**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 regard to particular issues or questions, you need to access this through your own legal service provider.

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**Website Links**

- [Working with Children Check Fact Sheet No.9](https://www.kidsguardian.nsw.gov.au/Working-with-children/Working-With-Children-Check/)
- Zimmerman Services – Diocesan Child Protection Services
  - Ph: 4979 1390

For the purposes of this document, please note the terms ‘volunteer’ and ‘church worker’ are interchangeable. All references to ‘volunteers’ also apply to any church workers within the Diocese of Maitland-Newcastle.

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Guidelines: Engagement of Volunteers

VOLUNTEER CHECKLIST

All documents are to be completed and signed prior to being returned to the Diocesan Volunteer Co-ordinator:

Please ensure copies of documents are kept securely within the agency responsible for the volunteer. These should remain with the volunteer’s supervisor or records manager as deemed appropriate by the agency director.

☐ Volunteer registration form
☐ Volunteer/Contractor privacy collection notice
☐ Confidentiality agreement
☐ Photograph/video permission form
☐ Parent/Guardian Consent Form
☐ Working with Children Check clearance number verification & declaration for volunteers and contractors exempt from a WWCC clearance
☐ 100 point check validation check list
☐ Photocopy of identification
☐ ICT acceptable use policy
☐ New volunteer ICT request
☐ Code of conduct policy
☐ National Police check
☐ Volunteer orientation checklist
Template Volunteer Letter

[Insert address details] [Insert date]

Dear [Name]

Thank you for offering to become a volunteer at [organisation]. We are very pleased to have your assistance and acknowledge the valuable contribution made by volunteers.

A statement of the tasks to be undertaken in your voluntary capacity is attached. These tasks can be reviewed at your request.

**OPTION 1.** It is agreed you will give your services on [time/days]. If you are unable to attend for any reason, please notify [name] as early as possible.

**OPTION 2.** It is agreed you will give your services based on the needs of [organisation]. If you are unable to attend for any reason, please notify [name] as early as possible.

You understand that as a volunteer, no remuneration will be paid for your services. You also understand that there is no intention by us to enter into an employment contract or relationship with you.

Before you commence volunteering, we ask that you attend a brief induction at [time and place].

**OPTIONAL:** Out-of-pocket expenses may be reimbursed to you where [insert conditions eg where this is approved in advance and proof of expenditure is provided].

While assisting as a volunteer, it is expected that your conduct will always be consistent with the teachings and ethos of the Catholic Church and the mission of the organisation. You are also required to adhere to the policies and procedures of [organisation] and to abide by work health and safety obligations, including exercising due care for the health and safety of yourself and others.

If you decide that you can no longer continue your services as a volunteer, it would be appreciated if you could inform the [name] as soon as possible. You can also contact [name] if you have any questions or concerns about volunteering at the organisation.

Thank you again for volunteering your services.

Yours sincerely,

[Name]
[Position]
# Volunteer Registration Form

### Volunteer Details – Please print

<table>
<thead>
<tr>
<th>Volunteer’s Name</th>
<th>M / F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Agency</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Home Phone</td>
<td>Work Phone</td>
</tr>
<tr>
<td>DOB</td>
<td>Country of Birth</td>
</tr>
<tr>
<td>Language/s Spoken</td>
<td></td>
</tr>
</tbody>
</table>

- 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

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone</td>
<td>Work Phone</td>
</tr>
</tbody>
</table>

### References (Please provide details for 2 character references)

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone</td>
<td>Work Phone</td>
</tr>
<tr>
<td>Name</td>
<td>Relationship</td>
</tr>
<tr>
<td>Home Phone</td>
<td>Work Phone</td>
</tr>
</tbody>
</table>

### Availability

Days & Times Available

### 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?

### Working with Children (if applicable) verification number:

Please include a copy to Zimmerman Services to verify: child.protection@mn.catholic.org.au

<table>
<thead>
<tr>
<th>Signature</th>
<th>Parent/Guardian Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Privacy statement: all information collected is managed consistent with the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act (1988).
Volunteer/Contractor Privacy Collection Notice

1. In applying to volunteer, you will be providing the Diocese of Maitland-Newcastle 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 with regard to your application.

3. You agree that we may store this information for the time of your engagement.

4. The 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), the Catholic Commission for Employment Relations (CCER) and internal Church organisations.

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 organisation may store personal information in the “cloud”, which may mean that it resides on servers which are situated outside Australia. We cannot ensure that any overseas recipient handles this information in accordance with the Privacy Act.

8. If you provide us with others’ personal information, we encourage you to inform them you are disclosing information to the program and why. They can access the information if they wish and their information will only be disclosed to third parties in accordance with the Privacy Policy.

Signature: ____________________________________________

Name: ________________________________________________

Date: ________________________________________________
CONFIDENTIALITY AGREEMENT

Personal Details

Surname  
Given Name  

Phone No.  
Email  

Role/Position Held  

Department/Parish  

Declaration

I, ___________________________________________________:  
Full Name  

1. acknowledge that during the conduct of services on behalf of the Diocese of Maitland-Newcastle I will have access to a range of personal/private information where there is a legal, public and/or moral obligation for that information to be protected (i.e. not disclosed to any other party).

2. will report immediately to my supervisor (i.e. Clergy or Religious or Manager) or the Diocesan Human Resources Manager (as the Diocesan Privacy Officer) any information that indicates a breach in the law or that is contrary to the work of the diocese or its Code of Conduct.

3. acknowledge that information as it relates to the agreement means written documents, electronic material, video or audio or other record or transcript relating to an individual, his/her care or circumstance.

4. will not provide any personal information to any other party, with the exception of information required to fulfil duty of care for the individual or by a legally enforceable undertaking, without the formal approval of my supervisor or diocesan executive.

5. understand that breaching these requirements may result in formal disciplinary action, dismissal or legal proceedings.

Endorsement of the Terms of the Confidentiality Agreement

I acknowledge that I have read and understood the Diocese of Maitland-Newcastle Privacy Policy and the information detailed within this Confidentiality Agreement (Points 1-5) and I will abide by the Confidentiality Agreement.

Applicant Signature: _______________________________________

Date  

Witness:  ______________________________    ________________________

Full Name    Signature    Date
Dear Volunteer

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

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 diocesan volunteer co-ordinator 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:
  - CatholicCare’s intranet and website
  - The Catholic Diocese of Maitland-Newcastle website and mnnews.today
  - social media
  - promotional materials
  - newspapers and other media.

- I authorise the diocese to use the photograph/video in material available free of charge for diocesan promotional, marketing, media and educational purposes.

- I give permission for my photograph/video to be used by the diocese 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 diocesan volunteer co-ordinator.

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) ____________________________
The Parent/Guardian consent form is to be read and completed.

I, the undersigned, am the parent or guardian of the child/young person named below and give permission for my child/young person to volunteer as a,__________________, in the (parish or organisation) ________________________.

I understand and acknowledge the nature of the roles which are typically performed by volunteers and which may be performed by my child as a volunteer.

I agree/do not agree to the Catholic Diocese of Maitland-Newcastle using my child/young person’s photograph/video for but not limited to promotional marketing, and/or media use across specific media channels. These may include but are not limited to MNnews.today, Aurora and social media. I understand I may revoke this permission at anytime by advising the Catholic Diocese of Maitland-Newcastle in writing.

