



# Volunteer, Internship and Work Experience Policy

## Purpose

This policy has been developed to reduce any risks associated with the placement of volunteers, internship arrangements and/or work experience arrangements within the organisation.

The policy is further intended to ensure that volunteers and/or interns and/or work experience students are managed and treated in a fair and equitable manner.

## Scope

This policy applies to all persons participating in volunteering activities, internship arrangements and/or work experience activities within the Department. It excludes employees participating in volunteer activities with external groups/associations. The policy is sectioned and titled for specific information relating to each of the arrangements.

Regarding volunteers, this policy should be read in conjunction with the [Guideline of the Office of the Commissioner for Public Sector Employment - Volunteers](#).

## Context

### Volunteers

The Department of the Premier and Cabinet (“the Department”) is committed to the [Volunteering Strategy for South Australia 2021-2027](#), which provides a consistent approach to the management and support of volunteers across the public sector including maximising effective use of skills and experience of volunteers.

The [Guideline of the Office of the Commissioner for Public Sector Employment - Volunteers](#) was developed as part of the [Volunteering Strategy for South Australia 2021-2027](#) to acknowledge and take a consistent approach to the management and support of volunteers across the public sector and to maximise the effective use of their skills and experience.

The Department acknowledges that volunteers may provide their time and experience through a broad range of activities which provides personal benefit to themselves, but also the Department and the wider community.

### Internships

The Department partners with universities to enable under-graduate and post-graduate students can undertake internships. Internships help students gain valuable employability skills, increase confidence, build professional networks, understand workplace expectations and build specific

industry knowledge as relevant to their qualification/field of study. Internships can also contribute to a student's transition to employment.

Internships also provide benefits to the department with access to new or additional skills or knowledge in delivering departmental outcomes.

### Work Experience

The Department supports short-term work experience arrangements for secondary school students so they can gain valuable employability skills, supports their selection of career options, increase their confidence and build professional networks.

## Policy detail

### Volunteers

- The Department recognises the contribution made by volunteers for the provision of essential services and community wellbeing across South Australia. Members of the South Australian community are encouraged to volunteer and to become involved in activities that contribute to the Department's strategic plan and objectives and to support increased diversity.
- The Department supports the involvement of volunteers and acknowledges that volunteers provide their time and expertise without remuneration, and that they play a valuable role in the ongoing development and operations of the Department.
- The management of volunteers within the Department must be in line with the requirements set out in the [Guideline of the Office of the Commissioner for Public Sector Employment - Volunteers](#). Managers can access an online course available on DPC Connect called "Implementing the Commissioner's Guideline – Volunteers" to assist with understanding and complying with the guideline.
- Business Units responsible for volunteers will keep an accurate register of volunteers, for reporting and insurance purposes.
- Volunteers are not public sector employees or otherwise engaged pursuant to any form of contract.
- Legislation that applies to all volunteers includes: [Work Health and Safety Act 2012\(SA\)](#) and the [Equal Opportunity Act 1984 \(SA\)](#). Refer to Related Documents section within this policy for other legislation that applies to specific volunteers and other legislation and regulations that are possibly relevant. While certain employment policies may provide guidance on managing volunteers, they cannot apply to volunteers per se.
- The Department will provide persons who perform volunteer duties with a permission or licence to act as a volunteer approved by the relevant delegate. The permission or licence is subject to conditions and may be revoked due to a breach of these conditions by the volunteer, subject to the volunteer being afforded procedural fairness.
- The Department will ensure the health and welfare of volunteers (as far as is reasonably practicable) and that volunteers are consulted with respect to work health and safety matters and provided with the necessary information, training and supervision.
- Volunteers are considered workers under the WHS Act and must comply with any reasonable instruction, as far as they are reasonably able and cooperate with any reasonable WHS&IM policy or procedure, that has been notified to them.
- All other workplace policies, procedures and guidelines applicable to employees do not apply to volunteers, however it is expected that volunteers will, as appropriate, act in a manner consistent with them as a condition of the license or permission granted to them to act as a volunteer.

