

Volunteer Induction Handbook



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Disclaimer

This Volunteer Induction Handbook provides general advice only. It is not intended to be legal advice. While every effort has been made to ensure the information contained within this handbook is accurate at the time of publication the publishers give no warranty as to its accuracy. If you require legal advice in respect of particular issues or questions you need to access this through your own legal service provider.

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Website Links

Complaints and Grievances Resolution Policy (2013)
mn.catholic.edu.au/media/187885/Complaints%20And%20Grievances%20Resolution%20Policy%202013.pdf

Workplace Internet, Email and Network Usage Policy
mn.catholic.edu.au/media/247429/workplace_internet_email_and_network_usage_policy__revised_2013_.pdf

Working with Children Check Fact Sheet No.9
www.kidsguardian.nsw.gov.au/Working-with-children/Working-With-Children-Check/Resources

Zimmerman Services – Diocesan Child Protection Unit Child Protection Services
Ph: 49 791 390
www.mn.catholic.org.au/agencies-services/child-protection



Volunteering

Welcome and thank you for your generosity in offering to be a volunteer in our school community.

You are providing a gift like no other when you spend your time with us.

As a volunteer at a school within the Diocese of Maitland-Newcastle you will be a valued member of the community.

The aim of this handbook is to give you an introduction to volunteering and provide you with information about the school in which you are volunteering.

This handbook will form part of your volunteer induction. Further training and information may be required for specific volunteer roles.

The Catholic Schools Office values the significant contribution volunteers make to all our schools.

Volunteers bring a rich and diverse mixture of culture, life experience and expertise from their communities.

They complement and enhance the student-centred care provided by our staff.

Our volunteers enrich the quality of life for our students and their families and are in turn, enriched by their experiences.

To be a Catholic school volunteer, you must be 18 years of age or older and have completed your schooling. You must be of good character.

Volunteer Induction

As a new volunteer, you will be guided through an Induction Process. This process will include an induction as a volunteer as well as to the school site. The purpose of this is to familiarise you with the processes, policies and procedures that that will make your time volunteering in our school safe and rewarding.

Induction will usually include:

- Completion of required forms.
- Discussion about the contents of this handbook.
- An introduction to your role.

Specific Site Orientation

Part of your volunteer role may require specific experience(s)

and/or training as necessary. All training required will be discussed with you prior to your accepting a volunteer role.

During your induction, you will be guided through this handbook so you may have an opportunity to have any questions you may have answered. We encourage you to ask questions and discuss the information to enable you to have a better understanding of your rights as a volunteer and also what is required of you as a volunteer assisting the school.

Our organisational policies and procedures are available on request.

We hope you will enjoy this process and look forward to your joining our volunteer team.

Principles of Volunteering

Listed below are the nationally recognised principles of volunteering which the Catholic Schools Office supports:

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions, government allowances or to receive remuneration in any form.
- Volunteering is a legitimate way in which people can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not-for-profit sector only.
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

Reference: Definitions and Principles of Volunteering. Volunteering Australia

In addition, volunteers in Catholic schools support the religious purposes of the school.

Volunteer Rights

The school believes that volunteers have the following rights:

- To work in a healthy and safe environment – in accordance with Work Health and Safety Legislation.
- To be adequately covered by insurance.
- To be given a copy of the organisation's volunteer policy and any other policy that affects your role.
- Not to fill a position previously held by a paid worker.
- Not to be asked to do the work of paid staff during industrial disputes.
- To have a role description.
- To have access to a grievance and complaints procedure.
- To be provided with an induction to the school.
- To have confidential and personal information dealt with in accordance with the principles of the *Commonwealth Privacy Amendment (Enhancing Privacy Protection) Act 2012*.
- To be provided with sufficient training to carry out your volunteer role.

The CSO/school has a right to:

- Expect volunteers to represent the school in a positive way.
- Expect volunteers to fulfil their volunteer role to the best of their ability.
- Discuss the volunteer's performance with the volunteer.
- Expect clear and open communication.
- Require volunteers to respect the privacy and confidentiality of information relating to schools, students and staff (Australian Privacy Principles (APPS) - *Commonwealth Privacy Act 1988*).
- Require volunteers to support the religious purpose of the school and the school's Catholic identity.



Volunteer Code of Conduct

The school's Volunteer Code of Conduct sets out a broad standard for the way we manage our own relationships and behaviour as volunteers in our school. It also sets out the values that underpin our mission. In short it tells all of us "the way we work around here."

The school and the Catholic Schools Office recognise our volunteers as one of our greatest assets. The purpose of the Volunteer Code of Conduct is to guide and enhance the conduct of volunteers in performing their duties within the school. The Volunteer Code of Conduct sets out the school's expectations of volunteers with respect to their personal conduct. It is intended to promote integrity and ethical behaviour, and to guide individuals' dealings with members of the school community.

The Volunteer Code of Conduct applies to all volunteers in our schools. Volunteers have a duty to read and familiarise themselves with this Code of Conduct and with any variations that may be made.

A copy of the school's volunteer code of conduct will be included with your induction materials.

