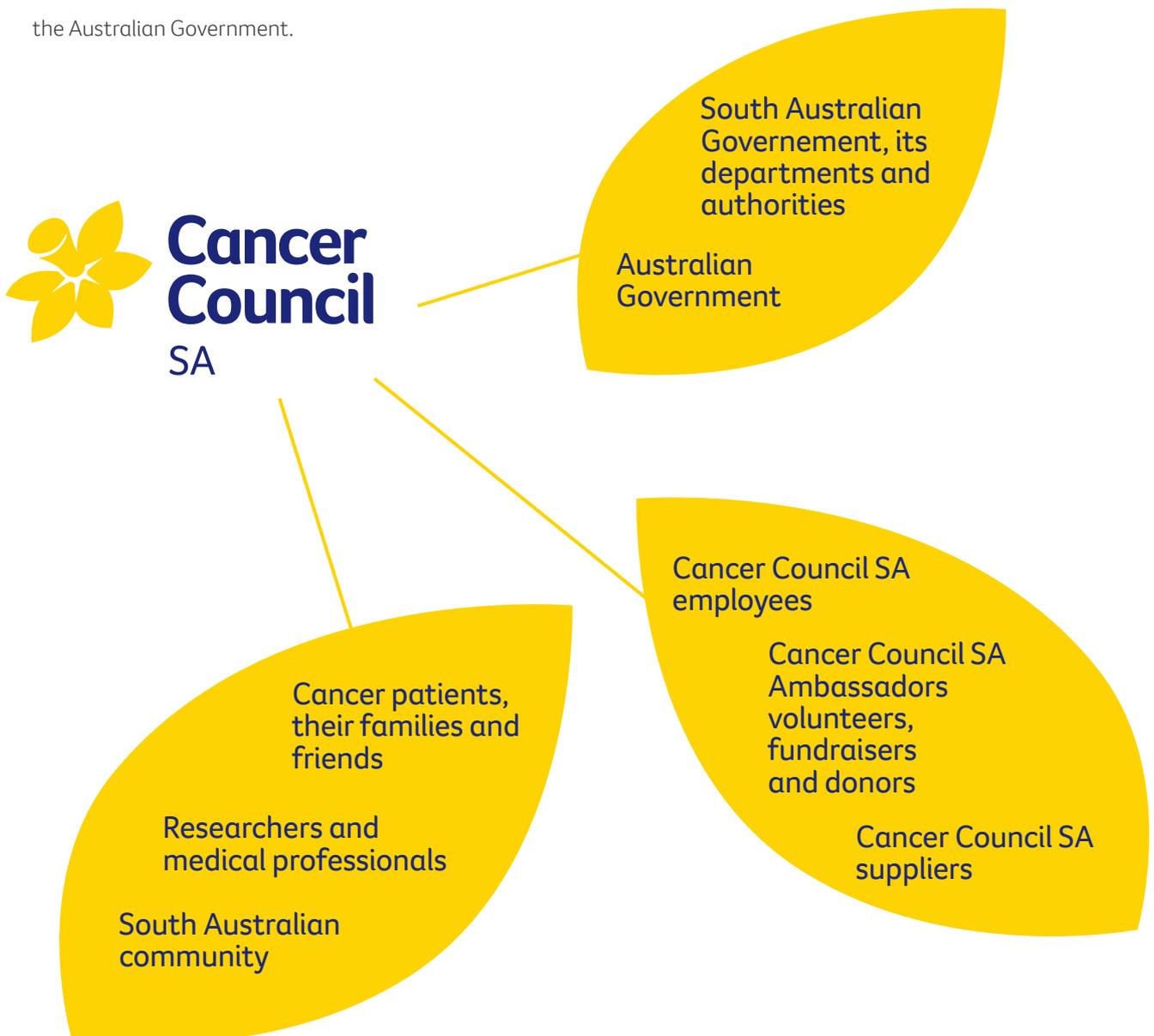
Our stakeholders include:

- the South Australian community
- cancer patients, their families, carers and friends
- our volunteers, fundraisers and donors
- our employees
- our suppliers
- the South Australian Government, its departments and authorities
- researchers and medical professionals, and
- the Australian Government.