I agree/do not agree with the child/young person named below being given emergency medical treatment and/or transportation if necessary in the event of an accident, injury or sudden illness while engaging in a volunteering role.
I, the undersigned, agree to accept financial responsibility for any such medical treatment.

I, the undersigned, acknowledge that I have read this release and fully understand its contents.

The Parent and Guardian consent form will remain effective for the duration that the child/young person is a volunteer within the Catholic Diocese of Maitland-Newcastle.
Child/young person’s details
Name of child/young person

Parent/Guardian details
Name of parent/guardian

Signature

Date

Relationship to child/young person

Emergency contact details
Name

Contact details

Relationship to child/young person

Volunteer Supervisor details
Volunteer supervisor name

Signature

Date
Working with Children Check Clearance Number
Verification & Declaration for volunteers & contractors exempt from a WWCC Clearance

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.

Section 2: Statement
I do not have a WWCC Clearance Number and am exempt from requiring one; 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 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 young people 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 (Identification must be sighted and checked by:

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

Signature:

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.

<table>
<thead>
<tr>
<th>Document/Item name</th>
<th>Issuing Agency</th>
<th>Reference number</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

All information must be checked as correct and typed onto the form. Then print the form for the applicant and administrative worker to sign. 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 Fax: 4940-8087
When to use this form

This declaration is to be completed by:

a) Volunteers who work with children but are exempt from a Working With Children Clearance because they are parents or close relatives of a child using the service or program (or attending the school where volunteering takes place);

b) Volunteers, 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, 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. 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 in the appendix. This check is to be completed by an appropriate representative of the CSO, Chancery, parish, 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 the form 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 across NSW. The Commission for Children and Young People has encouraged employers to ensure alternative methods for screening exempt volunteers. Please refer to the Child Protection (Working With Children) Act 2012 and the Commission for Children and Young People (NSW) for further information.

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

Email: child.protection@mn.catholic.org.au
Post: PO Box 29 Carrington 2294
Fax: 49791151
Phone: 49791390
### ‘100 Point Check’ Validation Check List (MUST INCLUDE 1 PHOTO ID)

<table>
<thead>
<tr>
<th>Points Scored</th>
<th>1. Primary Documents</th>
<th>Available Points per Item</th>
<th>2. Secondary Documents</th>
<th>Available Points per Item</th>
<th>3. Tertiary Documents</th>
<th>Available Points per Item</th>
<th>4. Supplementary Documents</th>
<th>Available Points per Item</th>
<th>5. Total Points</th>
<th>Available Points per Item</th>
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<tbody>
<tr>
<td>70</td>
<td>Birth Certificate</td>
<td></td>
<td>Australian Driver’s Licence/Permit</td>
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<td>Reference from current employer, or previous employer within the last 2 years</td>
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<td>Advice from Telecommunications, Provider (eg Account/Listing)</td>
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<td>Points must equal or exceed a total of 100 points</td>
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<tr>
<td></td>
<td>International Travel Document</td>
<td></td>
<td>Public Service ID Card</td>
<td></td>
<td>A Rating Authority (e.g. Land/Water/Service Rates)</td>
<td></td>
<td>Credit Card /Medicare Card/Health Care Provider Card</td>
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<td></td>
<td>Citizenship Certificate</td>
<td></td>
<td>Tertiary Student ID Card</td>
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<td>Records of a Primary/Secondary/Tertiary educational institution attended within the last 10 years</td>
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<td></td>
<td>A Current Passport</td>
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<td>Social Security Benefits Card</td>
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<td>Records of professional or trade association membership</td>
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<td>Expired Passport which has not been cancelled and was current within the preceding 2 years</td>
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<td>Trade Certificates/Licence</td>
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6. **OR**

**Recent Arrival in Australia**
- 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 fewer 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.

<Signature of Manager> <Date>

**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.
ICT Acceptable Use Policy

1. Aim

The Diocese of Maitland-Newcastle (the Diocese) has a responsibility to protect users, clients and Diocesan resources from illegal or damaging actions by individuals committed either knowingly or unknowingly.

The acceptable use policy provides guidance on how the Diocesan information and communication technology (ICT) infrastructure shall be used to facilitate effective information management.

2. Purpose

This policy sets out the responsibilities for all ICT users of the Diocese, regarding the proper and permitted use of the network, including internet, email and web browsing.

“Information and Communications Technology in the workplace raises questions about the supervision of its use. This technology includes email and access to the internet. The computers and internal network involved are controlled by the organisation and management has the responsibility for issuing clear instructions for their proper use. “p. 1 Australian Privacy Commission 2001.

3. Scope

This policy applies to permanent and temporary employees, contractors, consultants, volunteers and all other users of ICT systems of the Diocese and its relevant agencies, being the CDF, Pastoral Ministries, Finance and Administrative Services, CatholicCare and the parishes.
This policy applies to all ICT equipment that is owned or operated by the Diocese. All users must ensure that their professional and personal behaviour in relation to the use of technology and electronic communication including email and web use is consistent with this policy. Unacceptable use of the network and breaches of this policy may require disciplinary procedures.

Note: The Catholic Schools Office (CSO) and its connected networks are not included within the scope of this policy. Please refer to the CSO policy on Internet Email and Network Usage in the workplace, however the use of Diocesan resources by CSO staff is subject to the terms of this policy.

4. Responsibilities

<table>
<thead>
<tr>
<th>All users</th>
<th>Fully understand the implications of the acceptable use policy; ensure that use of Diocesan ICT resources is in accordance with the policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heads of Diocesan agencies</td>
<td>Approve the content of acceptable use policies; promote awareness of this policy and implications for breaching this policy; take disciplinary action where policy breaches are identified</td>
</tr>
<tr>
<td>ICT Services Team</td>
<td>Ensure all users are aware of and agree to the acceptable use policy when access is granted to the Diocesan network; monitor the use of the network and report policy breaches to the Head of Agency where appropriate</td>
</tr>
<tr>
<td>Managers</td>
<td>Ensure that direct reports have signed a copy of the policy and that it has been placed in their file</td>
</tr>
</tbody>
</table>

5. Policy Usage

The Diocese provides computers and Internet access to support the mission of the Church and the administration of the Diocesan agencies, and to enhance the opportunities for Diocesan staff. All ICT equipment remains the property of the Diocese or its agencies.

Users are to utilise Diocesan computers, networks and Internet services for work-related purposes. Incidental personal use of Diocesan computers is permitted, as long as such use does not interfere with the employee’s job duties and performance, with system operations or other system users. ‘Incidental personal use’ is defined as use by an individual user for occasional personal communications. Users are reminded that such personal use must comply with this policy and all other related procedures and rules.

Users must ensure that in communications concerning individuals and staff, that personally identifiable information remains confidential.

Privacy expectations and intellectual ownership

Users’ browsing activities, email and instant message content as well as call records and other system metadata can be scrutinised. Such scrutiny will occur as the Diocese considers necessary as a reasonable management action and will be carried out in a reasonable manner. System administrators are able to access users’ data and log network and communication use as part of their role.