Refer to Appendix 1

The Nature and Purpose of the Catholic School in the Diocese of Maitland-Newcastle

Inspired by the message and example of Jesus Christ, Catholic schools live out a distinctive educational vision. Supported by the Catholic community of which they are a vital part, they invite students and their families into a faith-filled educational experience.

As a key ministry of parishes and the diocese, Catholic schools encourage and support parents in their responsibility for the faith formation of their children. This formation is supported by prayer and opportunities to participate in the life, mission and liturgy of the broader Catholic community.

Our schools commit to:

- nurturing each individual's growth in faith and unique potential
- offering outstanding educational experiences founded on Catholic values
- fostering partnership between parents and staff in the education of their children
- creating communities of respect for each other, the wider society and the earth
- encouraging active engagement in social justice issues, the service of others and the promotion of peace.

Catholic schools are part of a long tradition of Catholic education provided by religious and lay teachers in Australia and this diocese for over 180 years. They fulfil parents' rights to choose a form of schooling for their children which reflects their own values, beliefs and hopes.

Child Protection

1. Volunteer Screening

We take child protection seriously

You are required to obtain a working with children check (WWCC) to volunteer in our schools.

Your school principal will guide you in the appropriate screening procedures that you will be required to undertake in your volunteering role.

All volunteers, workers and contractors exempt from a WWCC Clearance form will be required to complete and submit to the school *the Catholic Diocese of Maitland-Newcastle Working with Children Declaration for Volunteers*. This form is available from the school administration for those volunteers who have not completed this requirement. 100 points of identification is required to complete this process.

Further Information is available from Zimmerman Services - Child Protection Services 4979 1390 or visit the Diocese of Maitland-Newcastle website www.mn.catholic.org.au/agencies-services/child-protection

Volunteers are legally required to inform the school if they have been charged with any criminal offences which may impact on their ability to perform in their role as a volunteer. Volunteers are required to inform the school as soon as an allegation under the *Children Protection (Working with Children) Act 2012* is made against them. This requirement includes any allegation made against you external to the school in which you are volunteering.

Refer to *Working with Children Check Fact Sheet*

2. Obligations to Protect Children

A volunteer who suspects a child has suffered harm from abuse or neglect is required to report the matter to the principal as soon as possible and certainly within 24 hours of becoming aware of the harm or risk of harm. If the principal is unavailable then the report must be made to the acting principal or their delegate. Volunteers who have reasonable grounds for suspecting a child has suffered maltreatment, or that there is risk of significant harm, can lawfully make such a report without fear of legal repercussion.

Depending on the nature of the situation, the principal or his/her delegate may report or identify the concern to the Department of Family and Community Services (FaCS). A volunteer may also report suspected child abuse directly to FaCS.

3. Volunteers and the Ombudsman Act

As a result of being a volunteer in a school you may be reported to the New South Wales Ombudsman if an allegation is received that you have engaged in "reportable conduct". Reportable conduct is defined as any sexual offence, sexual misconduct (either involves a child or in the presence of a child), any physical assault, ill-treatment or neglect of a child or any behaviour that causes psychological harm to a child.

The diocese has an obligation under the law to investigate any of the above allegations even if the allegation relates to matters that occur away from your role as a volunteer. A sustained allegation under the *Ombudsman Act* may affect both your ability to continue as a volunteer or your ability to obtain a future WWCC.

Our schools are committed to providing a safe environment for students. If you become aware that a child protection allegation has been made against an employee or volunteer of the diocese you must report this to the principal immediately.

Working in Our Schools

Volunteer Registration and Other Forms

Registration forms provide the school with the information required to enable us to contact you or your emergency contact. Other forms you may be required to complete include

- Volunteer Registration (Form 1)
- Confidentiality Agreement (Form 2)
- Photograph/Video Permission Form (Form 3)
- Working With Children Declaration (Form 4)
- 100 Point Proof of Identity Check (Form 5)

Copies of your drivers licence, car registration and other documents may be required depending on your Volunteer Role.

All personal and private information is stored securely and can only be accessed by the principal or delegate consistent with the provisions of the *Commonwealth Privacy Act (1988)* and the *Privacy Amendment (Enhancing Privacy Protection) ACT 2012 (Cth)*.

Photograph/Video Permission Form

As a volunteer you may be asked to participate in having your photo taken either in a group or alone. These photos may be used for school or diocesan promotional purposes. You will need to sign an image release form if you wish to participate; otherwise let your principal know if you do not wish to be photographed in your volunteer role.

Working in Our Schools (continued)

Dress Code

Volunteers are not required to wear uniforms. We do require you wear comfortable non-slip, enclosed footwear and casual neat clothing suitable to your volunteer role. Some clothing, e.g. tee-shirts may be offensive to other people. Please consider this when selecting an appropriate outfit. If your role requires you to use personal protective equipment (PPE), this will be supplied to you with instructions of use. The school principal may have specific dress requirements for their school.

Identification

You will be required to wear identification provided by the school when volunteering for the school. This identification should be worn whenever you are carrying out your volunteer role and will identify you as a volunteer. The identification must be returned when you sign out following your volunteering role.

