



MUSCULAR DYSTROPHY  
SOUTH AUSTRALIA



# VOLUNTEER HANDBOOK



# Thinking about volunteering?

INDEX	PAGE NUMBER
What is Muscular Dystrophy & MDSA?	4
Volunteering for MDSA?	5
Volunteer opportunities at MDSA	6
Volunteer opportunities at MDSA cont.	7
Occupational Health & Safety & Rights and Responsibilities	8
Police Checks	9
Confidentiality	10
Volunteer Form	11
Volunteer Form cont.	12
Volunteer Form	13
Resources / Website Links / Contacts	14

We would like to take this opportunity to welcome you to volunteering with our association and to say thank you for your support. We are pleased to present you with our Volunteering Induction Pack. This pack provides information and resources we hope can assist you with your volunteering role.

This pack has been designed in line with the best practice standards. We have kept the information brief, informative and direct to the point, so that it can be used as a simple tool to find relative information. If you would like any further information you can contact the Volunteer Coordinator, Richelle Clements on (08) 8234 5266 or; [rclements@mdasa.org.au](mailto:rclements@mdasa.org.au)

**Muscular Dystrophy South Australia works in conjunction with:**



## What is Muscular Dystrophy?

---

Muscular Dystrophy is the name given to a group of neuromuscular disorders, which are for the most part genetic. These disorders are found in the nerves, muscles or at the nerve-muscle junction and all cause the muscles to waste away and become weaker. It is estimated the neuromuscular disorders affect over 20,000 Australians.

There are over 60 different types of neuromuscular disorders, however despite the variety of disorders falling under the umbrella of Muscular Dystrophy, they do have certain common features. These include;

- **Muscles weakness:** Each disorder causes a characteristic pattern of muscle weakness.
- **Progressive:** All of the neuromuscular disorders get progressively worse. Some progress very quickly whilst others progress more slowly.
- **Hereditary:** While the majority of neuromuscular disorders are hereditary, they can and frequently occur without a previous family history. This is due to spontaneous mutation at the time of conception.

## Who is Muscular Dystrophy South Australia?

---

Muscular Dystrophy South Australia or MDSA was formed in 1954 as a direct result of people with neuromuscular disorders gathering together for mutual support.

Muscular Dystrophy South Australia is not for profit association that offers a range of services to children and adults living with neuromuscular conditions. These services include:

- Physiotherapy
- Counselling
- Speech Therapy
- Hydrotherapy
- Advocacy
- Equipment
- Accommodation
- Recreational Events, Camps & Retreats
- NEWS
- Seminars and Information Sessions
- Support Groups
- Research

All our services are free of charge.

**Mission:** To enable all individuals, families and carers affected by neuromuscular disorders to have as full and active life as possible.

## Volunteering for MDSA

At MDSA we appreciate the valued contribution of all our volunteers. The association would not be able to provide the range of services it does without the support of volunteers.

What MDSA provides to its volunteers:

- A friendly and accessible working environment
- A variety of tasks that suit individual needs and skills
- Clear and open organisational policies and procedures
- Clear descriptions about volunteer roles and opportunities
- Acknowledgment and recognition of volunteer efforts

## Why do people volunteer?

So why do people become volunteers? Some of the more predominant reasons people volunteer is to help others in the community, the social contact they gain by working with friends and/or family and the personal satisfaction that they are helping other people.

At MDSA the opportunities available to our volunteers means that they will gain these benefits on a daily basis:

- |  |  |
|--|--|
| • Help others/community                    | • Meeting people with similar interests  |
| • Learning and improving skills            | • Giving something back to the community |
| • Gaining experience                       | • Staying active minded                  |
| • Meeting new people                       | • Completing satisfying tasks            |
| • Making professional contacts             | • Showing you care                       |
| • Influencing others                       | • Helping a friend or relative           |
| • Being a role model                       | • Learning responsibilities              |
| • Utilising skills and talents             | • Building self confidence               |
| • Sharing experience with family & friends | • To support studies                     |
| • Empowering others                        |  |



**MDSA volunteers at our annual Camp Capcity, a camp held for people with neuromuscular conditions and their siblings who are aged 5-25**