In reviewing and monitoring user accounts and information, the Diocesan systems administrators will respect the privacy of individuals. These people must not divulge or disclose such information to others unless required by the Head of Diocesan Agency, the Head of Human Resources, or State or Commonwealth Law. (Ref. National Privacy Principles 2001). If during the course of their duties a system administrator discovers information that demonstrates a breach of this policy, information
about this breach will be reported to the Information & Communications Technology Manager, who will be responsible for liaising with the respective Head of Diocesan Agency or Head of Human Resources. In the event that a breach has been committed directly by a Head of Diocesan Agency the matter will be referred directly to the Bishop.

System administrators within the Diocese include the Bishop, Information & Communications Technology Manager and delegated personnel as specified by the Bishop or the Information & Communications Technology Manager.

Electronic communications and materials produced, sent and kept by employees, remain the property of the relevant Diocesan agency of the Diocese of Maitland-Newcastle.

Electronic mail
The sender of an email has no control over the future distribution of the message. The following are technical realities of the use of emails:

- Email should be regarded as insecure unless it has been encoded or encrypted.
- Emails are hard to destroy. Even deleted emails are backed up and recoverable.
- Most software used to operate networks, including web servers, mail servers and gateways, logs transactions and communications. These logs will normally include the email addresses of senders and recipients and time of transmission. System administrators are capable of reading the contents of emails sent and received by the Diocesan network. (www.privacy.gov.au).
- The Diocese reserves the right to block any email message suspected to contain a virus or other inappropriate content.

Acceptable use of email in the workplace
Acceptable use of email is defined as communication to others on work-related matters, connected with the goals and purposes of each respective Diocesan agency.

Unacceptable use of email in the workplace
Unacceptable use is where email is used to:

- distribute unsolicited email messages, including “junk email” or “spam” or other advertising materials, except in the case of diocesan agencies sending material of an advertising or promotional nature to users within the Diocesan system.
- use diocesan email distribution lists without authority, or for the sharing of non-work related matters.
- harass or discriminate other users.
- flame (send abusive email).
- defame other employees, the Diocese, or another individual or organisation.
- disclose personal information or contact details about another employee.
- receive, maintain or transmit pornography.
- read another person’s email or other protected files unless otherwise authorised by this policy.
- send on chain letters which may be interpreted as harassment by others.
• send and forward to others jokes which may amount to sexual harassment or discrimination via email on an intranet or the Internet.

• send anonymous messages which contain no details of the sender’s name and affiliation.

• unauthorised use, or forging, of email header information.

• access non-Diocesan based email systems or accounts. e.g. Hotmail, Gmail or other email services. These externally provided systems cannot be guaranteed to have provided acceptable protection against viruses and other malware.

• waste resources - time, or the capacity of the system or the equipment. This is especially inappropriate for personal use, or where productivity is directly affected.

• without authority, destroy, alter, dismantle, disfigure, prevent rightful access to or otherwise interfere with the integrity of computer-based information and/or information resources, including, but not limited to, uploading or creating computer viruses.

• use a third party’s copyright material.

• send sexually explicit, suggestive, or other harassing material.

• distribute information that could reasonably be regarded as misleading or represents a conflict of interest with the organisation.

**Internet access and web browsing**

Logs are maintained that record information on the sites which people visit. The keeping of these logs is necessary for the routine maintenance, security and management of networks and systems. Information is logged automatically.

Most content made available on web sites (including text, images, software, sound and film clips) is protected copyright material. Accordingly, when browsing the World Wide Web, copyright laws must be respected. However, under the Copyright Act 1968, the making of a temporary reproduction of a work in the course of browsing the internet is not an infringement.

It may not be possible to tell if a web page is relevant until it has been read. The operation of web search engines can result in surprising and irrelevant results. Links on web sites may also be misleading (www.privacy.gov.au). If you inadvertently open an inappropriate website, you should close the website immediately and keep details of the circumstances under which you accessed the site.

All users have a dual responsibility to protect those in their care eg clients, school students, or elderly residents, from offensive material, and to ensure that no one may be liable for transmitting offensive material.

The Diocese reserves the right to restrict access to any internet site suspected to contain a virus or other inappropriate content.

**Appropriate use of the Internet in the workplace**

Acceptable use of the internet is defined as accessing information and resources for work-related matters, connected with the goals and purposes of each respective Diocesan Agency.
Unacceptable use of the internet in the workplace

Unacceptable use is where the internet is used to:-

- download sexually graphic material
- access web sites that contain pornographic material
- participate in ‘Chat Groups’ or use other chat/instant messaging technologies for discussions unrelated to work
- subscribe to electronic mailing lists unrelated to work
- violate any local, state, commonwealth or international law
- conduct any non-diocesan business activity for financial gain or commercial purposes
- download unnecessary information or unauthorised software
- violate Diocesan or third party copyright or licensing agreements or other contracts
- seek to gain unauthorised access to any resources within or outside of the Diocese
- waste resources - time, or the capacity of the system or the equipment. This is especially inappropriate for personal use
- access sexually explicit, suggestive, or other harassing or offensive material.

Use of Social Media

Use of social media, whether in a personal capacity or as part of a role within the Diocese, must be carried out in line with Diocesan Social Media Policy (2013)

Use of ICT resources

The following guidelines exist on the general use of Diocesan computer and network facilities in general:-

- Users must not make contact through any form of information technology with children or young people whom you know through your role in the Diocese for any relationship or contact outside your professional role, unless such contact has prior approval from a manager.
- Users must not make contact with children or young people via any form of information technology for the purpose of initiating or maintaining an inappropriate relationship.
- Extensive use of the network or other ICT resources for personal and private business is prohibited.
- Network accounts are to be used only by the authorised owner of the account for the authorised purpose.
  - Users shall not disclose their account details or passwords to any other person.
  - Users will maintain passwords that would not be easy for someone to guess and will change their password regularly.
  - Users will log off or lock their workstations when unattended and set a password protected screensaver to prevent unauthorised use of their computer and credentials.
- Users shall not intentionally seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, or misrepresent other users on the network.
• All communications and information accessible via the network should be assumed to be private property.

• No use of the network shall serve to disrupt the use of the network by others.

• Malicious use of the network to develop programs that harass other users or infiltrate a computer or computing system and/or damage the hardware and software components of a computer or computing system is prohibited. This includes the introduction of malicious programs into the network or server including but not limited to viruses, worms, Trojan horses, and e-mail bombs.

• The installation of unlicensed software for use on Diocesan computers is prohibited.

• The Diocese reserves the right to monitor the use of any Information Technology or Communications resource. Monitoring will be conducted in accordance with the NSW Workplace Surveillance Act, 2005. Users should be aware that acceptance of this policy constitutes official notice that surveillance may be conducted under the Act.

• Diocesan ICT resources must not be used to conduct illegal activities as defined by any local state or international legislation.

• Diocesan ICT resources must not be used to access any material which would be considered offensive or derogatory on the basis of race, sex or religion; or material which a reasonable person would deem unacceptable.

**Use of Mobile ICT resources**

The Diocese provides mobile ICT equipment and resources to users whose roles require them to be contactable when working away from their normal base, who regularly travel between sites or who are on-call after hours.

Users must be efficient, economical and ethical in their use and management of these resources which are provided for organisational purposes. All employees have a responsibility to ensure the proper use and security of these resources in line with the rest of this policy.