The state of play

Cancer Council SA currently works with over 1,300 volunteers who have helped to reduce the impact of cancer for South Australians by raising money, spreading awareness, and reinforcing our cancer free messages. In 2017, our volunteers contributed 16,838 hours towards helping others in their community.

These volunteers are part of a network of over 94,800 supporters of Cancer Council SA, including staff, Ambassadors, donors, fundraisers and corporate partners.



Volunteer pathways

We have three ways volunteers can engage with Cancer Council SA:

Ongoing

These volunteers work in various roles across our organisation including Head Office, at Cancer Council Lodge or even in one of the hospitals. Some of these volunteers:

- drive our Lodge buses
- restock our hospital resources
- help out with administration tasks
- attend morning tea at the Lodges
- work in our warehouse
- support visitors at our Cancer Information Centres
- spend time on the phone talking to fundraisers.



Event

These individuals volunteer at specific fundraising events organised by Cancer Council SA (such as Daffodil Day, Tour Down Under, Undies Run etc.). These volunteers may:

- distribute sunscreen
- manage event registrations
- deliver equipment and set up sites
- collect donations
- set up stalls and sell merchandise.



Ambassadors

These volunteers take higher action on cancer prevention, support and fundraising activities and might:

- lead volunteer teams
- represent Cancer Council at community events
- promote and champion fundraising events
- communicate cancer prevention and support messages.



Section two/

Role information.

Together, our impact is enormous.

Your role as a volunteer

Volunteers work across the many teams within Cancer Council SA. You may be taking on one or more of the following roles:

- administration support
- event volunteer
- resource and information officer
- transport driver
- warehouse supporter, or
- Ambassador.

Volunteering with Cancer Council SA is a positive experience delivering:

- a positive and personal contribution to the community
- social interaction with new people
- a more purposeful work-life balance
- the chance to make new friends
- the chance to kick start your career
- or simply, a sense of accomplishment.

What you can expect from Cancer Council SA

Cancer Council SA is committed to fair and supportive relationships with its volunteers. As a volunteer, you have the right to:

- work in a healthy and safe environment
- meaningful, satisfying work
- be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- be adequately covered by insurance.

Cancer Council SA will provide:

- accurate information about the organisation
- an orientation and/or induction program
- training/support as required
- reimbursement of some out-of-pocket expenses, where appropriate
- access to our Policy and Procedures Manual.

We deal with personal and confidential information in accordance with the Australian Privacy Principles under the *Privacy Act 1988*.



What Cancer Council SA expects of you

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

- be reliable and helpful
- carry out your specified duties
- undertake training as requested
- ask for support when you need it
- give sufficient notice when you are not able to volunteer on your rostered day, where possible
- give sufficient notice before you leave the organisation, where possible
- value and support other team members
- be trustworthy and respect client confidentiality
- carry out the work you have agreed to do responsibly, safely and ethically.

It is also important that you carry out your role in accordance with the requirements of Cancer Council SA's policies and procedures, and follow instructions from your Responsible Officer or Team Leader. Any safety or hazard issues should be raised with your Responsible Officer or Team Leader for action.

As part of the selection process, all new volunteers must also consent to a criminal history check or provide documentation of any current check issued within the last six months.



Role-specific information

Ongoing

Cancer Council SA's ongoing volunteers provide hours of support each week and help us deliver essential services to the South Australian community.

Office volunteers

Our office volunteers provide general office or event-related administration support to either a team or an individual role (e.g. supporting the Administration Unit, HR Advisor, Education Unit etc.).

Our general office administration volunteers allow staff to focus on working at maximum capacity within their roles knowing they have the support of a dedicated, regular volunteer.

Tasks may include:

- telephone calls
- filing and photocopying, or
- word processing and data entry.