Smoking

Smoking is not permitted in any of the school facilities or whilst you are accompanying children of a CSO school.

Photography

Please be mindful of the privacy of others when photographing. Children of any age will usually only be photographed with the permission of parents.

Training

The site induction process will vary from school to school. Local arrangements will reflect specific requirements of the site as identified by the principal (or his/her delegate).

Insurance

Policy overview

As a benefit of your offering your volunteer services within the Diocese of Maitland-Newcastle, the schools have provided you with Personal Accident for Volunteers insurance cover. The insurance policy is issued by Catholic Church Insurance (CCI). For details regarding the policy coverage, you can contact CCI general enquiries on 1800 011 028, or visit the website: www.ccinsurance.org.au/insurance/products/personal-accident-voluntary-workers.htm

Communication

The person responsible for you is your school principal.

If you are unsure of anything, the principal is the person who will clarify any situation or information. The principal or his/her delegate may provide you with information in a number of ways. They may pass on messages through other staff, in a written message, or by contacting you directly.

Make sure you pay attention to any information given to you as it may affect your role directly or indirectly.

Health Issues/Medication

Never purchase, give medication or administer medication to a student. If you are required to give food or drink to a student, please check with the staff member responsible before, as there may be health issues of which you are not aware.

If you are concerned about the student's welfare or treatment, please speak to the principal.

Excursions

Risk assessments are completed prior to all excursions. Volunteers will be advised of details of their role if they attend excursions.

Infection Control

It is important to be aware of the risk of spreading infection. Preventing the spread of infection is especially important when working with children.

If you have an infection or virus (e.g. flu) it is important to contact the principal or his/her delegate before going to your volunteer role, as it may be safer for you and the students for you to fully recover before returning to your role.

You should check and maintain your own vaccination status for common childhood illnesses and tetanus.

Allergies

You must advise the school principal of any allergies you have. You need to be aware students may themselves have allergies, particularly to nuts etc. You need to familiarise yourself with the school's anaphylaxis policy.



Volunteer Role Descriptions

You will be provided with a Volunteer Role Description which may include a Duty List. The Role Description will provide you with information about your role and will identify the person to whom you are responsible.

The Role Description is an agreement between you and the school where you are volunteering. Specific roles require that you are able to perform certain duties. Training may be provided for special programs, or the role may require you to have these skills or experience already. Any training required will be discussed with your at your initial interview and will be included on your Role Description. If you are unable to do or do not feel comfortable doing, something that is part of your Role Description you will be able to discuss this with us and come to a mutual agreement.

Your Role Description will be reviewed annually or as required. At this time you will have the opportunity to discuss your thoughts and ideas on the role you have been performing and have an opportunity to decide if you would like to try another volunteer role or need further information to carry out your present role.

Your Role Description is there to protect you and the docese. Both parties must be happy with the outcome of your Role Description.

You should not sign a Role Description if you are not happy to do the required tasks.

Confidentiality and Privacy

Confidentiality

While you are working as a volunteer you may receive or overhear confidential information regarding students, staff or other volunteers. Information received must be kept confidential. This is a legal requirement.

Discussing information you have received during your volunteer role with staff, students, family, friends or other volunteers, inside or outside the school, is not acceptable or tolerated.

If you have an issue or concern, please discuss this with the principal or his/her delegate.

Confidentiality requirements apply to the use of social media and email.

Workplace Internet, Email and Network Usage Policy.

Privacy

Privacy laws protect personal information about volunteers (including photographs and video footage), students and staff. You may need to be told specific details about a child to enable you to carry out your volunteer role. We will only provide information that is necessary for your role. Not all volunteers you are working with may need to be aware of this information.

Therefore, this information needs to be treated as private and confidential.

We hope you will become a valuable member of the team providing support for our people. To achieve this aim you need to develop a relationship with the students, staff and other volunteers within the school community. These relationships must, however, respect professional and child protection boundaries.

Work Health & Safety

Please refer to your school WHS policy.

Below is an example of a WHS Policy.

- A healthy and safe working environment is vital to the successful functioning of the school. Promotion and maintenance of a safe working environment is a responsibility shared by all.

Aims:

- To ensure that appropriate standards of workplace safety are maintained at all times.
- To raise the profile of Work Health and Safety (WHS) within the school.
- To create a team approach to health and safety issues.
- To prevent accident, injuries and disease in the workplace.

Implementation:

- At the school, Work Health and Safety will be maintained in accordance with the policies of the Catholic Schools Office (CSO), Diocese of Maitland-Newcastle and through these policies in accordance with the current WHS legislation.
- A WHS Management System will be developed in accordance with the guidelines contained in the CSO's WHS Management System Framework. As part of this WHS Management System, policies and procedures will be developed to ensure that appropriate standards of workplace safety are maintained at all times.

The school staff have agreed that this school will:

☐ Elect and train a Health & Safety Representative (HSR).