Additional responsibilities particular to mobile and portable devices include:

• physical security. Mobile ICT equipment should be secured at all times to prevent damage or theft

• safe operation. Mobile ICT equipment should not be used while controlling a vehicle or other machinery. This is prohibited even if the road rules permit some hands-free usage as it has been shown that having a mobile phone conversation (regardless of using hands-free technology) while driving can increase the risk of a crash resulting in hospitalisation by four times (BMJ, 2005).

• return of equipment. All mobile ICT equipment must be returned to the Diocese or its agencies on cessation of a user’s engagement.

**Consequences of inappropriate behaviour**

An employee’s conduct and behaviour in relation to the use of email, internet and web browsing may be deemed inappropriate if the contents of this policy are found to have been breached. If so, a thorough and transparent investigation of the alleged breaches will take place. This investigation will be carried out by the Head of Diocesan Agency and/or his/her delegate.
Failure to comply with this policy governing computer use may result in disciplinary action, up to and including dismissal. Offenders may be disciplined via the relevant Diocesan Agency disciplinary procedures, which may include termination of their employment. Illegal uses of the Diocesan computers will also result in referral to law enforcement agencies.

The possession, control, production, supply or obtaining of child pornography for personal use or for use by another person is an offence under Section 474.20 of the Schedule to the Criminal Code Act 1995. If a user is found to be accessing child pornography sites or in possession of child pornography, the matter will be reported to the police and the NSW Ombudsman.

Acknowledgements

The following resources were used in the preparation of this policy document:

- Procedures for the Acceptable Use of the Internet and Email, The Catholic Education Office, Diocese of Wollongong
- The Australian Privacy Commissioner’s Website 2001 Update
- Catholic Education Commission Web Site - Copyright, Internet & Email Use
- NSW Ombudsman Child Protection Act 1974
- NSW Workplace Surveillance Act 2005
- CCER Newsletter Vol 4 No 9, 10 August 2005
- CCER sample Staff Email & Internet Policy September 2005
- British Medical Journal, http://www.bmj.com/content/331/7514/428

Review and acceptance

In order to ensure that all users are aware of their obligations under this acceptable use policy, all users shall be required to review and accept this policy prior to accessing any ICT resources. In some cases, the policy will be displayed on user logon and need to be accepted to gain access to the computer. In this event the date of acceptance is recorded in the central ICT Active Directory.

The policy should also be reviewed as part of induction.

The use of ICT resources constitutes acceptance of this policy.

The signature of an employee is not required to indicate acceptance of this policy but has been added for inclusion in hard copy employee records. At all times, the electronic version of this policy stored at www.mn.catholic.org.au/ICT remains the current and enforceable version.

Signed

____________________________________  ________________________________
Employee  Date
## Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Description of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/07/2002</td>
<td>Various</td>
<td>Initial version – published on the Diocesan website</td>
</tr>
<tr>
<td>06/10/2004</td>
<td>Brendan Klasen</td>
<td>Reviewed and adjusted policy to fit Diocesan ICT information security templates</td>
</tr>
<tr>
<td>11/07/2005</td>
<td>Brendan Klasen</td>
<td>Updated Child Protection Policy wording; released for comment to heads of Diocesan agencies</td>
</tr>
<tr>
<td>15/08/2005</td>
<td>Brendan Klasen</td>
<td>Updated with feedback from heads of Diocesan agencies. Forwarded to the Bishop for final approval</td>
</tr>
<tr>
<td>13/09/2005</td>
<td>Brendan Klasen</td>
<td>Updated with further revisions from heads of Diocesan Agencies. Released for final review and comment</td>
</tr>
<tr>
<td>03/11/2005</td>
<td>Brendan Klasen</td>
<td>Modified scope to exclude Catholic Schools Office</td>
</tr>
<tr>
<td>19/12/2005</td>
<td>Brendan Klasen</td>
<td>Approved by the Bishop’s Executive Committee for release</td>
</tr>
<tr>
<td>12/12/2008</td>
<td>David Butterworth</td>
<td>Reviewed policy with no changes required</td>
</tr>
<tr>
<td>18/5/2009</td>
<td>Jo Hanlon</td>
<td>Policy format updated</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reviewed by DOMN Exec and published</td>
</tr>
<tr>
<td>15/01/2010</td>
<td>David Butterworth</td>
<td>Corrected ICT from ITC</td>
</tr>
<tr>
<td>07/02/2012</td>
<td>David Butterworth</td>
<td>Added responsibility of “Managers”</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added references to instant messaging and locking of workstations</td>
</tr>
<tr>
<td>08/01/2014</td>
<td>David Butterworth</td>
<td>Updated to current documentation style</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Added references to Social Media Policy and various minor updates</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Incorporated items specific to mobile ICT equipment</td>
</tr>
<tr>
<td>19/03/2014</td>
<td>David Butterworth</td>
<td>Approved by Diocesan Executive</td>
</tr>
<tr>
<td>23/06/2015</td>
<td>David Butterworth</td>
<td>Amendments from In House Counsel and addition of signature space</td>
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</table>
# New Volunteer ICT Request

<table>
<thead>
<tr>
<th>EMPLOYEE DETAILS –</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>New Or Existing</strong></td>
<td></td>
</tr>
<tr>
<td>☐ New Volunteer/User</td>
<td>☐ Update Existing Volunteer/User</td>
</tr>
<tr>
<td><strong>Position Title</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Facility/Location</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Department</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Room ID</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Person in a similar position</strong></td>
<td>This may be used to help determine the folder access etc for the new person.</td>
</tr>
<tr>
<td><strong>Person this user reports to</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MAILBOX</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mailbox details</strong></td>
<td></td>
</tr>
<tr>
<td>☐ Standard</td>
<td>☐ No mailbox</td>
</tr>
<tr>
<td><strong>PO Box for email signature</strong> (If required)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACCESS PERIOD</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Creation date</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Expiration date</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACCESS TO FOLDERS – PLEASE COMPLETE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Requires access to the following shared folder or email public folder locations: (If exact paths are unknown, please give a description) e.g. \DOMN-FS\CCAData\CCA Administration or “Outlook:\Public Folders\All Public Folders\Social Services\Centacare Children’s Services Contacts”</td>
<td></td>
</tr>
<tr>
<td>☐ Read only</td>
<td>☐ Full access:</td>
</tr>
<tr>
<td>☐ Read only</td>
<td>☐ Full access:</td>
</tr>
<tr>
<td>☐ Read only</td>
<td>☐ Full access:</td>
</tr>
<tr>
<td>☐ Read only</td>
<td>☐ Full access:</td>
</tr>
<tr>
<td>☐ Read only</td>
<td>☐ Full access:</td>
</tr>
</tbody>
</table>

| Email distribution groups (e.g. # CC - Head Office, media@mn.catholic.org.au) Requires membership of the following groups |  |
| New Hardware Requirements (If not already approved in the Authority to Recruit form) |  |
| ☐ Existing Hardware in place already |  |
| Does this person require a new? |  |
| ☐ Laptop/Notebook/Tablet Computer ($2,000) |  |
| ☐ Docking Station (for laptops) ($300) |  |
| ☐ Desktop/Full client PC ($1,400) | ☐ Dual Screen Capable |
| ☐ Thin Client ($600) |  |
| ☐ LCD Display ($300) x 2 |  |