Or you may be one of our community publication volunteers providing hospitals with Cancer Council SA's easy-to-read, digestible information for people going through cancer.

Maybe you're one of our Cancer Information Centre volunteers providing personal, face-to-face support in hospitals to people either going through cancer or going through the cancer journey with a family member or friend.

Or you could even be in one of our warehouse teams supporting our Business Development Unit by organising fundraising merchandise and host kits, as well as collating mail outs to our supporters and donors. Our warehouse teams also help by assembling resource kits for health professionals and hospitals.

As an office volunteer, you would appreciate that there are workload peaks throughout the year. We encourage you to be flexible and adaptive as the work progresses throughout the year.

About you

Lodge volunteers

As a Lodge volunteer, you provide more than just a service to guests staying at Cancer Council Lodge—Flinders and/or Greenhill. You are the welcoming bus driver, the smile over coffee, the listening ear when it's required. As a Lodge volunteer you may:

- transport guests to and from treatment centres
- assist staff and social workers and host weekly morning teas as a social opportunity for Lodge guests
- spend time chatting with guests and providing support where possible
- take guests shopping for groceries or on a leisurely outing.

No matter what your role at a Cancer Council Lodge, you are doing more than you can imagine.

Event

Event volunteers are passionate South Australians who want to contribute something towards a cancer free future.

Cancer Council SA's event volunteers support us during fundraising activities, represent us at community events, and even communicate cancer prevention and support messages.

What do event volunteers do?

Event volunteering is flexible and energetic. There are no specific requirements in terms of what programs or events you must be a part of, or how many hours you must contribute as an event volunteer. Our only hope is that you will join us at a fundraising event or community activity that fits your passion, experience and time availability.

Fundraising event volunteers

Fundraising events are a fun and rewarding way to raise vital funds for Cancer Council SA. They include Australia's Biggest Morning Tea, Daffodil Day, Relay For Life, and Ride for a reason.

As a fundraising event volunteer, you might undertake one of the following job roles:

- selling merchandise at a static site or mobile street collecting
- delivering merchandise and resources across the metropolitan area
- processing participant registrations
- setting up community event sites, or
- distributing sunscreen at an event.

Community event volunteers

Community event volunteers have a more focussed role of engaging with local communities and sharing vital cancer prevention and support messages.

By working together, we can ensure every South Australian has access to Cancer Council SA services and make sure no one has to face cancer alone.

Role support

When you register to volunteer at an event, you will receive a confirmation letter which will confirm your volunteer shift and role. You will also be provided a volunteer manual that will outline specific information including:

- specific event information
- preparations required before you arrive
- what to expect on the day
- a list of resources/merchandise (if applicable), and
- clothing/uniform requirements (if applicable).

Ambassadors

Ambassadors are community representatives of Cancer Council SA.

Cancer Council SA's Ambassador network includes over 240 South Australians from all walks of life who are connected by their common desire to make a real difference towards a cancer free future. They use their networks and influence to promote Cancer Council messages, events, and to encourage the community to support Cancer Council wherever they can.

Our Ambassadors take action on cancer prevention, support and lead fundraising activities. Specifically, they lead volunteer teams, represent Cancer Council SA at community events, communicate cancer prevention and support messages, or even promote and champion fundraising events.

Ambassadors truly partner with Cancer Council SA, taking action every day for cancer free homes, workplaces, schools, universities, sporting clubs—in fact, everywhere.

What does an Ambassador do?

The Ambassador Project has been intentionally designed to be flexible and dynamic in terms of what Ambassadors do and when they do it. There are no specific requirements in terms of what programs or events you must be a part of, or how many hours you must contribute as an Ambassador.

Our hope is that each Ambassador will partner with us through campaigns, events and opportunities that fit your unique passion, experience and time availability. Our goal is to make sure you have everything you need when you need it. If there's anything we can do for you, just ask.

Getting involved

Ambassadors are passionate people who make things happen, and so we encourage you to get involved in our vision of a cancer free future wherever you can. In many cases, the most powerful action you can take as an Ambassador is to share social media content, talk up Cancer Council SA programs and events and connect others in your network with Cancer Council SA.