- The HSR will be the primary contact for all WHS concerns expressed by staff. The HSR will consult and communicate openly with all staff and will implement a process that allows all staff to easily report hazards and assess the risk associated with each hazard.
- The School Executive will provide funds and time allowance to ensure that the elected HSR receives the appropriate training and accreditation and has sufficient time to perform the role effectively.

OR

☐ Establish a Work Health and Safety Committee that will meet at least once per term, preferably more often. This Committee will oversee the WHS Management System at the school.

- The WHS Committee will be responsible for reviewing the performance of the WHS system once per year to ensure that the aims stated above are being achieved.
- The WHS Committee will conduct annual 'walk through' site inspection safety audits to identify any WHS issues that need addressing.

OR

☐ Other arrangements.

- The School Executive will ensure that a consultation procedure is implemented that enables all staff to express their views and contribute in a timely manner to the resolution of WHS issues that affect them. These views will be valued and taken into account by those making decisions.
- Adequate resourcing will be available to ensure that the workplace meets the appropriate Work Health and Safety standards.
- WHS is a shared responsibility of all staff are responsible for reading the relevant WHS Duty of Care statement that applies to their role in the school and for knowing and complying with its contents.
- All staff are responsible for identifying hazards in the workplace and for taking appropriate steps to eliminate or minimise the risk of injury arising from the identified hazard. Where the hazard presents an immediate risk of harm to people, the individual staff member must act to obtain appropriate assistance as quickly as possible. Where there is no immediate risk of harm to people, the individual staff member must report the hazard to the HSR by using the online WHS Helpdesk. This is accessible by clicking the Helpdesk icon on the staff desktop. A staff member may prefer to complete a Risk Management form and hand this to the HSR. The Risk Management forms are available from the WHS Noticeboard in the staff lunch room or on the WHS page of the school website (Section 8 – Risk Management). Note that non-urgent, low risk, maintenance issues should be reported by staff using the online Maintenance Helpdesk.
- Action in response to a helpdesk notification or a WHS Risk Management Tool form is to be taken by the HSR as expediently as possible. This may require the HSR to engage assistance from the appropriate level of supervisor (Coordinator, Office Manager, AP or Principal). When the action has been taken and all necessary information has been entered onto the WHS Risk Management Tool form, the completed form is to be given to the principal for filing. A copy is to be kept by the HSR.
- Issues relating to WHS, for example, building works being conducted at the school, will be communicated to all staff via the daily staff notices, public address announcements etc.
- Regulations relating to the correct use of equipment and substances will be communicated to all staff who will adhere to them. Safe Operating Procedures will be developed by all Faculties and Support Staff for those tasks and procedures that require them. This would include equipment and machinery that has the potential to cause injury if used incorrectly or unsafely.

Work Health & Safety (continued)

- The required number of first aid trained personnel will be maintained at all times.
- All accidents, incidents and near misses will be recorded and reported to the principal, the HSR and the CSO as required. The principal or principal's delegate will investigate any workplace incident or injury or the principal may decide to organise for an officer of the CSO to conduct an investigation.
- All injuries to staff will be reported to the CSO within 48 hours of the incident.
- The Return to Work process for staff will be coordinated by the principal in liaison with the CSO.
- The school website will be the main repository for all documentation, policies and procedures regarding WHS. The WHS Management System is fully explained and documented on the WHS page under the "Our School" tab. Policies and procedures can also be accessed on the School Policies page under the same tab.
- WorkCover Authority field officers are welcome at our school. Any resulting Improvement Notices or Prohibition Notices will be complied with, and reported immediately to the Catholic Schools Office.

Budget:

- Sufficient funds will be allocated in the school budget to facilitate all aspects of the operation of the WHS Management System.

Evaluation:

- This policy will be reviewed as the need arises. It is the responsibility of the School Executive to implement such reviews and to update this policy when necessary.

Responsibilities

It is everyone's responsibility to make his/her workplace safe and happy. As a volunteer under the new Work Health & Safety legislation you now have the same responsibilities as any paid employee.

The school has a responsibility to:

- Provide a safe and healthy working environment.
- Take action to identify and control hazards in the workplace.
- Supply personal protective equipment if required.
- Provide training information and instruction to operate safe working systems.

Volunteers have a responsibility to:

- Work safely, following safe work procedures.
- Work within the limits of their role description.
- Not put others at risk.

- Report any hazards, mishaps or injuries.

Hazards

A hazard is anything that has the potential to cause injury or illness or property damage.

Hazards can be:

- Physical – slippery floors, broken equipment
- Chemical – cleaning products
- Workplace design – poor lighting
- Biological
- Psychological.

Reporting a hazard can prevent someone from being injured. It is important that if you notice or are made aware of any hazard, the principal must be notified immediately.

Accidents/incidents

All accidents and incidents that occur whilst you are undertaking your volunteer role must be reported to the principal or staff, who will assist you with any immediate first aid.

Volunteers are covered by insurance during the course of their duties as a volunteer. There are some limitations with this insurance; please check with Catholic Church Insurance for further details.

1800 011 028 www.catholicinsurance.org.au/contact-us.htm

Hazardous Manual Tasks

"Manual Handling is any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry, or otherwise move, hold or restrain any animate or inanimate object."