In order to receive new hardware (if not already approved in the Authority to Recruit form), you must provide one of these three forms of authorisation of the costs as listed next to the hardware choice/s above:

- **CatholicCare and Diocesan Purchases only:**
  - Option 1. If the new hardware is in the capital budget, please provide the Capital Approval Number: ___________
  - Option 2. Include a “Request for purchase outside budget” or a “New Project Approval” that has been signed by the VC Administration

- **Parish Purchases:**
  - Option 3. For parish requests, include a written request authorised by the parish priest

<table>
<thead>
<tr>
<th>Desk Phone Requirements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ There is a desk phone in place already - MAC Address on back of phone</td>
<td></td>
</tr>
<tr>
<td>☐ There is a phone available elsewhere that needs to be relocated for this person</td>
<td></td>
</tr>
<tr>
<td>☐ There are no phones available; a new phone will need to be procured. Preferred extension number:</td>
<td>☐ New</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mobile Phone Required</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If a mobile phone is required, please contact <a href="mailto:Frances.Johnson@mn.catholic.org.au">Frances.Johnson@mn.catholic.org.au</a> or <a href="mailto:pnicholsonson@catholiccare.org.au">pnicholsonson@catholiccare.org.au</a> local parish secretary</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Manager name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Manager signature:</strong></td>
<td></td>
</tr>
</tbody>
</table>

Please send completed page two to support@catholiccare.org.au or fax it to 02 4979 1131

For any questions or assistance in completing the form, please contact the Support Desk on 02 4979 1129

Office Use Only

<table>
<thead>
<tr>
<th>Completed By Signed:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirmed By Signed:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

If the volunteer requires ICT access, please ensure they complete and return to the Diocesan ICT team.
Purpose

The Diocese is committed to the delivery of services consistent with the principles and standards detailed in the resources Integrity in the Service of the Church supported by the definition of appropriate standards of professional and personal conduct contained within this policy.

These principles are a commitment to justice and equity, upholding the dignity of all people and their right to respect, a commitment to safe and supportive relationships, an outreach to the poor, alienated or marginalised and striving for excellence in the conduct of our work.

The Diocese expects the high standards of conduct and appropriate due diligence by all The Diocese representatives (paid or unpaid) in the conduct of services on behalf of The Diocese.

Policy Statement

All representatives of The Diocese will apply professional standards in the conduct of duties.

Any unlawful or inappropriate behaviour that has the potential to bring The Diocese into disrepute will result in a disciplinary review being initiated.

Any person making a protected disclosure relating to any suspected improper use, fraud, waste or abuse of resources, corrupt conduct, inadequate administration or accountability is entitled to seek and receive support and protection when making such disclosures, and to be notified of the action taken in relation to the disclosure.

Definitions

Professional standards as they relate to the Code of Conduct Policy means:
• treating all members of the The Diocesan community, including other employees and volunteers, with respect and dignity.
• maintenance of privacy and confidentiality where required.
• maintaining a duty of care to other persons in the workplace or in our care.
• maintaining documentation to support decisions made.
• complying with The Diocese of Maitland-Newcastle policies and procedures.
• using resources economically and ethically.
• maintaining appropriate professional boundaries with clients and colleagues at all times.
• ensuring our workplace is free of harassment, bullying or intimidation.
• ensuring procedural fairness in all processes.
• recognising the contributions of others.
• displaying conduct that supports the image of The Diocese as a professional service organisation.
• using and maintaining the resources of the Diocese in a manner that does not bring the Diocese into disrepute.
• acting lawfully and complying with legislative, contractual and industrial requirements.
• counselling and mentoring others in the accepted professional standards of the Diocese.
• reporting inappropriate conduct where it is in breach of the code of conduct.
• ensuring that any perceived “power” relationship is not used inappropriately to the detriment of others.
• ensuring that any potential or actual conflict of interest is reported.

Conflict of interest as it relates to the code of conduct means any interest where a paid or unpaid person, representing The Diocese in an official capacity, has an identified or perceived interest, whether pecuniary or not, in a matter relating to the provision of goods or services to The Diocese where there is a likelihood of personal gain arising from a decision of the Diocese.

Unacceptable professional conduct, that will result in disciplinary proceedings includes:

• breaches of confidentiality.
• acceptance of gifts and benefits where they could be seen to either directly or indirectly compromise their professional duties or decisions.
• harassment and bullying.
• sexual harassment/assault.
• physical assault.
• inappropriate relationships with colleagues or persons we support.
• menacing or intimidating behaviour.
• behaviour that endangers the safety or well-being of others (staff and/or persons we support).
• inappropriate conduct/communications or content transmission using electronic devices.
• accessing, promoting, storing or distributing pornographic material using work resources.
• behaviour which is deemed to be reportable under common law.
• conduct of secondary employment or other activities involving diocesan resources during work time for other than their intended purpose.
Scope

This policy applies to all persons representing The Diocese in a paid or unpaid capacity and includes (but is not limited to) employees of CatholicCare, Trustees, Advisory Council Members, volunteers and diocesan employees.

Policy Context

This policy must be read in conjunction with the Human Resource Policies and the Diocesan Governance Statement.

Relationships to Standards

<table>
<thead>
<tr>
<th>NSW Out of Home Care Standards</th>
<th>National Disability Service Standards</th>
<th>National Standards for Mental Health Services</th>
<th>ISO 9001</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>6</td>
<td>8</td>
<td>5.5</td>
</tr>
</tbody>
</table>

Responsibilities

All staff, volunteers and visitors are responsible for complying with the Code of Conduct Policy.

Managers are responsible for communicating the Code of Conduct Policy to their staff and conducting annual refresher training in the requirements of the Code of Conduct Policy.

The Vice Chancellors and Directors of the Diocese are responsible for the review of the Code of Conduct Policy.

Legislative / Professional Guidelines

Relevant professional standards (eg counsellors, psychologists, Certified Practicing Accountants, FACS Governance Framework).

Ombudsman Act 1974 No.68


Acknowledgement by worker

I, ___________________________________________ acknowledge that:

1. I have read and understood the Code of Conduct, version dated 29 May 2015;
2. I have had the opportunity to clarify any items within the Code of Conduct with my supervisor and these have been resolved;
3. I agree to comply with the Code of Conduct and any other associated policies referenced within the Code of Conduct.

_______________________________________________     ___ / ___ / ________
Signature of Employee                                 Date

This form must be retained on the worker’s file.
# Informed Consent Form

**National Police Checking Service**

## Section 1: Personal Information

Please forward to hradminmailbox@mn.catholic.org.au

Please select appropriate box only:

- Employee
- Contractor/Consultant
- Volunteer
- Individual
- Other (Please specify)

Is this a renewal check? Yes No

Names by which I am, or have been, known

If more room is required, list on a separate sheet, sign and attach the sheet to this form.

Additional sheet included? Yes No

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td></td>
</tr>
<tr>
<td>First</td>
<td></td>
</tr>
<tr>
<td>Middle</td>
<td></td>
</tr>
<tr>
<td>Maiden</td>
<td></td>
</tr>
<tr>
<td>Alias</td>
<td></td>
</tr>
<tr>
<td>Previous</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td>/ / yyyy</td>
</tr>
<tr>
<td>Sex</td>
<td>Male / Female / Unspecified</td>
</tr>
<tr>
<td>Suburb/Town</td>
<td></td>
</tr>
<tr>
<td>State/Territory</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
</tbody>
</table>

### Permanent residential address over the last five years

If more room is required, list on a separate sheet, sign and attach the sheet to this form. If full details are unavailable, include as much information as possible.