Speaking out for Cancer Council SA

We want Ambassadors to be seen as the ‘public face’ of Cancer Council SA in workplaces, schools, social clubs and local communities. We want Ambassadors to be strong voices as we work towards a cancer free future and there will be lots of opportunities for Ambassadors to speak up and speak out on important cancer issues.

We also want to ensure that we give accurate information to the community about Cancer Council SA and about cancer more broadly. With this in mind, Cancer Council has a clear media policy which all staff and volunteers must follow. Statements to the media are coordinated through our Marketing Team, so if approached, volunteers are asked to refer any media queries through to our Public Relations Advisor on 8291 4259 or 0400 855 244.

And if you’re representing us at an event, we will provide speech notes and other information as required.

Fundraising as an Ambassador

Fundraising is a vital part of Cancer Council SA activities. It is our donors and fundraisers who provide the money to make our cancer support, cancer prevention and cancer research programs possible. Without our donors and fundraisers, these activities would simply not happen.

Ambassadors will receive news and information about Cancer Council SA fundraising campaigns—for example, Australia’s Biggest Morning Tea, Daffodil Day, Girls’ Night In and Relay For Life, to name just a few. Throughout the year, you will receive the opportunity to support these fundraising campaigns in three important ways. You can:

- get involved yourself as a participant or host
- encourage others to get involved
- provide leadership support to the campaign.

Alternatively, you can create your own fundraising event (i.e. gala dinner, quiz night, sport day). Cancer Council SA has the experience and resources you need to make your fundraising idea a success.

Make your own ideas a reality

Our hope is that the partnership between Ambassadors and Cancer Council SA will grow into a two-way street. Some opportunities and ideas will begin with Cancer Council SA, other opportunities and ideas will begin with you!

The Ambassador Project is about encouraging and supporting Ambassadors to generate new and innovative projects amongst themselves. Maybe this is an idea to improve an existing campaign or program, maybe it’s a brand new idea. We encourage you to look at our strategic priorities and goals (see Section One) and to think creatively about how we can make these happen.

If you have an idea, share it with us and with other Ambassadors. Not every idea will work, but we are committed to fostering a culture of innovation within the Ambassador network.

When planning to run any kind of community event or activity, you must contact us and register your event beforehand for insurance purposes.

Ambassador pack

All Ambassadors receive a personalised Ambassador pack including shirt, hat, lapel pin, and name badge.

We ask that you wear your Ambassador shirt whenever you represent us at an event or activity. Should the activity not suit the shirt, we encourage you to wear your lapel pin to identify you as a Cancer Council SA Ambassador.



Training

It is the duty of your Responsible Officer to provide role-specific and on-the-job training to ensure you are skilled for your role. Event volunteers will receive this information via their training manual.

The Responsible Officer must also establish clear expectations with you about the performance standards of the role and discuss basic logistics e.g. how/who to inform if unable to come in, regular check-ins, feedback etc.

Performance and job reviews

Your Responsible Officer is to hold regular conversations* with you to revisit expectations of both the Responsible Officer and yourself in the performance of your role and address any outstanding achievements or shortcomings which may have occurred in the period.

This conversation also provides a forum for you to give feedback about the role, any changes that have occurred in the duties and discuss any assistance, opportunities and/or development you may be interested in.

Event volunteers will be asked to provide feedback via post-event surveys.

**Regular conversations will be based on the individual volunteer role, as not all roles have the same occurrence and some conversations may be required more frequently than others. This may also be in the form of an online feedback survey.*

Development

Your Responsible Officer is to ensure they pass on any development opportunities you may benefit from, including internal trainings, cross-skilling around the organisation and any potential to expand your volunteer role.

You are also responsible for your own development and are encouraged to identify areas of interest across the organisation where learning and development can be facilitated by your Responsible Officer.

