



**National
Trust**

Frequently Asked Questions:

Who counts as a volunteer?

- A volunteer is anybody who donates their time for and on behalf of National Trust of South Australia (NTSA).
 - o all Branch Committee Members
 - o all Governing Council Members
 - o anyone who conducts authorised work on behalf of NTSA

You do not have to be a member to be a volunteer, though only financial members of the NTSA are eligible to become Branch Committee Members.

What does 'registering' as a volunteer mean?

- All volunteers must complete an NTSA Volunteer Registration online or by paper
- All volunteers engaged prior to 30 June 2024 must hold a current Working With Children Check
- Volunteers engaged on or after 1 July 2024 must hold a current Working with Children Check **and** submit a Police Check.
- These checks are **free** to obtain for volunteers

Why do we have to register volunteers?

NTSA has based our volunteer policy on best practice as recommended by Volunteering SA and the National Standards for Volunteer Involvement.

The policy has been adopted as a matter of proactive, responsible governance, not just compliance to a legal minimum.

However, we are also required by governing authorities and business law to make sure that all volunteers are covered by insurance; therefore, if they are not registered, they are not covered.

We want to appropriately recognise the enormous contributions of volunteers, therefore we need have a record of their information and involvement.

As an organisation, NTSA provides child-related activities and our singular policy ensures all people who conduct work on behalf of NTSA are covered.

What about one-off volunteers, and working bees?

If a working bee is supervised by an appropriately registered volunteer and the event is not open for public attendance, a person does not have to submit a Working with Children Check & Police Check.

The following information must be collected at a minimum, and supplied to volunteers@nationaltrustsa.org.au as a record:

- First & Last Name
- Phone Number
- Post Code
- Email Address (where applicable)

For more than one instance of volunteering, a volunteer must complete the full registration process.

Why a Working With Children Check?

Our organisation is registered with the DHS Screening Unit in accordance with the *Child Safety [Prohibited Persons] Act 2016*. This means that all workers who will be working in a role or have **potential** to be working in a role with children and young people **must** hold a current Working With Children Check.

A Working with Children Check last **five** years, and includes Working with Vulnerable People.

Volunteers are included in the definition of worker.

As a matter of public and organisational responsibility, no person can carry out paid or non-paid work for the NTSA without holding a current Working With Children Check.

NTSA Volunteers all have the potential to be in contact with children because of the public nature and wide variety of what we do.

Why do you need all this personal information?

The application form is standard across all NTSA Volunteers, some fields may not be relevant to every volunteer.

Fields marked as mandatory relate to contact information and emergency contacts. We are seeking to obtain the most accurate information so we can fulfill our obligations and responsibilities to volunteers, i.e. in case of emergency.

Demographic information, such as education or skills, helps us make better decisions about volunteer management.

How is the volunteer information stored?

Volunteer information is stored in the NTSA Volunteer Management System, **Better Impact**.

Better Impact is a Cloud based management system that is accessed through online portals. Only authorised NTSA staff can access this information. Better Impact is the preferred option for National Trust organisations around Australia to manage their volunteer information.

Is my information secure?

Your privacy is critical, and we can confirm that all data management systems of NTSA are compliant with the National Privacy Principles for storage and use of personal information.

Better Impact is compliant to ISO 270001 and ISO 270013 and has been operating in Australia for 24 years. It meets the highest possible international standards for data storage and protection.

What if I/a volunteer isn't good with online forms?

There are manual forms for NTSA registration, Working with Children Checks and Police Check.

A volunteer can also call State Office and get over the phone support for the Working with Children Check, even if they don't have an email address.

See below for instructions.

What do I need to get a Working with Children Check?

100 points of ID is required for a Working With Children Check (WWCC).

An Australian Driver's Licence and Australian Birth Certificate or Passport get the fastest results, but are not the only documents that can be used! A combination of documents can be verified by a police officer or JP during the application.

The fastest way to apply for a WWCC is with an email address. It can belong to a family member or friend, but it cannot be an @nationaltrustsa.org.au email address.

This is because the information provided to do WWCCs should be confidential between an individual and the State Government Screening Unit.

If a volunteer doesn't have an email address, or isn't comfortable with online forms, we can apply for an exemption for manual forms by emailing DHSScreeningUnit@sa.gov.au by using the following template:

Subject Line: ATTN: Exemption request

1. Name:
2. Age or DOB:
3. Postal/Email Address:
4. Type of screening being requested:
5. Volunteer/ Student/ Current Employee/ Prospective Employee/ Contractor:
6. *Who is paying for the screening (if applicable):

What do I need to get a Police Check?

[Click here for the form and how to apply](#)

You must enter the VOAN (Volunteer Organisation Authorisation Number) for it to be free.

- The NTSA VOAN is C2396.
- The application must signed off by either the Business Manager (Leanne) or Regional Operations Manager (Laura).

- Send completed forms for signing to
 - volunteer@nationaltrustsa.org.au
 - or PO Box 290, North Adelaide SA 5006
 - We can then submit to SAPOL

What do we do when we have the completed volunteer registration?

When the registration is completed, all paperwork is to be forwarded to State Office for processing. This can be scanned and emailed or posted, whichever is more convenient.

Please send to volunteer@nationaltrustsa.org.au

Results of the WWCC and the Police check go to individuals , not State Office. Please supply copies to us as soon as possible.

I started the registration process and got stuck. What do I do?

Call us on 08 8202 9200 or email volunteer@nationaltrustsa.org.au