Additional sheet included? Yes No

<table>
<thead>
<tr>
<th>Period of residence</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>/ / to / /</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current</th>
<th>Period of residence</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number/Street State/Territory Postcode</td>
<td>/ / to / /</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Previous (if applicable)</th>
<th>Period of residence</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number/Street State/Territory Postcode</td>
<td>/ / to / /</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Previous (if applicable)</th>
<th>Period of residence</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number/Street State/Territory Postcode</td>
<td>/ / to / /</td>
<td></td>
</tr>
</tbody>
</table>

### Contact details

- Phone Home
- Work
- Mobile
- Email

### Other details (if applicable)

- Australian driver’s licence no.
- Firearms licence no.

211165_1
Version 3.0

Visit us online mn.catholic.org.au
**SECTION 2: PROOF OF IDENTITY**

Documents must be selected from the list below

When applying for a National Police History Check, you must provide proof of your identity with this form (see Minimum Identity Requirements below). All documents must be originals or certified true copies. A certified copy means a document that has been certified as a true copy of an original by a person listed in Schedule 2 of the Statutory Declarations Regulations 1993 (Cth) which is available from [http://www.comlaw.gov.au](http://www.comlaw.gov.au) by searching for “Statutory Declarations Regulations 1993”.

**Change of Name**

If all documents provided for 100 points are under the same name you will not be required to provide additional ID documentation if you provide a maiden/alias name. If the 100 points provided are under two or more different names (e.g. birth certificate in maiden name and driver’s licence in married name) then further ID documents will need to be provided as evidence of a name change (e.g. Change of Name or Marriage Certificate issued by a State or Territory Registry of Birth, Deaths and Marriages, or Divorce Papers issued by the Family Court). These documents must be originals or certified true copies and DO NOT count towards the 100 Points. If you use a change of name document you must have provided the other names you have used in section 1 of this form.

**Minimum Identity Requirements**

You must provide:

- at least one document from either Category A or Category B, that is, you do not need to provide documents from both categories as long as all other minimum requirements are satisfied;
- at least one of your identity documents must contain a photograph. If you are unable to provide a listed document containing a photograph you must submit a passport style photograph of yourself certified by a person listed in Schedule 2 of the Statutory Declarations Regulations 1993 (Cth);
- the combination of documents supplied should, as a minimum equal a total of 100 points; and
- evidence of your full name and date of birth.

<table>
<thead>
<tr>
<th>Category A—Each document is worth 70 points</th>
<th>Points Scored</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Birth Certificate</td>
<td></td>
</tr>
<tr>
<td>• Australian Passport (current, or expired within the previous two years, but not cancelled)</td>
<td></td>
</tr>
<tr>
<td>• Australian Citizenship Certificate</td>
<td></td>
</tr>
<tr>
<td>• International Passport (current, or expired within the previous two years, but not cancelled)</td>
<td></td>
</tr>
<tr>
<td>• Other document of identity having same characteristics as a passport e.g. diplomatic/refugee (Photo or Signature)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category B—The first document is worth 40 points and each additional document is worth 25 points</th>
<th>Points Scored</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Current Licence or Permit (Government Issued)</td>
<td></td>
</tr>
<tr>
<td>• Working With Children/Teachers Registration Card</td>
<td></td>
</tr>
<tr>
<td>• Aviation Security Identification Card/Maritime Security Identification Card</td>
<td></td>
</tr>
<tr>
<td>• Public Employee Photo ID Card (Government Issued)</td>
<td></td>
</tr>
<tr>
<td>• Department of Veterans’ Affairs Card</td>
<td></td>
</tr>
<tr>
<td>• Centrelink Pensioner Concession Card or Health Care Card</td>
<td></td>
</tr>
<tr>
<td>• Current Tertiary Education Institution Photo ID</td>
<td></td>
</tr>
<tr>
<td>• Reference from a medical practitioner (must have known the Applicant for a period of at least 12 months)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category C—Each document is worth 25 points</th>
<th>Points Scored</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Birth Extract</td>
<td></td>
</tr>
<tr>
<td>• Foreign/International Drivers Licence</td>
<td></td>
</tr>
<tr>
<td>• Proof of Age Card (Government Issued)</td>
<td></td>
</tr>
<tr>
<td>• Medicare Card/Private Health Care Card</td>
<td></td>
</tr>
<tr>
<td>• Council Rates Notice</td>
<td></td>
</tr>
<tr>
<td>• Property Lease/Rental Agreement</td>
<td></td>
</tr>
<tr>
<td>• Property Insurance Papers</td>
<td></td>
</tr>
<tr>
<td>• Australian Tax Office Assessment</td>
<td></td>
</tr>
<tr>
<td>• Superannuation Statement</td>
<td></td>
</tr>
<tr>
<td>• Seniors Card</td>
<td></td>
</tr>
<tr>
<td>• Electoral Roll Registration</td>
<td></td>
</tr>
<tr>
<td>• Motor Vehicle Registration or Insurance Documents</td>
<td></td>
</tr>
<tr>
<td>• Professional or Trade Association Card</td>
<td></td>
</tr>
</tbody>
</table>

If relied upon, the following documents must be from different organisations:

- Utility Bills (e.g. Telephone, Gas, Electricity, Water)
- Credit/Debit Card
- Bank Statement/Passbook

201165_1

Version 3.0
SECTION 3: ACCREDITED ORGANISATION DETAILS

Accredited Organisation (Legal name)  
Catholic Commission for Employment Relations  
ABN 60 601 410 789

Address

SECTION 4: ACCREDITED ORGANISATION NOTES (OFFICE USE ONLY)

Notes

SECTION 5: AUTHORISATION TO DISCLOSE PERSONAL INFORMATION

Is the result of the National Police History Check to be forwarded/disclosed only to the Accredited Organisation named in Section 3 above?

☐ Yes  ☐ No  

If No: I authorise the result of the National Police History Check to be forwarded/disclosed to the following employer/organisation to assess my suitability:

Employer/Organisation (Legal name)  
Catholic Diocese of Maitland-Newcastle (65)  
ABN 44 568 352 340

211165_1

Version 3.0
SECTION 6: PURPOSE OF THE NATIONAL POLICE HISTORY CHECK

Provide details of the purpose for which the check is required. Such as relevant position/role, place of work and whether you have contact with vulnerable groups e.g. Client Services Officer in a call centre, janitor at a school, volunteer in aged care facility with direct care of disabled and aged persons.

Purpose or Role

SECTION 7: GENERAL INFORMATION

General information

Australian Criminal Intelligence Commission (ACIC) is collecting your personal information in this form in order to conduct a National Police History Check (NPHC) on you. It does this through a contractual arrangement with the Accredited Organisation named at Section 3. ACIC has contractual arrangements with its Accredited Organisations to collect personal information on its behalf to support processes assessing the suitability of people applying for employment, Australian citizenship, appointment to positions of trust, volunteer service or for various licensing or registration schemes. Accredited Organisations and their customers (such as employers) use the personal information collected on this form and the resulting NPHC as part of their assessment process to determine your application. Some Accredited Organisations have a legislative basis for the collection, use and disclosure of your personal information.