Recognition of service

Cancer Council SA values and wants to recognise the contributions made by volunteers. Recognition is essential in ensuring your fulfilment, longevity and likelihood of remaining engaged. Recognition can be given in many different ways depending on your understanding of the volunteer being recognised, including:

- celebrations of milestones
- email recognition to staff upon outstanding achievements
- end of day appreciation for a volunteer's work.

Each year volunteers are recognised for their service (such as five, 10, 15, etc. years of service) at a function during the year (i.e. National Volunteers Week, End of Year Function), with a certificate issued by the Chief Executive.



Section three/

General information.

Policies, procedures, guidelines, position statements, manuals and forms

Cancer Council SA has developed a wide range of policies and procedures to promote consistency in decision making by providing a common reference point. All of these documents can be accessed from the intranet or through your Responsible Officer. The Volunteer Management Team is available to assist you with any queries that you may have in regards to organisational documents.

Insurances

You are insured under the following policies:

- Commercial Motor—car accidents
- General Public & Products Liability Policy—personal injury on Cancer Council SA property
- Community Services Package Policy—limited cover for personal injury offsite.

Walk the talk

One in three cancers can be prevented through the adoption of healthy lifestyle choices. With that in mind, the most important actions you can take are the personal lifestyle choices that will reduce your personal risk of cancer and model these important cancer prevention behaviours to those around you.

We ask that you follow these five key behaviours when you are representing Cancer Council SA:

- I will not smoke
- I will be SunSmart (Slip! Slop! Slap! Seek! Slide! when UV index is 3 and above)
- I will eat a healthy diet (avoiding unhealthy foods and drinks)
- I will look for opportunities to live a physically active lifestyle
- I will limit my alcohol consumption

Transport and parking

Buses

There are various buses which pass Cancer Council SA either from the city or the hills, stopping along Glen Osmond Road or Greenhill Road.

Cancer Council Lodge—Flinders also has nearby bus stops on Flinders Street and Bartels Road which run into the city and eastern suburbs.

Car parking

Parking is available at all sites. Please observe the 10 kilometre per hour limit in the car park.

If you volunteer at 202 Greenhill Road and the car park is fully occupied, we suggest you try parking opposite the building, on the northern side of Greenhill Road.

A clearway operates along the southern side of Greenhill Road between the hours of 7.30am and 10.00am and 3.00pm and 6.00pm. A one-hour limit applies outside of these times.

Handling questions from the public

Sometimes people from the general public may assume that, because you are associated with Cancer Council SA, you are qualified to provide a 'quick diagnosis' or personal advice. We remind you that you are not trained to answer these questions nor are you expected to be a cancer counsellor. Your only response should be to encourage people to call a cancer nurse at Cancer Council SA on 13 11 20. Otherwise, please refer the person to their doctor, hospital, health centre or health worker.

Some volunteers may have access to information that is of a confidential/personal nature concerning clients and other volunteers. All volunteers are expected to respect the privacy of others and not divulge any information of a confidential nature (including any information as

General information

to the name, address or other particulars leading to the identification of any person), to anyone within or outside the organisation, during or after their volunteering time ceases at Cancer Council SA.

Dress guidelines

Relaxed business or smart casual attire is to be worn for office or Lodge volunteers.

Event volunteers and Ambassadors are requested to wear a volunteer/Ambassador shirt, volunteer hat or a volunteer bib. This is to be partnered with below-knee bottoms and closed toed shoes.

Whenever you are wearing your Ambassador or volunteer uniform, you will be representing Cancer Council SA. With this in mind, please note the following expectations:

- where possible, you should wear your shirt whenever you are representing Cancer Council SA
- do not wear your uniform at other times
- ensure you 'walk the talk' whenever you are wearing your uniform including modelling a healthy lifestyle
- do not loan your uniform to others to wear.

Volunteers who work outside are expected to take appropriate precautions to protect themselves against the sun and wear protective clothing and use sunscreen.

The full Dress Code and Uniform Guidelines can be located on the intranet or obtained from your Responsible Officer.