As you can see by this definition, manual handling is something we do as an everyday part of life.

Volunteers must work within their range of comfort and ability when undertaking manual handling tasks and not expose themselves or others to the risk of injury. If you have an existing injury or condition that could impact on your role, you need to inform your principal so that we are aware of the condition and provide you with assistance. You are also responsible for not doing any activity which could exacerbate your injury or condition.

Duty of Care

Your duty of care is to do what a reasonable person would do in a given situation, and to take precautions against the risk of harm to others.

The school has a duty towards their volunteers to ensure they volunteer in a safe environment and are provided with adequate orientation and training to carry out their volunteer role. We provide volunteers with information about the role they will be undertaking.

Volunteers have a duty of care toward students, staff and other volunteers.

If you are concerned about the safety of another person or someone has confided something to you that you feel affects

Work Health & Safety (continued)

their safety or wellbeing, you have a duty of care to report your concerns to the principal.

Harassment/Anti-Discrimination Policy

It is against the *NSW Anti-Discrimination Act 1977* to be harassed because of gender, sexuality, disability, pregnancy, race, marital status or age. Harassment can be;

- Verbal insults – suggestive remarks etc
- Non-verbal – offensive gestures, exclusion
- Physical – pushing, assault.

If you feel you or another person has been harassed or discriminated against, please refer to the Catholic Schools Office Complaints and Grievances policy.

Grievance/Harassment Management

Grievance Policy

When you commence your volunteer role, we encourage you to talk to your principal about day-to-day requirements and procedures.

A grievance is a real or perceived cause for complaint. A grievance can be about discrimination, harassment or any other related decision or behaviour which that person sees as unfair, upsetting or unjust.

If you are not sure how to handle the problem or just want to talk confidentially with someone, you can seek advice from your principal.

Your grievance will be discussed with you following the principles of grievance management:

- confidentiality
- fairness
- freedom from unfair repercussions or victimisation
- honesty
- resolution with the minimum of fuss
- timeliness.

If you are not happy with the outcome of your discussion

with the school principal, please refer to the Complaints and Grievance policy for further direction.

Complaints and Grievances Resolution Policy (2013)

Remember, if we do not know about a problem we will not be able to assist you to resolve it.

Issues should be dealt with as soon as possible and with the appropriate person. Discussing an issue with other volunteers or staff not directly involved in the issue will not resolve the issue effectively.

Setting Your Limits

Sometimes you may be asked to do something that you do not feel comfortable with, or that you do not feel is part of your role. Do not be pressured to agree to anything. Discuss the issue openly and honestly.

As a volunteer you are perfectly within your rights to say NO to something that is outside your agreed role.

We would rather discuss the issue with you and find an alternative than have you unhappy in your role.

You must say “no” to anything unlawful. If you are uncertain about any request, contact your school’s principal or the CSO.

Recognition and Support

The Catholic Schools Office recognises the valuable work of our volunteers.

Your principal will continue to discuss with you during the time you volunteer any issues you may have to see if you are happy and managing the tasks within your role.

Please be aware that feedback is always welcomed by your principal and you are encouraged to discuss any concerns you may have with him/her.

Reimbursement

As a volunteer, you will not be paid for your services.

Reimbursement for travel to and from your volunteer role is not permitted.

We hope you will have a positive and rewarding experience as a volunteer with the Diocese of Maitland-Newcastle Catholic Schools Office and we thank you for the time you will give in supporting our service.

Appendix 1

Volunteer Code of Conduct

Volunteers have a special place in schools and assist in many ways. This may include interaction with individuals and small groups of students in a range of different activities.

To assist schools in providing a safe environment and a positive educational climate, volunteers are asked to comply with the Volunteer Code of Conduct.

This Volunteer Code of Conduct has been formulated to clarify the type of conduct that is expected of volunteers when participating in programs and activities in Catholic schools in the Diocese of Maitland-Newcastle. It is expected that volunteers:

- All volunteers must be 18 years of age or older, have completed schooling and be of good character.
- Understand that the Principal is responsible for the management of the school and as such is responsible for the acceptance, or otherwise, of any offer of volunteer support from a potential volunteer.
- Observe similar standards of behaviour and ethical conduct to that required of staff. For example, you are expected to act within the law, be honest and fair, respect other people (including students), and work to the best of your ability.
- Understand that teachers have a special duty of care for students that cannot be delegated or transferred to others.
- Understand the principal is the person responsible for the school.
- Appreciate that all members of the school community have rights and aspirations. It is expected that all members of the school community will treat others with dignity and respect.
- Observe confidentiality in respect of all information gained through your participation as a volunteer. Volunteers must not discuss nor disclose to a third party information about members of the school community (i.e. students, staff, other volunteers, students' parents/carers). This includes communication in any form including social media sites.
- Address concerns about information gained through their volunteering role with the principal or their delegate as soon as possible.
- Accept and follow directions from the principal/supervisor and seek guidance through clarification where you may be uncertain of tasks or requirements. You may need to familiarise yourself with the school's policies and guidelines on particular issues.
- Observe safe work practices which avoid unnecessary risks, apply reasonable instructions given by supervisors and report to the supervising staff and school administration any hazard or hazardous practice in the workplace.
- Report any problems as they arise to your supervisor including incidents, injury or property damage.
- Avoid waste or extravagance and make proper use of the resources of the school/department.
- Avoid personal conduct inconsistent with the Catholic values and purposes of the school.