- Department representatives should aim to ensure attraction of a diverse range of volunteers that represent the community we serve including people with disability, people who identify as neurodivergent, First Nations people, people from culturally and linguistically diverse backgrounds and people who identify as lesbian, gay, bisexual, transgender, intersex, queer, asexual/agender/aromantic and more (LGBTIQA+).
- When onboarding and engaging volunteers, departmental representatives should ensure an inclusive and accessible process including providing reasonable workplace adjustments for people with disability.
- Departmental representatives will undertake appropriate screening and selection processes in respect of prospective volunteers to identify persons whose backgrounds may indicate they are unsuitable or prohibited to act as a volunteer including: interviews, reference or character checks, required screening and/or regular police checks and induction sessions. Volunteers working with vulnerable people, children (under 18), people with disability or the elderly will be required to undergo specific assessments in line with the relevant legislation.
- The Department will ensure that volunteer activities are meaningful, both to the volunteer and in contributing to the work of the Department. At no time will volunteers be exploited or expected to perform tasks that employees are reluctant to undertake or that are normally undertaken by a paid employee.
- The Department will provide volunteers with necessary training, either informally through mentoring or on the job training, or formally through accredited training, where they require specialised skills or knowledge to perform the volunteer activities.
- The Departmental delegate will ensure that the conditions within the permission or licence granted to a person to act as a volunteer assists in ensuring the confidentiality of information. Volunteers should also be given the necessary information, training and/or resources necessary to make them aware of their obligations in regard to confidentiality and to enable them to meet these responsibilities.
- The Department will include, as a condition within the permission or licence granted to a person to act as a volunteer, a requirement for the volunteer to act in a manner consistent with the [Code of Ethics for the South Australian Public Sector](#). The Principles of Conduct for South Australia Public Sector Volunteers listed within the [Guideline of the Commissioner for Public Sector Employment – Volunteers](#), along with any other relevant legislation, industrial instrument or government guideline should also be referenced.
- The Department will ensure that volunteers are provided with clearly written role descriptions.
- The Department will provide all equipment and resources needed for a volunteer to undertake their role effectively.
- The Department will provide reimbursement of expenses to volunteers, where appropriate, and in line with the [Guideline of the Commissioner for Public Sector Employment – Volunteers](#).
- Business Units within the Department engaging persons to undertake volunteer work will recognise and acknowledge volunteers for their contribution, commitment and the valued roles that they undertake as volunteers (Refer [Guideline of the Commissioner for Public Sector Employment – Volunteers](#))
- All registered volunteers undertaking activities in public sector agencies are covered by SAICORP, (the insurance division of the South Australian Government Financing Authority), for bodily injury and death under certain criteria (refer to [Guideline of the Commissioner for Public Sector Employment – Volunteers](#)).
- In some circumstances, volunteers may drive government vehicles but only with prior approval from the appropriate delegate. They are permitted to be passengers in Government vehicles but only with prior delegate approval and only if the vehicle is driven by authorised personnel whilst carrying out departmental related activities.
- The Department will not accept responsibility for property damage, or third party bodily injury incurred through the use of private vehicles by volunteers.

- A volunteer arrangement does not replace paid employees, nor does it constitute a threat to the job security of paid employees.

#### Internships

- The South Australian Government partners with universities to enable under-graduate and post-graduate students to undertake internships within public sector agencies.
- Internship placements support employment skills development and enhances pathways for youth employment.
- Internship placements add to the diversity of the Department.
- Interns do not receive remuneration during their internship and are not employees of the South Australian Government. These conditions ensure compliance with the [Fair Work Act 2009](#) and the [Volunteers Protection Act 2001](#).
- Internship placements can be on a full-time or part-time basis.
- The Department will facilitate the provision of an Internship Agreement which is to be signed by the Departmental Delegate, tertiary representative and student prior to commencing the placement.
- Students of tertiary institution interns must provide confirmation of adequate personal accident and public liability insurance coverage, which must be arranged either by the individual or the sponsoring educational organisation. It is the Department's responsibility to ensure an internship agreement for interns has been signed, and this agreement contains the necessary information on insurance. The relevant university will facilitate documentation for an internship agreement. Advice can be sought from Human Resources as required.
- The Department will not accept responsibility for property damage, or third party bodily injury incurred through the use of private vehicles by interns on placement within the Department.
- Interns should be given the necessary information and/or training to make them aware of their obligations in regard to confidentiality of information.
- The Department will provide all equipment and resources needed for an intern to undertake their duties effectively.
- The Department must ensure the health and welfare of interns (as far as reasonably practicable) and that interns are consulted with respect to health and safety matters and provided with the necessary information, training and supervision.
- The Department will ensure inclusive and assessable onboarding and engagement of interns.
- Interns will be treated as a team member and be valued and recognised for their commitment.
- Interns will receive appropriate induction, orientation and supervision.
- Interns will receive appropriate training specifically relevant to the activities they are undertaking and will be provide with personal protective equipment (as required) to fulfil the agreed activity.
- Interns will be reimbursed for any out of pocket expenses incurred on behalf of the Department while undertaking related activities.
- In some circumstances, interns may drive government vehicles but only with prior approval from the appropriate delegate. They are permitted to be passengers in Government vehicles but only with prior delegate approval and only if the vehicle is driven by authorised personnel whilst carrying out departmental related activities.
- An internship placement does not replace paid employees, nor does it constitute a threat to the job security of paid employees.