Staff benefits

Cancer Council SA offers all volunteers discounts on Cancer Council SA merchandise. We also offer free flu vaccinations to volunteers. Vaccinations are usually offered in April each year.

Gifts

From time to time, volunteers are offered a gift or other benefit that may be directly connected with or dependent upon their duties within Cancer Council SA.

The Receiving of Gifts and Benefits Policy outlines Cancer Council SA's position regarding the receipt of gifts or other benefits from external parties. The policy ensures a transparent and ethical approach to the receipt of gifts, benefits and services that maintains the integrity and charitable image of Cancer Council SA.

In brief:

- do not accept gifts or benefits from a person or organisation seeking to do business with Cancer Council SA or whose activities are in conflict with Cancer Council SA

- a donation to Cancer Council SA is the preferred method of acknowledgement
- staff or volunteers who are offered a benefit or gift and are uncertain of accepting refer to the policy available on the intranet.

Reimbursement of volunteer expenses

On occasion, you may be required to incur an unexpected expense which is unreasonable and above and beyond the expected costs incurred in volunteering. For example:

- consumables on site for an event (ice, cable ties, plastic containers—ie. cash tins etc.)
- when a fleet car is unable to be used and your personal car must be used (not by choice)
- consumables for a volunteer function (if you are assisting us organise an event).

If this is required, it is recommended you discuss this with your Responsible Officer prior to purchase or use.

Once supported by your Responsible Officer, and the cost incurred, you must report this cost and provide a receipt to your Responsible Officer who, in liaison with the Volunteer Management Team, will determine whether the cost is to be reimbursed. If it is decided that the cost is reasonable, your Responsible Officer will reimburse you.

Expenses which will not be reimbursed are those expenses which are consequential from an illegal action (i.e. speeding fine or parking ticket) or meal expenses while volunteering.

Communication

The primary means of connection between volunteers and Cancer Council SA will be via email. Whether it be to advise of some upcoming opportunities, share some exciting news or just see how you're going, we endeavour to provide you with information that will help you in your role as a volunteer.

There is also a bi-monthly newsletter which includes news, stories and updates from across Cancer Council SA, together with opportunities for action and involvement across a range of activities and programs.

Facebook users are also encouraged to join our Facebook page to keep in touch with announcements and information and may also like to help promote our organisation to others in the community.
Go to: facebook.com/CancerCouncilSA/

We will provide you with the chance to be involved in existing programs and events, as well as opportunities to be involved in new programs and events. Remember, there is no pressure or expectation that you are involved in anything beyond the individual commitment you have already made to Cancer Council SA.

Section four/

Health, safety and welfare.

Work Health & Safety legislation applies to employees, volunteers, contractors, and invitees (e.g. members of the public who attend Cancer Council SA information sessions).

A Work Health & Safety Committee, consisting of representatives from across each of the business units within Cancer Council SA, convenes quarterly to discuss actual and potential hazards that have been identified within Cancer Council SA.

In addition to making Cancer Council SA a safer place to work, the group is interested in promoting health and welfare in the workplace.

A copy of the Work Health & Safety Policy can be located on the intranet or obtained from your Responsible Officer.



Safety awareness

The most common injuries in the workplace are slips, trips and falls caused by:

- wet and oily floor surfaces
- loose mats or rugs
- untidy workplaces
- poor storage.

Pay attention to where you are going and be on the lookout for potential hazards. Report any hazards to your Responsible Officer using the Accident/Incident/Hazard Report Form available from the intranet or your Supervisor and take some responsibility for keeping your workplace clean and tidy.

Another common cause of injury is manual handling. Before moving a load, make sure the pathway is clear. Assess the load to see how heavy it is and then check the load to see if it is safe to lift (i.e. the box is not broken and there are no sharp items protruding).

Follow these safe-lifting principles:

- get close to the load
- feet shoulder-width apart for balance
- bend your knees, keeping your back straight
- get as close as possible to the item
- get a firm grip with both hands
- keep your back as straight as possible
- raise your head
- straighten your legs
- don't twist your body
- keep the object close to your body when moving
- if you think that the load is not safe to lift—DON'T.

