

Volunteer handbook

Your guide to helping preserve our reservoir reserves and their natural beauty.

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RESERVOIRS.SA.GOV.AU



Welcome

Our volunteers are a valuable part of sustaining a healthy environment in South Australia, and we welcome your interest in our volunteer program.

Home to beautiful landscapes and unique flora and fauna, our reservoir reserves are open for everyone to enjoy and explore. Preserving their natural beauty remains vital as people enjoy these spaces for a range of recreational activities.

Your support as part of our volunteering community will help us protect, promote and nurture these special places, ensuring a thriving natural environment for South Australians and the continued supply of safe, clean drinking water.

Thank you for your interest in joining our community and we hope your experiences as a volunteer are enjoyable and rewarding.

Our journey

SA Water is one of the state's largest landholders, currently managing about 20,000 hectares of land throughout the Mount Lofty Ranges, which is largely made up of various reservoir reserves.

As part of the state government priority initiative, reservoir reserves are open for South Australians to enjoy and explore with a range of land and water-based activities available, such as walking, cycling, fishing and kayaking. Ensuring the ongoing protection of our drinking water quality and the ecological communities across our reserves is vital to activating these spaces for the community.

As a volunteer, you will be part of our ongoing effort to nurture reservoir reserves – collaborating with our volunteering community and SA Water to enhance these spaces and preserve their natural environment.



Getting involved

Your involvement will be hands-on in nature together with your volunteering community, helping to improve the experience for visitors and caring for the following reservoir reserves:

- Happy Valley Reservoir Reserve
- Hope Valley Reservoir Reserve
- Myponga Reservoir Reserve
- Mount Bold Reservoir Reserve
- Southern Barossa Reservoirs – Barossa, South Para and Warren Reservoir Reserves.

The types of volunteering activities will be tailored to the local environment, unique characteristics and recreational activities at each site, likely including:

- habitat improvement and weed control
- revegetation, involving seed collection, propagation and planting
- sharing information and displays at community events
- citizen science programs, centered around biodiversity monitoring and water quality management.

When applying to join our volunteering community, you'll be asked for the following information:

- name and contact information, including in the case of an emergency
- a brief description of what you're hoping to achieve from volunteering
- any relevant skills or experience
- any relevant medical conditions or allergies that may impact your ability to perform an activity, or that we need to accommodate in our planning
- confirmation that you understand the requirements of volunteering, including a National Police Certificate and a Working with Children Check
- signed agreement to the Conditions of Participation Agreement
- signed confirmation of parent/guardian supervision if participants are under the age of 18.

To apply for our program, please complete our online application form or email a copy to reservoirs@sawater.com.au. You can also post it to:

**ATTENTION:
RECREATION LIAISON ADVISOR
SA Water
GPO Box 1751
Adelaide SA 5001**

Please read through all relevant information before submitting an application, including this Volunteer Handbook, Volunteering Description and Application Form. A confirmation email will be sent to you once we have received your application for assessment, with suitable applicants contacted for a casual conversation.



How the program works

Opportunities that work for you

Our program is flexible and you can commit as much time as you have, when it suits you. Opportunities to be involved will be available as needed throughout the year and will generally be scheduled across a variety of times on different days of the week.

Through the 'opt-in' program, you'll be able to view upcoming activities online and sign up to activities when you're available and interested in participating. It's that easy! You can change your level of contribution to the program at any time.

What you'll need, and what we'll provide

SA Water will provide the necessary tools and equipment required for each activity, which may include:

- hand tools
- gardening equipment
- activity-specific personal protective equipment such as gloves, safety glasses and high-visibility vests.

Each volunteer will be required to attend wearing appropriate clothing, including long trousers, a long-sleeved shirt, sturdy, enclosed shoes and sun protection (hat, sunglasses and sunscreen).

All volunteers will need to supply their own food and water, as well as any personal medication that may be required.

Involving your family

We would love your family members to come along and help volunteer at our reservoir reserves. Each family member needs to submit a volunteer application. Children under 18 years of age do not require the screening checks, but will need signed confirmation from a parent or guardian and their supervision to participate.

Activity reporting

SA Water will maintain a record of volunteer attendance, activity undertaken, dedicated hours, inductions and briefings provided. Volunteers will be asked to sign an activity record each time they participate.

Volunteer recognition

SA Water may conduct volunteer events, from time to time, to provide additional opportunities for:

- networking for volunteers from different reservoir reserves and SA Water team members
- acknowledging service milestones
- information sessions and workshops.

SA Water has a duty of care and is responsible for providing volunteers with a safe working environment. As a volunteer, you also have an obligation to keep yourself and others around you safe as far as reasonably practicable. We want everyone to enjoy their time at our reservoir reserves and ensure your volunteering experience is safe, positive and rewarding.



What you need to know

Definition

SA Water defines a 'volunteer' as a person undertaking defined activities:

- of their own free will
- without financial gain
- for the common good to the volunteer, SA Water and the community
- without legal obligation.

Your health and safety

To help ensure your safety, SA Water provides volunteers with orientation, site inductions and safety briefings which you are required to observe and follow. Our Reservoir Rangers are your guides when on-site, and will provide direction to keep you safe.