ACIC recommends that you seek further information about any relevant/applicable legislative framework from the Accredited Organisation.

In some circumstances Accredited Organisations may have arrangements with overseas entities for administrative or other purposes. ACIC recommends that you seek further information from the Accredited Organisation at Section 3 in circumstances where your information is likely to be disclosed to overseas recipients.

Unless statutory obligations require otherwise, the information provided on this form will not be used without your prior consent for any purpose other than in relation to the assessment of your suitability; or to maintain the records of ACIC and police agencies; or for law enforcement purposes. You will be required to complete another consent form for any future NPHCs.

National Police History Check (NPHC)

Information on this form will be used by ACIC and police agencies for checking action; it will also be used to update records held about you by ACIC and police agencies.

ACIC and police agencies will access their records to obtain and disclose Police History Information (PHI) that relates to you to:

a) the Accredited Organisation named in Section 3 above; and
b) where applicable the employer/Organisation named in Section 5 above.

PHI may include outstanding charges, warrant information and criminal convictions/findings/pleas of guilt recorded against you.

PHI is disclosed according to applicable laws of the relevant jurisdiction and, in accordance with the relevant jurisdiction’s information release policies. Applicable laws include but are not limited to spent convictions legislation.

The following links may be helpful in sourcing information on spent convictions in your State/Territory:

- Commonwealth: www.comlaw.gov.au
- New South Wales: www.legislation.nsw.gov.au
- Queensland: www.legislation.qld.gov.au
- South Australia: www.legislation.sa.gov.au
- Victoria Police: www.police.vic.gov.au
- Western Australia: www.slp.wa.gov.au
- Australian Capital Territory: www.legislation.act.gov.au
- Tasmania: www.legislation.tas.gov.au

Limitations on accuracy and use of PHI

While every care has been taken by ACIC and police agencies to conduct a search of PHI that relates to the Applicant, the accuracy and quality of an NPHC issued by ACIC depends on accurate identification of the Applicant (including aliases), the comprehensiveness of police records and is based on the information provided in this form. If the Applicant does not complete the information requirements in this form the success and validity of the NPHC will be compromised. It is in your interest to provide full and complete details in this form.

If for any reason you do not agree with the results of your NPHC, please notify the Accredited Organisation that submitted the request for a NPHC on you so that the NPCS dispute process can be initiated.

ACIC contact details

For more information regarding the NPHC process or the handling of Personal Information and Police History Information, you can contact the ACIC’s National Police Checking Service on:

Phone: 02 6268 7900
Email: npcs@acic.gov.au

Provision of incomplete, false or misleading information

An Accredited Organisation and an Applicant must take reasonable steps to ensure that the personal information collected or disclosed is accurate, complete and up to date.

You are asked to certify that the personal information you have provided on this form is correct.

It is a serious offence to provide false or misleading information on this form.
SECTION 8: CONSENT TO OBTAIN PERSONAL INFORMATION

National Police History Check
(BLOCK LETTERS)

I, [Surname (Primary)] [First and middle (Primary)] hereby:

1. acknowledge that I have read the General Information in Section 7 of this form and understand that information will be disclosed in accordance with applicable legislation and information release policies (including spent convictions legislation (however described) in the Commonwealth, States and Territories);

2. understand that the purpose for which I am seeking a NPHC may be in a category for which exclusions from spent convictions legislation may apply;

3. have fully and correctly completed this form, and the personal information I have provided in it relates to me, contains my full name and all names previously used by me;

4. acknowledge that the provision of false or misleading information on this form is a serious offence;

5. acknowledge that the Accredited Organisation named in Section 3 of this form is collecting information in this form to provide to Australian Criminal Intelligence Commission (ACIC) (an Agency of the Commonwealth of Australia) and police agencies;

6. consent to:
   (i) ACIC and police agencies using and disclosing my personal information to conduct a National Police History Check;
   (ii) the police agencies disclosing to ACIC, from their records, Police History information that can be disclosed in accordance with the laws of the Commonwealth, States and Territories and in accordance with the relevant jurisdiction’s information release policies;
   (iii) ACIC disclosing the information sourced from the police agencies to the Accredited Organisation named in Section 3 of this form, and
   (iv) the Accredited Organisation named in Section 3 of this form disclosing to the employer/organisation named in Section 5 of this form personal information to assess my suitability in relation to the purpose identified in this form.

7. acknowledge that any information provided by me on this form relates specifically to the purpose identified in Section 6 of this form;

8. acknowledge that any information provided by the police agencies or ACIC relates specifically to the purpose identified in Section 6 of this form;

9. acknowledge that any information sent, by mail or electronically, in relation to this form, including any identity documents, is sent at my own risk and I am aware of the consequences of these methods of lodgement;

10. acknowledge that personal information that I provide in this form may be disclosed to the Accredited Organisation named in Section 3 of this form (including contractors or related bodies) located in Australia or overseas (refer to attached list if applicable); and

11. acknowledge that it is usual practice for an Applicant’s personal information to be disclosed to police agencies for law enforcement purposes including the investigation of any outstanding criminal offences.

Note: The information you provide on this form will be used only for the purpose stated above unless statutory obligations require otherwise.

Applicant’s Signature

Date

Parent/Guardian Consent—If you are under 18 years of age provide consent below from a parent/guardian.

Parent/Guardian Signature

Date

Parent/Guardian name printed in full

Version 3.0
Volunteer Orientation Checklist

This form should be completed on your first day to ensure you are familiar with the location and key people with whom you will be working.

If you have any questions, please ask the person escorting/supervising you during the orientation.

Volunteer Name: __________________________ Date: __________________________

Location/Facility: __________________________ Orientated By: __________________________

Tick once complete
- Tour of the facility
- Sign in/sign out procedure
- Secure entry/exit procedure
- Location of toilets
- Staff room/lunch room/communal area
- Storage of personal items
- Manager/Supervisor’s Office/contact details
- Introduction to staff
- Grievance/Complaints procedure
- Worksite layout & emergency exits
- Evacuation procedure & assembly point
- First aid kit location

Location of emergency contact details
- Avoiding our most common injuries
- Injury/Incident reporting procedure
- Hazard reporting procedure
- Existing worksite hazards
- PPE requirements
- Provision of equipment & tools
- Infection control
- Duress button (if applicable)
- Conditions of entering other sites
- Review of Volunteer Handbook & WHS Policy

---

**Authorisation**

I have completed the above Diocese of Maitland-Newcastle orientation, during which the appropriate Diocesan Policies and Processes have been explained to me. I have had the opportunity to read, understand and ask questions when necessary regarding the orientation information.

As a result I understand the information provided to me during the orientation and I agree to work according to Diocesan Policies and Processes.

<table>
<thead>
<tr>
<th>Volunteer’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Volunteer’s Supervisor Signature:</th>
</tr>
</thead>
</table>

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**OFFICE USE:** Please retain a copy of this orientation checklist on site. Forward the original copy to Human Resources within one week.
WHS Volunteering Information

Volunteer Arrangements have changed largely due to significant changes in several areas of law relating to safety for everyone, protection for vulnerable people and care for children’s well-being. We have tried to keep the volunteer information packs as simple as we can. The personal information on volunteers is for local use only, must be stored safely and kept confidential.