## Volunteer opportunities available at MDSA

---

### Special Events:

- **Annual Badge Day** - Our Badge Day is held in March every year. We require volunteers to stand at various locations across Adelaide with one of our collection tins and stickers. As long as we can get council approval in the area, volunteers can choose when and where they collect.
- **World of Trivia** - This event has previously been held at Pultney Grammar School and we have 400—500 primary school students from schools all over the South Australia attending to compete in a Trivia Competition, tasks include serving food/drinks, pack up and setup and general administration tasks.
- **The Adelaide Marathon** - This is the one of the biggest events that MDSA holds and it is held in August each year. We require volunteers to be drink or traffic marshals at various locations around the course, assist with setup and registration.
- **Big Red Ride** - This is a new event for MDSA, held in mid-January with the support of Stuart O ' Grady and his team. The ride event has a very similar content to The Adelaide Marathon. We require volunteers to be drinks or traffic marshals at various locations around the course and assistance with setup and registration.
- **Golf Day** - This event is a fun day for everyone involved. We require volunteers to drive golf carts filled with food & drinks to the players, to run a BBQ breakfast in the morning and assist with setup.
- **Royal Adelaide Show** - MDSA has a stall in the main pavilion where merchandise and craft items are sold. We require volunteers to run the stalls by handling cash and replenishing the stock. All volunteers will receive free entry into the show and are quite welcome to use the tickets before and after their shift.
- **Big Red Quiz Night** - MDSA holds their quiz night in June of each year. It is a very enjoyable night for those the attend or volunteer. We would require volunteers to assist with the setup and pack up of the event and to assist with the serving of drinks and other general tasks.
- **Market Days** - MDSA has two Market Days a year. They are held in the car park next to the MDSA office and there are many stalls such as fresh produce, clothes, bric-a-brac and food. We require volunteers to serve customers and maintain stock levels.
- **BBQ Fundraisers** - MDSA holds BBQ Fundraisers at various times at Office Works, Mitre 10 and Bunnings Warehouse. We require volunteers to cook the BBQ ' s , serve customers and maintain stock levels.

## Volunteer opportunities available at MDSA cont.

- **Shopping Centre Lottery Sites** - We require volunteers to assist staff or other volunteers to sell tickets for our major lotteries and tickets in our Drake Raffles. The Shopping Centre Lottery Sites run for 24 weeks of the year and the Drake Raffles are run for 16 weeks of the year.

### Client Services:

- **Hydrotherapy** - MDSA provides a Hydrotherapy programme which is tailored to each individual's needs. There are currently 2 sessions run on a Thursday between 11am and 1pm and they are run by a qualified Neurophysiotherapist. We require volunteers to work as Hydrotherapy attendants to assist in running the classes. The programme is a fantastic opportunity for people who are studying in that area, to gain some valuable experience and to undertake placement hours.
- **Camp Capacity** - Every year MDSA holds a camp at Mylor Baptist Campsite in the Adelaide Hills for its clients and their siblings who are aged between 5 and 25. Camp is a fantastic opportunity for all involved to have fun, make new friends, experience new things and to have some time away from home. Camp is also a good time for parents and carers to have a break. We require volunteer carers who will provide 1:1 support care to the campers. The camp is a fantastic opportunity to further your skills and to have one of those once in a lifetime opportunities.
- **Massage Days** - Client Services aims to hold Massage Days once a month and offer this service to our clients free of charge. We require massage therapists or students who are able to volunteer their time and massage 2 or 3 people for 30 - 45 minutes.
- **Community Assistance Program** - This program is a new service that MDSA is able to offer. The program is run by volunteers and is designed to provide support services such as gardening, assistance to appointments and general tasks. We require volunteers who can provide any skills in these areas.
- **Client Services Christmas Party** - Client Services holds an annual Christmas Party for its clients and their families and carers. Volunteers are required for this event to assist with setup and pack up of the event and to assist with the cooking and serving of food and drinks. Client Services is always looking for new and fun ways to entertain the people who attend the party, if you have a special talent you could contribute and you are able to volunteer your time, we would love to hear from you.

### General Administration:

- **Administration tasks** - This can involve typing data into the computer, answering phones, taking photocopies and other general administrative tasks.
- **Assisting with mail outs** - This involves preparing items for mailing by matching tickets and letters, folding them and placing all the relevant material in envelopes. The letters are then required to be organised into the relevant mailing areas.