#### Work Experience

- Work experience placements support employment skills development and enhances pathways for youth employment.

- Work experience placements are a formal agreement between a school and the Department.
- Work experience placements add to the diversity of the Department.
- A Workplace Learning Agreement Form is to be completed and signed by the student, school representative and Departmental delegate prior to the work experience placement commencing. The school and student are responsible for initiating and organising the appropriate documentation in conjunction with the Department. The department representative should be provided with a copy of a current version of the Department for Education Workplace Learning Guidelines.
- Students of secondary schools who participate in an approved work experience placement are covered by Department for Education self-insurance arrangements in the case of students enrolled in government schools and the school's personal accident and public liability insurance policies in the case of students enrolled in non-government schools.
- It is the Department's responsibility to ensure a Workplace Learning Agreement Form for a work experience student has been signed by all parties, prior to commencement, and that the agreement contains the necessary information on insurance.
- The Department will not accept responsibility for property damage, or third party bodily injury incurred through the use of private vehicles by work experience students.
- Work Experience students do not receive remuneration during their work experience placement and are not employees of the South Australian Government.
- Work experience placements do not replace paid employees, nor does it constitute a threat to the job security of paid employees.
- Work experience students should be given the necessary information and/or training to make them aware of their obligations in regard to confidentiality of information.
- The Department will provide all equipment and resources needed for a work experience student to undertake their work experience activities effectively.
- The Department will provide an appropriate program for the work experience student in a non-discriminatory and harassment free environment.
- The Department must ensure the health and welfare of work experience students (as far as reasonably practicable) and that work experience students are consulted with respect to health and safety matters and provided with the necessary information, training and supervision.
- The Department will ensure inclusive and accessible onboarding and engagement of work experience students.
- Work experience students will be treated as a team member and be valued and recognised for their commitment.
- Work experience students will receive appropriate induction, orientation and supervision.
- Work experience students will receive appropriate training specifically relevant to the activities they are undertaking and will be provide with personal protective equipment (as required) to fulfil the agreed activity.
- Work experience students will be reimbursed for any out of pocket expenses incurred on behalf of the Department while undertaking related activities.
- In some circumstances, work experience students may drive government vehicles but only with prior approval from the appropriate delegate. They are permitted to be passengers in Government vehicles but only with prior delegate approval and only if the vehicle is driven by authorised personnel whilst carrying out departmental related activities.

#### Other Matters pertaining to Volunteers, Internships and Work Experience Arrangements

##### Work Health and Safety Practices

- Under the [Work Health and Safety Act 2012\(SA\)](#) a volunteer, intern or work experience student is considered a worker and the Department will ensure (as far as is reasonably practicable) their

health and safety, consult with them on work health and safety matters, and provide them with the necessary information, training and supervision.

- Before any work commences the volunteer’s/intern’s/student’s activities must be risk assessed to identify any hazardous tasks, operation of any plant or equipment and use of chemicals as part of their activities. Where there are identified high-risk activities Safe Work Methods Statements must be developed in consultation with the volunteer/intern/student.
- When working with plant, equipment or chemicals the volunteer/intern/student must be provided with the relevant risk assessments, appropriate training and any control measures relevant, such as Safe Work Method Statements for high-risk work, Standard Operating Procedures, Job Safety Analysis and Safety Data Sheets.

Work Health and Safety Inductions

- Volunteers, interns and work experience students are required to complete relevant induction before any activities commence. Local induction will be completed by the volunteer coordinator or manager when the volunteer/intern/student is allocated their specific activities.

Risk Management – Screening Checks

- All volunteers, interns and work experience students who are working with children must have a current valid Working with Children Check prior to undertaking any activities with the Department.
- A Working with Children Check is free if the volunteer meets the following criteria, namely, ‘A person who willingly gives their time for the common good without financial gain’ - (Source: Volunteering SA and NT). Volunteers must apply for the Working with Children Check through the Department of Human Services (DHS) and provide documentation to the Department prior to undertaking any volunteering activities within the Department.
- Secondary students undertaking work experience as part of their studies are eligible for free Working with Children Checks. Secondary students must apply for the Working with Children Check through the [Department of Human Services \(DHS\) Screening Unit](#) and provide documentation to the Department prior to undertaking any work experience activities within the Department. As required, other clearances have reduced fees for secondary students. Please refer to [DHS Screening Unit](#).
- Tertiary students undertaking an internship with the Department may be eligible for a discounted rate for a Working with Children Check. Further information is available on the DHS Screening Unit website. Tertiary students must apply for the Working with Children Check through DHS and provide documentation to the Department prior to undertaking any internship activities within the Department.