As a Catholic school, it is expected all members of our community will model Christian values. Inappropriate language, gossip, disrespectful and aggressive behaviour will not be tolerated. Principals have the right to prohibit any person entering the school grounds if they are concerned about ongoing or serious inappropriate behaviour.

Appendix 2

Volunteer/Contractor Privacy Collection Notice

1. In applying to provide services to the school, you will be providing the school and the Diocese of Maitland-Newcastle Catholic Schools Office (CSO) with personal information.
2. If you provide us with personal information, for example, your name and address or information contained on your resumé, we will collect the information in order to assess your application. We may also make notes and prepare a confidential report in respect of your application.
3. You agree that we may store this information for the time of your engagement at the school.
4. The school's Privacy Policy sets out how you may seek access to your personal information and how you may complain about a breach of the Australian Privacy Principles.
5. We will not disclose this information to a third party without your consent. We usually disclose this kind of information to the following types of organisations: schools, government departments e.g. Roads & Maritime Services Working With Children Check (WWCC), the Board of Studies Teaching & Educational Standards (BOSTES), the Catholic Education Commission (CEC) and the Catholic Commission for Employment Relations (CCER).
6. If you are not an exempt person you are required to obtain a Working with Children Check (WWCC). All other volunteers are required to complete the Working With Children Declaration. Information regarding whether you are or have been the subject of an Apprehended Violence Order and certain criminal offences under Child Protection law may also be collected. We may also collect personal information about you in accordance with these laws.
7. The school and the CSO may store personal information in the "cloud", which may mean that it resides on servers which are situated outside Australia.
8. If you provide us with the personal information of others, we encourage you to inform them you are disclosing information to the school and why. They can access the information if they wish and the school does not usually disclose the information to third parties.

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Volunteer Registration Form

Volunteer Details – Please print

Volunteer's Name

M / F

Address

Email

Home Phone

Work Phone

Mobile

DOB

Country of Birth

Languages Spoken

Are you of Aboriginal or Torres Strait Islander descent? Y / N

Do you have any health or medical conditions we should be aware of?

Emergency Contact Details

Name

Relationship

Home Phone

Work Phone

Mobile

Availability

Days & Times Available

Roles (Please circle)

Canteen

Library

Classroom Support/Activities

Sports Activities

Excursions/ Incursions

P & F Activities

Playground/Site Support

Skills & Interests

Health & Special Needs (List any health conditions/allergies/medications that may impact on your ability to complete some tasks or in the event of an emergency)

What would you like to achieve from your volunteer role?

Are you willing to support the Catholic purpose and values of schools within the Diocese of Maitland-Newcastle? Y / N

Signature

Date

Privacy statement: all information collected is managed consistent with the Australian Privacy Principles (APPs) contained in the *Commonwealth Privacy Act (1988)*.

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School Volunteer Confidentiality Agreement

I, understand that in the course of my time as a volunteer in a Catholic school, I become an important member of the team of people who work together to support staff and students in the school.

I will respect the privacy and confidentiality of all staff and students and will not divulge any information regarding such things as a student's academic performance, behaviour disabilities or any other personal matters.

I will respect the rights and privacy of all members of the school and will seek assistance from the principal or his/her delegate should I become aware of information regarding a child's wellbeing or protection. In this instance, I understand I should make contact with the principal as soon as possible. I also understand that as provided for by law I may directly report matters to Family and Community Services (FaCS).

Name: (Please print)

Signature:

Date: ____/____/____

Privacy statement: all information collected is managed consistent with the Australian Privacy Principles (APPs) contained in the *Commonwealth Privacy Act (1988)*.

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Photograph/Video Permission Form

Dear Volunteer

At certain times throughout the year, our volunteers may have the opportunity to be photographed or filmed for our school publications, such as the school's newsletter or website and social media, or to promote the school in newspapers and other media.

The Catholic Education Commission of New South Wales (CECNSW) and the Diocese of Maitland-Newcastle (diocese) may also wish to use volunteer photographs/videos in print and online promotional, marketing, media and educational materials.

We would like your permission to use your photograph/video for the above purposes. Please complete the permission form below and return to the school as soon as possible.

Thank you for your continued support.

VOLUNTEER'S NAME: _____

• I give permission for my photograph/video and name to be published in:

- the school newsletter
- the school intranet
- the school website
- social media
- promotional materials
- newspapers and other media.

• I authorise the diocese/CECNSW to use the photograph/video in material available free of charge to schools and education departments around Australia for the diocese/CECNSW's promotional, marketing, media and educational purposes.

• I give permission for my photograph/video to be used by the diocese/CECNSW in the agreed publications without acknowledgment, remuneration or compensation.