## Occupational Health, Safety and Welfare

---

All volunteers with Muscular Dystrophy South Australia have the right to work in an environment that is safe and healthy so that they can work without the risk of:

- Injury to themselves
- Injury to others, including the general public
- Damage to property

### **As a volunteer you have a responsibility to:**

- Not put yourself in any situation of risk
- Observe safety rules and safe work practices and procedures
- Report safety hazards or unsafe conditions to your supervisor
- Report accidents and incidents to your supervisor
- Discuss ways to improve safety with your supervisor
- Assist in the investigation of injuries or accidents
- Remind others of correct safety procedures and processes
- Use proper safety equipment / protective clothing where required
- Make sure you know the correct way to do a job safely before you start

If you are asked to do anything that you feel does not meet the Occupational Health and Safety standards or which you consider to be hazardous, refer it to the Volunteer Coordinator or the Marketing and Fundraising Manager.

## Rights and Responsibilities

---

### **What you can expect from MDSA:**

- To be placed in a suitable position and to receive any necessary training
- To be reimbursed for agreed out of pocket expenses
- To be covered by the appropriate insurance
- To be treated as a person with individuality and value
- To receive appropriate guidance and supervision
- To be covered by appropriate insurance
- To be regarded as a person with individuality and value

### **What we ask of you:**

- To discuss any problems or questions with the person in charge
- To adhere to the confidentiality guidelines
- To attend training and orientation training sessions
- To contact the volunteer coordinator if you are unable to fulfill a commitment

## National Police Certificates

---

It is required by law that Muscular Dystrophy South Australia obtains a police check for all volunteers who work for the organisation. If you have a police clearance that is older than two years, you will need to obtain a new one.

The South Australian Government meets the cost of police checks for volunteers who work with “vulnerable groups” such as children, the aged and frail or people with disability. As Muscular Dystrophy South Australia works with one of those groups, police checks for our volunteers are at no cost.

If you are a new or existing volunteer for MDSA and you require an updated police check, please undertake the following steps before sending the forms back to us:

- Use the following link to obtain the form:  
[www.sapolice.sa.gov.au/public/download.jsp?id=48798](http://www.sapolice.sa.gov.au/public/download.jsp?id=48798)
- Fill in your personal information
- Write “Volunteer for MDSA” in “Purpose for Check”
- Tick “Working with Children/Vulnerable Groups” in “Category”
- Tick “VOAN Volunteer (VC)” in “Check Type”
- Sign and date the consent section
- Under “Volunteer Authority” tick “VOAN (Volunteer Organisation Authorisation Number)”
- Take your application along with two forms of identification (see ‘proof of identity’) to a police station and get an authorized SAPOL employee to fill out and stamp ‘SAPOL use only’ section. This is to say that they have sighted your identification.
- **DO NOT LODGE THE APPLICATION OR PAY ANY MONEY**
- Once signed and stamped by the police, return to MDSA using our reply paid address:  
**Muscular Dystrophy South Australia, Reply Paid 414, ADELAIDE SA 5001.**
- MDSA will then fill out the other required details and lodge the forms on your behalf (please note, we cannot fill out our section until SAPOL have checked your identification and stamped your form). Once we receive the Certificate, we will keep a copy and give the original back to you to keep with your own records.

## Confidentiality

As a volunteer, you may at times hear or be given information which is of a confidential nature. This may be about members, clients, staff, MDSA or other volunteers. It may be that staff are discussing particular members or volunteers or the information may be more general but not meant for the public discussion.

People have a need and a right to keep information about themselves private, and to share information only with those people whom they choose. Confidential information should not be discussed with your family or friends.

Some things that could be considered confidential may include obvious things such as name, address and telephone number, age and birth date, religion, medical information, political views, as well as legal and financial circumstances. Other factors that impact on confidentiality could include a persons family situation and personal history including their employment history or if they have had a criminal record. Sexual orientation and habits are also included.

If there is things you hear which you are uncomfortable about, talk to the Volunteer Coordinator or the Fundraising and Marketing Manager about it. They are responsible for addressing such issues.



**MDSA volunteers at one of our Bunnings BBQ Fundraisers**

# Volunteer Application and Agreement Form

Any information provided will be treated with strict confidentiality and is required for insurance protection purposes.

Mr. Mrs. Miss. Ms. Dr. Other

SURNAME: ..... GIVEN NAME: .....

ADDRESS: ..... POST CODE: .....

Telephone (H): ..... Mobile: ..... Fax: .....

E-mail: .....