**Roles and responsibilities**

Position title or unit/team	Listed responsibilities
<b>Chief Executive</b>	Accountable for the effective implementation of the policy within the Department of the Premier and Cabinet (DPC).
<b>Senior Executives, Directors and Managers</b>	Responsible for ensuring: <ul style="list-style-type: none"> <li>• the policy is implemented and observed by staff</li> <li>• placements for volunteers, or interns, or work experience arrangements are authorised in line with HR Delegations</li> <li>• staff are fully informed of their obligations and responsibilities under the policy, and trained where required</li> </ul>



Position title or unit/team	Listed responsibilities
	<ul style="list-style-type: none"> <li>contracts and agreements with service providers require adherence to DPC policies whilst conducting DPC business</li> <li>any reporting requirements are met.</li> </ul>
<b>Team leaders and Supervisors</b>	<p>Responsible for ensuring:</p> <ul style="list-style-type: none"> <li>the policy is observed by staff and that business processes support the policy requirements.</li> <li>required and relevant screening is received and assessed (as required) prior to the volunteer, intern or work experience student commencing activities in the workplace.</li> <li>an agreed and signed agreement is in place for either the volunteer, internship or work experience arrangements prior to the individual commencing any activities within the workplace.</li> <li>that volunteers, interns or work experience students are selected for specific tasks in accordance with their skills, experience and expectations.</li> <li>volunteers, interns and work experience students are given the necessary information and/or training to make them aware of their obligations in regard to confidentiality of information.</li> <li>appropriate induction, orientation, training and supervision as required to ensure they are safe from injury and risk to health, and aware of their obligations, responsibilities and expectations whilst in the workplace.</li> <li>volunteers, interns or work experience students are provided with training (as appropriate), personal protective equipment (as required) in order to fulfil the agreed activities during their placement.</li> </ul>
<b>All staff</b>	<p>Required to comply with the policy and any related procedures, and to play an active role in ensuring the compliance of others.</p>
<b>Volunteers, Interns and Work Experience Students</b>	<ul style="list-style-type: none"> <li>Refer to <a href="#">Guideline of the Commissioner for Public Sector Employment – Volunteers</a>.</li> <li>Familiarise themselves with the roles and responsibilities of the Department, in particular the business unit in which they are placed.</li> <li>Advise the Department of any health related issues, pre-existing medical conditions or special needs which may affect their ability to undertake the activities.</li> <li>Accept direction, supervision and feedback (where applicable) on the fulfilment of their activities.</li> <li>Seek assistance of Departmental employees where responsibilities are unclear.</li> <li>Ensure the confidentiality of private and sensitive information is upheld.</li> <li>Provide screening checks and any relevant licences as requested prior to undertaking activities.</li> <li>Be suitably attired for the work they are to perform.</li> </ul>

Position title or unit/team	Listed responsibilities
	<ul style="list-style-type: none"> <li>• Ensure, as far as is reasonably practicable, a safe working environment for themselves and other team members.</li> </ul>

## Reporting

For insurance purposes, SAICORP (the insurance division of the South Australian Government Financing Authority), requires the details and numbers of all volunteers associated with public agency programs to be declared by each agency annually. Agencies are required to keep a register of all volunteer groups operating in association with it and to report the number of volunteers to SAICORP through submission of the SAICORP Agency Agreement.

## Related documents

- [Volunteering Strategy for South Australia 2021-2027](#)
- [Guideline of the Commissioner for Public Sector Employment - Volunteers](#)
- [Work Health and Safety Act 2012\(SA\)](#)
- [Return to Work Act 2014 \(SA\)](#)
- [Fair Work Act \(SA\) 2009](#)
- [Volunteers Protection Act 2001 \(SA\)](#)
- [Public Sector Act 2009](#)
- [Disability Services Act 1993 \(SA\)](#)
- [Children and Young People \(Safety\) Act 2017](#)
- [Child Safety \(Prohibited Persons Act\) 2016](#)
- [Code of Ethics for the South Australian Public Sector](#)
- [Respectful Treatment at Work Policy](#)
- [Reasonable Workplace Adjustment Procedure](#)
- [Domestic and Family Violence Workplace Policy](#)
- [Gender Affirmation and Transition in the Workplace Procedure](#)
- [DPC Work Health and Safety Policies and Procedures](#)
- [Application for non-government personnel to be a passenger in a government vehicle form](#)
- [Application to drive a government vehicle by non-government employee form](#)

## Definitions

Term	Definition
<b>Volunteer</b>	A person who performs functions in the Department on a voluntary basis.
<b>Manager</b>	An employee with primary responsibility for managing the relationship with and services provided by a person acting as a volunteer, intern or individual undertaking work experience, regardless of the actual title of the relevant role, duties or position.

## DOCUMENT CONTROL

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