• I understand and agree that if I do not wish to consent to my photograph/video appearing in any or all of the publications above, or if I wish to withdraw this authorisation and consent, it is my responsibility to notify the school.

Licensed under NEALS: The photograph/video may appear in material which will be available to schools and education departments around Australia under the National Educational Access Licence for Schools (NEALS), which is a licence between education departments of the various states and territories, allowing schools to use licensed material wholly and freely for educational purposes.

Name of Volunteer _____

Signed: _____ Date _____

Any personal information will be stored, used and disclosed in accordance with the requirements of the Privacy Act 1988 (Cth).

OFFICE USE

Date of Photograph/Video: (month & year) _____

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Working With Children Check Clearance Number Verification & Declaration Form (for volunteers & contractors)

When to use this form

This declaration is to be completed by:

- a) All volunteers who are seeking to work with the Diocese or are already working with the Diocese and have not already completed this or a similar form recording their details.
- b) Employees and contractors who have direct contact with children (or extensive access to children's personal information) in the provision of administrative, clerical, maintenance or ancillary work but are not ordinarily in contact with children for extended periods;
- c) Contractors or visiting speakers, performers or adjudicators involved in a work with minimal direct contact or unsupervised contact with children, done for no more than five days in a calendar year.

All other volunteers, contractors or workers in direct contact with children, and/or defined as being in child-related work (without an exemption) under the *Child Protection (Working With Children Act) 2012* MUST obtain a Working With Children Clearance issued by the Office of the Children's Guardian via www.kids.nsw.gov.au

This declaration is NOT to be used by ANY volunteers or contractors who will provide personal care to children with disabilities (for example assistance with toileting, bathing or dressing). These workers MUST obtain a Working With Children Clearance issued by the Office of the Children's Guardian.

This declaration is NOT to be used by Clergy and Religious who are not retired. These workers MUST obtain a Working With Children Clearance issued by the Office of the Children's Guardian.

This declaration is NOT to be used by authorised foster carers or their adult household members. These individuals MUST obtain a Working With Children Clearance issued by the Office of the Children's Guardian.

This declaration is NOT to be used by student teachers whilst on practical placements involving unsupervised contact with children. These workers MUST obtain a Working With Children Clearance issued by the Office of the Children's Guardian.

How to use this form

Page 1 is a declaration to be completed by the applicant and the person responsible for completing the 100 point identification check. The scoring process used in a 100 point identification check is outlined on page 3. This check is to be completed by an appropriate representative of the parish, school, CSO, CatholicCare, Chancery, Zimmerman Services or other service or program within the Diocese. Originals or certified copies of identification documents must be sighted by the person conducting the check, and the person conducting this check must also complete and sign page 1 **before** sending (page 1 only) to Zimmerman Services.

Why we are using this form

This process is due to changes in legislation and the implementation of the New Working With Children Check Clearance across NSW. The Office of the Children's Guardian (OCG) have encouraged employers to ensure alternative methods for screening exempt volunteers. Please refer to the *Child Protection (Working With Children) Act 2012* and the OCG (NSW) for further information.

If you are a volunteer please send PAGE 1 of your completed form to Zimmerman Services

Email: child.protection@mn.catholic.org.au
 Post: PO Box 29 Carrington 2294
 Fax: 4979 1151
 Phone: 4979 1390

Working With Children Check Clearance Number Verification & Declaration Form (for volunteers & contractors)

I, of
born on declare that I am 'working' for

Section 1: WWCC Clearance Number

I have a valid NSW Working with Children Check (WWCC) Clearance Number from the Office of the Children's Guardian (OCG) and I give consent for the Catholic Diocese of Maitland-Newcastle to verify my Clearance with the OCG. I will provide 100 points of identification when I submit my Clearance number to the Diocese.

WWCC

Type in your WWCC number then proceed to
Section 3: Declaration

-OR-

Section 2: Statement

I do not have a WWCC Clearance Number and am exempt from requiring one or am not seeking to be engaged in child-related work; therefore I state that:

- ☐ I have not been charged with an offence relating to children or young people.
- ☐ I have not been the subject of a police investigation relating to children or young people.
- ☐ I have not had disciplinary action taken against me in a workplace regarding my interaction with a child or young person.
- ☐ I am not a "prohibited person" on the Child Protection Register under the *Child Protection (Offenders Registration) Act 2000*. I know it is an offence for a prohibited person to apply for, attempt to obtain, undertake or remain in child-related employment, **or to sign this declaration.**
- ☐ I am not a "disqualified person" as defined in section 18 of the *Child Protection (Working with Children Act) 2012*. I understand that it is an offence for me to undertake child-related work if I have been convicted of the offences detailed in that section of the Act (the offences include indecent assault, murder of a child, sexual intercourse with a child, grooming, possession of child abuse material, intentional wounding to a child, and attempts to commit such offences).