Health,
safety and
welfare

Emergencies

Cancer Council SA has procedures to follow in the event of an emergency. Copies of these procedures can be located on the intranet or obtained from your Responsible Officer or Team Leader.

First aid

Nominated staff have undergone first aid training and can provide you with assistance if required. You will be shown where the first aid kits are located and introduced to the First Aid Officers during your first week.

SunSmart, temperature and UV

Many of our events are held outdoors, requiring our volunteers to be out in the elements. We ask that you take all precautions to protect yourself, and if necessary cancel your involvement if you are not feeling comfortable.

SunSmart and UV

Skin cancer is the most common cancer in Australia, and skin damage is caused by overexposure to ultraviolet (UV) radiation. UV radiation comes from the sun and cannot be seen or felt on the skin. So whenever the UV is 3 and above it is recommended that you protect your skin in five ways—Slip, Slop, Slap, Seek and Slide—to give a consistent skin cancer prevention message to the public.

Hot Weather Policy

Some of our events are held during summer when temperatures are at their peak.

For our event volunteers, if the temperature advertised on the 6.00pm TV news the night before your allocated shift is 39 degrees or greater, outside activities may be cancelled. However, if the temperature is under this and you feel you will not cope with the heat, please advise your Responsible Officer.

Cold Weather Policy

Likewise, some events are held during the colder months, when the weather becomes wet and miserable.

If you're involved with an event during these months, we encourage you to stay warm and wear additional layers.

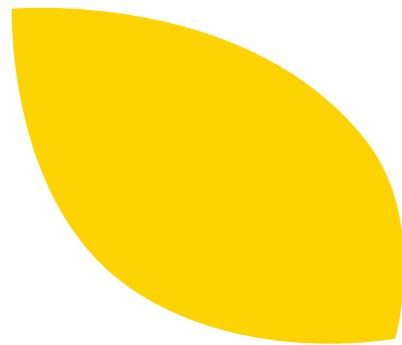
All endeavours will be taken to ensure you are kept safe and protected from the elements during your volunteer shift, no matter what time of year.

Smoking

Cancer Council SA publicly advocates for smoke free environments and, through the Quitline (13 76 48), provides support and assistance to anyone who wants to give up smoking.

Accordingly Cancer Council SA provides a smoke free working environment and expects all staff and volunteers to support 'no smoking'.

Under no circumstances can any staff member or volunteer smoke on any Cancer Council SA site or whilst representing the Cancer Council SA in any way, for example whilst working/volunteering at events or whilst in uniform/clothing/ID tags that identify you as a representative of Cancer Council SA.



**Cancer
Council
SA**

Cancer Council SA

ABN: 31 469 615 538

Cancer Council SA is the business name of the Anti-Cancer Foundation of South Australia

South Australia

202 Greenhill Road
Eastwood SA 5063

PO Box 929, Unley BC SA 5061

t 08 8291 4111

f 08 8291 4122

e cc@cancersa.org.au

13 11 20

Every minute. Every hour. Every day.

cancersa.org.au

Section five/ Policies.

The following policies are important for you to read prior to starting as a volunteer:

- Attachment 1: Cancer Council SA Work Health & Safety Policy
- Attachment 2: Cancer Council SA Privacy Policy
- Attachment 3: Cancer Council SA Whistle Blower Policy
- Attachment 4: Cancer Council SA Fair Treatment Policy & Procedure
- Attachment 5: Performance Management & Discipline Policy & Procedure
- Attachment 6: Social Media Policy

Policies

Policy acknowledgement

I have read and understand the following Cancer Council SA policies. I understand that any breach of these policies can be cause for instant dismissal.

Name: _____

Position: _____

Address: _____

Signature: _____ Date: _____

Please complete and return this form to the Human Resources Team.

t 8291 4352 f 8291 4122

202 Greenhill Road Eastwood South Australia 5063

PO Box 929 Unley BC South Australia 5061





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