Date of Birth: ..... / ..... / ..... (optional) Commencement Date: .....

How did you hear about volunteer opportunities with MDSA? .....

## EXPERIENCE / INTERST

Please select which area/s you are interested in:

.....  
.....  
.....

Please list any relevant work experience you may have had and any particular areas of interest relevant to volunteering with MDSA:

.....  
.....  
.....

Please list any previous voluntary work experience including organisation and length of time there:

.....  
.....  
.....  
.....

## Availability

For each day, please tick the times you are available to volunteer or alternatively please list days and/or times you are available

.....  
.....  
.....



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning	AM	AM	AM	AM	AM	AM	AM
Afternoon	PM	PM	PM	PM	PM	PM	PM
Night	PM	PM	PM	PM	PM	PM	PM

### Emergency Contact

In the event of an emergency every care will be taken to ensure your well being. If required an ambulance will be called for you at your expense unless it is a work related injury. The person nominated below will be contacted on your behalf.

SURNAME: ..... FIRST NAME: .....

What is this persons relationship to you? .....

#### Emergency Contact's Telephone Numbers:

WORK: ..... MOBILE: ..... HOME: .....

#### Emergency Contact's Address:

STREET: .....

SUBURB: ..... POST CODE: .....

### Emergency call

Can we call you at short notice if we urgently need help on a day that you are not rostered on?	Yes / No
---	----------

### Health

Please explain any medical conditions or disability you have that would affect any volunteer work you do:


### Police Check

Has a current, approved Police Check been provided?	Yes / No
If no, do you give us permission to conduct a Police Check?	Yes / No



During your time with Muscular Dystrophy SA or after leaving the organisation, no volunteer shall use or disclose any confidential information for any purpose other than where such use of disclosure is authorised by Muscular Dystrophy SA. By signing this Volunteer Application and Agreement Form you agree to adhere the guidelines featured in this handbook.

If you have any queries or wish to discuss any matters in relation to this or any voluntary work related matters please see the Volunteer Coordinator, Richelle Clements.

---

**Thank you for completing our volunteer application form. We look forward to you joining us. Together we can put our muscles behind Muscular Dystrophy and make a real difference.**

.....  
**Volunteer Signature**

Date: ..... / ..... / .....

.....  
**Volunteer Co-ordinator Signature**

Date: ..... / ..... / .....

---

**OFFICE USE ONLY**

**Work Areas to be placed:**

(The Volunteer Coordinator will fill this in)

**Other/Notes:**


**Commencement Date:** ..... / ..... / .....

**Don Man updated:**      **Yes: No:**

**Signed:** .....

**Date:** ..... / ..... / .....



## Resources / Website Links / Contacts

---

**Volunteering SA & NT:**

<http://www.volunteeringsa.org.au/>

**Volunteering Australia:**

[http://www.volunteeringaustralia.org/html/s01\\_home/home.asp](http://www.volunteeringaustralia.org/html/s01_home/home.asp)

**Government of South Australia - Office for Volunteers:**

<http://www.ofv.sa.gov.au/index.html>

**Volunteer Protection Act 2001:**

[http://www.ofv.sa.gov.au/pdfs/Fact\\_VolProtection.pdf](http://www.ofv.sa.gov.au/pdfs/Fact_VolProtection.pdf)

**Northern Volunteering SA Inc:**

<http://www.northernvolunteering.org.au/index.html>

**Muscular Dystrophy South Australia:**

<http://www.mdasa.org.au>

**Muscular Dystrophy South Australia Facebook Page:**

<http://www.facebook.com/pages/Muscular-Dystrophy-South-Australia/174461835897392>

**Muscular Dystrophy Foundation:**

<http://mdaustralia.org.au/>

**Muscular Dystrophy Association USA - Information about the different disorders:**

<http://www.mda.org/disease/>





1 in 1000

South Australians live with  
a neuromuscular condition



**MUSCULAR DYSTROPHY**  
SOUTH AUSTRALIA

**Muscular Dystrophy South Australia Inc**

Address: 36-38 Henley Beach Road, Henley Beach SA 5031

Postal: PO Box 24, Torrensville Plaza, SA 5031

Phone: (08 ) 8234 5266 Fax: (08 ) 8234 5866

Email: [info@mdasa.org.au](mailto:info@mdasa.org.au) Website: [www.mdasa.org.au](http://www.mdasa.org.au)