Section 3: Declaration

1. I understand the Diocese does not tolerate ill-treatment of children and that I am expected to adhere to behaviour standards in my role- such as *Integrity in the Service of the Church* or any Code of Conduct that applies.
2. I have read and understood the information above and know that it is expected that I have checked the definitions in the *Child Protection (Working with Children) Act 2012* if I am uncertain whether I am a disqualified person.
3. I understand that providing false or misleading information on this document can result in disciplinary action and will be considered during any future applications by me for engagement with the Diocese of Maitland-Newcastle.

Signature:

Date:

Section 4: Certification of Identity

N.B.: Identification must be sighted and checked by an employee of the parish/school/CSO/CatholicCare/Chancery and then certify that it has been sighted by filling in this section and signing underneath.

I, have conducted a 100 Point Proof of Identity Check for the person named above.

Signature:

Date:

Do not complete this section if the applicant is a sub contractor and this form is being completed by the principle contractor to the Diocesan agency – it is the contractor's responsibility to have verified the applicant's ID.

Document / Item name	Issuing Agency	Reference number

ALL information on this form must be checked as correct, particularly spelling of names and dates of birth. You may TYPE in the information – this is an 'Active .pdf Form'. Alternatively you can write the information on a blank form, using clear PRINT (not script/running writing). Ensure that the applicant and diocesan worker signs the form. Once completed submit this first page only to Zimmerman Services (scanned as attachment to an email, faxed or posted).
E-mail: child.protection@mn.catholic.org.au Post: Administration, Zimmerman Services PO Box 29 Carrington NSW 2292

100 Point Proof of Identity Check

'100 Point Check' Validation Check List (MUST INCLUDE 1 PHOTO ID)		Points Scored	
1. Primary Documents <i>(Only one form of identification accepted from this category)</i> <ul style="list-style-type: none"> • Birth Certificate • International Travel Document • Citizenship Certificate <ul style="list-style-type: none"> ➢ A Current Passport ➢ Expired Passport which has not been cancelled and was current within the preceding 2 years 	Available Points per Item	70	
2. Secondary Documents <ul style="list-style-type: none"> • Australian Driver's Licence/Permit • Public Service ID Card • Tertiary Student ID Card • Social Security Benefits Card • Trade Certificates/ Licence 		Available Points per Item	40
3. Tertiary Documents <ul style="list-style-type: none"> • Reference from current employer, or previous employer within the last 2 years • A Rating Authority (e.g. Land/Water/Service Rates) 		Available Points per Item	35
4. Supplementary Documents <ul style="list-style-type: none"> • Advice from Telecommunications, Provide (e.g. Account/Listing) • Credit Card /Medicare Card/Health Care Provider Card) • Records of a Primary/Secondary/Tertiary educational institution attended within the last 10 years • Records of professional or trade association membership 		Available Points per Item	25
5. Total Points <ul style="list-style-type: none"> • Points must equal or exceed a total of 100 points 			
6. OR Recent Arrival in Australia <ul style="list-style-type: none"> • A current Passport • Immediately before the person most recently arrived in Australia, the person was not ordinarily resident in Australia and, the signatory has been in Australia for less than 6 weeks 			
7. Declaration I declare that I have verified the identity of the applicant according to the '100 Point Check' Validation Check List.			
<div style="display: flex; justify-content: space-between;"> <Signature of Worker> <Date> </div>			

For applicants under 18

Verify the person's name using one document from the 70 point list above or a student card or a letter signed by the principal, deputy principal, head teacher, deputy head teacher or enrolment officer, confirming that the applicant currently attends the institution.

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Checklist for School Volunteers: Exempt from obtaining a Working With Children Check Clearance Number

CRITERIA



If the volunteer ticks (✓) any of the following criteria – the volunteer has an exemption from being required to obtain a **Working with Children Check Clearance number from the Office of the Children's Guardian.**

If the volunteer is exempt from obtaining a Clearance number, this form should be retained; signed by the volunteer and countersigned by the Assistant Principal or Principal.

The school secretary will complete a *Diocese of Maitland-Newcastle Working with Children Check Clearance Number Verification & Declaration Form* with the volunteer, including the 100 point identification check.

A volunteer (other than a school cleaner) who provides administrative, clerical or maintenance services, or other ancillary services, if the work does not ordinarily involve contact with children for extended periods AND does not allow access to personal information relating to students or other children.	
A volunteer who 'works' for a period of not more than a total of 5 working days in a calendar year, if the 'work' involves minimal direct contact with children or is supervised when children are present.	
A visiting speaker, adjudicator, performer, assessor or other similar visitor at a school or other place where child-related work is carried out if the work of the person at that place is for a one-off occasion and is carried out in the presence of one or more other adults.	

I as Principal / Assistant Principal of
 confirms that is a volunteer who has an exemption under clause 20 of the *Child Protection (Working with Children) Regulation 2013*.

Signature:

Date:

ALL other volunteers in the school who have face-to-face contact with children MUST obtain a **Working with Children Check Clearance number from the Office of the Children's Guardian** and then present to the school with a 100 points of identification and the school secretary will complete a **Diocese of Maitland-Newcastle Working with Children Check Clearance Number Verification & Declaration Form**.

This handbook was brought to you by