As a volunteer, you have an obligation to ensure your own health and safety and the health and safety of others around you, as far as reasonably practicable.

If an incident or near miss occurs or you otherwise have any health and safety concerns, please respond accordingly, which may include calling emergency services and ensuring it has been brought to the immediate attention of the supervising Reservoir Ranger, or our Recreation Liaison Advisor.

Insurance

Volunteers are covered under SA Water's insurance through the South Australian Government Financing Authority (SAFA), for injury or loss of life to a person while you are undertaking approved volunteering activities.

The insurance does not cover cases of defamation, liabilities covered under third-party motor vehicle insurance, volunteers under the influence of alcohol or drugs, volunteers acting outside the direction or advice of SA Water, and/or volunteers acting in contravention of known medical conditions.

Completing all fields of the application form and signing each Volunteer Activity Record will ensure appropriate insurance protection is in place for you.

Screening checks

All volunteer applicants must complete and return the following:

1. National Police Certificate (NPC)
2. Working with Children Check (WWCC)

After receiving your application, SA Water will provide instruction for completing the NPC and WWCC. Please note, all costs associated with obtaining an NPC are the responsibility of the prospective volunteer. NPCs are valid for three years and WWCCs are valid for five years. You are required to inform SA Water promptly of any changes to your circumstances that affect these checks.

The results of the NPC and WWCC are used only by SA Water for the purposes of confirming your suitability for the volunteer program and will remain confidential.

Collection and storage of personal information

SA Water is required to collect and store personal and sensitive information about volunteers for the purposes of the volunteer program. SA Water is committed to ensuring that all personal information is secure against loss or unauthorised access, and is ethically used. Personal information may only be disclosed to certain SA Water team members as required in relation to the volunteer program.



What we expect from you

Volunteer principles of conduct

As a volunteer, you will:

- be respectful of the public, other volunteers and SA Water staff at all times
- understand you are offering to volunteer without obligation and free of charge
- provide reasonable notice (if possible) if unable to attend a confirmed activity while remaining free to change your level of contribution to the program at any time
- understand that SA Water can change or cancel scheduled activities or sign ups at any time
- adhere to the [conditions of access](#) at reservoir reserves
- follow all reasonable direction from SA Water team members, in particular, directions that concern health and safety
- not consume or be under the influence of alcohol or drugs while participating in volunteer activities
- not bully, harrass or sexually harass any other person while participating in volunteering activities
- have the necessary screening checks and requirements to participate in volunteer activities
- not disclose or misuse confidential and/or official information that may be obtained while conducting volunteer activities

- refer all media enquiries to an SA Water team member and not make any public comment
- understand that SA Water has the right to not accept, or to remove you from the volunteer program for any lawful reason, if deemed necessary. Such a decision is not subject to any review.

Our volunteers are required to act in a manner that is consistent with the principles, values and standards of professional conduct as outlined in the Guideline of Commissioner for Public Sector Employment - Volunteers, see [Attachment B: Expected behaviours, responsibilities and rights of South Australian Public Sector Volunteers](#).

Equal opportunity

SA Water welcomes all volunteers and has a legal and ethical responsibility to provide an inclusive environment that is free of bullying or threatening behaviour. Bullying and harassment will not be tolerated. Any behaviour of this type must be reported as soon as possible to SA Water through the channels outlined on page 6 of this handbook.



What we expect from you

Conditions of participation

Consistent with the principles of conduct and the program guidelines, volunteers must read, understand and agree to the conditions of participation before undertaking any SA Water volunteering activities:

- acknowledge, understand and adhere to the principles of conduct
- truthfully complete all required documentation
- declare on an ongoing basis any medical conditions and pre-existing injuries that may impact your participation in volunteer activities
- advise of any relevant changes to your circumstances that may impact your ability to participate in the volunteer program
- adhere to the information in this handbook, and all site inductions and safety briefings
- complete allocated tasks safely and consistent with the Volunteering Description
- follow the reasonable direction of Reservoir Rangers and other SA Water team members, in particular with respect to health and safety directions
- wear suitable attire and personal protective equipment as required
- notify SA Water of any safety concerns, new risks not identified before undertaking an activity, incident or near misses and suggested improvements
- consent to photographs and/or videos being taken during an activity which may be used by SA Water for promotional purposes. If you do not wish for this to occur, please notify SA Water
- agree to hold harmless and indemnify SA Water from and against any claims, liabilities, losses, damages and costs arising from any breach of the conditions of participation, or any act or omission (including any negligence, unlawful conduct or wilful conduct) relating to the program.

Failure to comply with the conditions of participation may result in your removal from the volunteer program on a temporary or permanent basis.

Feedback and opportunities for improvement

We welcome any feedback or suggestions about the volunteer program, including any issues that may arise. Feel free to chat to one of our Reservoir Rangers, or if you feel more comfortable, you can always email reservoirs@sawater.com.au.

Thank you for joining our community! We look forward to working together to preserve our beautiful reservoir reserves.





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EXPLORE.
PRESERVE.**

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