The changes in safety law mean that:

- We have to register all volunteers now because the new Work Health and Safety Act 2011 defines volunteers as ‘workers’. Volunteers need to be kept safe and healthy in the services they perform.
- Church agencies must do all that they can to make sure no volunteer is injured or harmed in any way in a similar fashion to that required in the workplace for those with paid employment. In addition, volunteers must perform their services safely, not harm themselves or others and follow safety instructions.
- The information on the registration form is necessary to help keep volunteers and those they serve safe. It provides emergency contact information, health alerts and skills/experience so volunteers are not asked to do things they should not or cannot do safely.
- Those who are served by volunteers also need to be kept safe, especially those who are vulnerable. The Work Health and Safety Act 2011 requires church agencies to make sure no harm comes to others in the workplace. People who receive services or are simply present in the workplace must also be kept safe.

Pre Volunteer Registration requirements:

- Depending on their role, volunteers may be required to complete successfully a National Criminal History Record Check and Working with Children Check; sign a Health Declaration.
- If in “Child related work”, from 15 June 2013, the Office of the Children’s Guardian requires individuals to obtain their own Working with Children Check.
- For National Criminal History Records Checks and the Health Declaration contact Human Resource Services.

Your volunteer service is of immense value to those you serve, to the church and to the community.

Thank you for helping us to keep you safe and ensuring others are safe too!

Forms and further information can be found in the WHS Folders on the DIOCESAN website

You can access the WHS folders on the diocesan website using:

(1) using whs as a search term in the search box and selecting the item in the list labelled - policy
(2) and by clicking on the following link.

INTRODUCTION –
If someone is critically injured (e.g. needs to be hospitalised or dies) this is a NOTIFIABLE INCIDENT under WHS laws. You must immediately ring 000 and immediately contact one of the following Critical Incident Management Team members for support:

- WHS Projects Manager – 0423 557 526
- Business & Community Engagement Manager – 0438 791 142
- HR Manager – 0417 152 658

This form must be completed as soon as possible by the person involved or by the person notified of the incident.

ALL Incident Reports must be emailed to WHSIncidents@mn.catholic.org.au

In the event a person is unable to continue working (Lost Time Injury/Serious Injury) or there is an exposure to serious harm, you must immediately contact the Return to Work Co-ordinator (RTWC) on 4979 1121 during business hours or one of the following people after hours (or if unable to contact the Return to Work Co-ordinator):

- HR Manager – 0417 152 658
- WHS Projects Manager – 0423 557 526
- Business & Community Engagement Manager – 0438 791 142

Injured workers must provide a WorkCover Certificate from their treating physician to process insurance claims.

PART A – Details of Injured or Involved Person

<table>
<thead>
<tr>
<th>Surname:</th>
<th>Given Name(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Address:</td>
<td>Phone number:</td>
</tr>
</tbody>
</table>

**Basis of Involvement:**
- Employee [ ]
- Contractor [ ]
- Volunteer [ ]
- Visitor [ ]
- Person We Support [ ]
- Other [ ]

**Employer:**
- Diocese [ ]
- CatholicCare [ ]
- CSO [ ]
- St Nicholas Early Education [ ]
- Parish [ ] (Name of Parish)

PART B – Details of Incident

- Near Miss [ ]
- Incident [ ]
- Incident with injury/illness [ ]
- Serious Harm: Note: 
  - Notifiable [ ]
  - Very high [ ]
  - High [ ]
  - Medium [ ]

**Day of Week**

**Date**

**Time**

**am/pm**

**Location**

Describe the incident and any injury sustained briefly. Be sure to include what happened, where, how and who was involved.

**Have you lost any work time due to injury?**
- Yes [ ]
- No [ ]

**If yes, contact RTWC immediately on 4979 1121**

**Date reported:**

**How severe was the injury?**

**Part of the body injured:**

**Name(s) of any witnesses:**

**Contact Number(s):**

**Treatment Provided:**
- None [ ]
- First Aid [ ]
- Doctor [ ]
- Ambulance [ ]
- Hospital [ ]
- Other (specify) [ ]
### Incident Report Form

**Doc Reference:** DoMN-WHSM Form 4.3a  
**Version Number:** 3.2

---

#### PART C – Direct Line Manager Actions

<table>
<thead>
<tr>
<th>Contributing Factors</th>
<th>Risk Rating</th>
<th>Immediate Action Taken/Recommended Controls</th>
<th>Residual Risk Rating</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

**Managers –**

- Use the Risk Matrix on the right to rate the risk for each contributing factor above.
- Consider the consequence (severity) and the likelihood of the incident occurring.
- Determine residual risk after the recommended controls are put in place.

**IF THE RISK IS STILL HIGH to VERY HIGH an investigation must be conducted and the WHS Manager or another Critical Incident Management Team Member contacted for support (contact details on top of form),**

**CONSEQUENCE**

<table>
<thead>
<tr>
<th>LIKELIHOOD</th>
<th>Extreme</th>
<th>Major</th>
<th>Moderate</th>
<th>Minor</th>
<th>Insignificant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost Certain</td>
<td>Very High</td>
<td>Very High</td>
<td>High</td>
<td>Medium</td>
<td>Medium</td>
</tr>
<tr>
<td>Likely</td>
<td>Very High</td>
<td>High</td>
<td>Medium</td>
<td>Medium</td>
<td>Low</td>
</tr>
<tr>
<td>Moderate</td>
<td>High</td>
<td>Medium</td>
<td>Medium</td>
<td>Medium</td>
<td>Low</td>
</tr>
<tr>
<td>Unlikely</td>
<td>Medium</td>
<td>Medium</td>
<td>Medium</td>
<td>Low</td>
<td>Very Low</td>
</tr>
<tr>
<td>Rare</td>
<td>Medium</td>
<td>Low</td>
<td>Low</td>
<td>Very Low</td>
<td>Very Low</td>
</tr>
</tbody>
</table>

Comment on any further corrective actions that may be needed to ensure the near miss/incident/injury does not occur again.

---

#### PART D – Direct Line Manager Sign-Off

**MANAGERS MUST INVESTIGATE ALL HIGH to VERY HIGH RISKS.**

<table>
<thead>
<tr>
<th>Manager Name:</th>
<th>Manager Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Email ALL Incident Reports to **WHSincidents@mn.catholic.org.au**
Hazard Report Form

Doc Reference: DoMN-WHSM Form 3.4a
Version Number: 2.5

### Section 1: To be completed by the person reporting the hazard

Name: Date:

Description/Type of Hazard/Issue:

Location of Hazard:

Potential for Harm (eg Injury, property damage, illness):

Suggestions to Fix the Hazard/Issue:

Please forward Hazard Report Form to your Direct Manager and email Hazard reports to WHSrecords@mn.catholic.org.au

### Section 2: To be completed by the relevant Manager (or delegated representative)

Immediate action taken to control the hazard?

Has the hazard been eliminated? Yes ☐ No ☐ (If No please complete the Risk Assessment below)

Use the Risk Matrix to determine the risk rating of the above hazard after immediate action is taken.

- **Likelihood:**
  - Almost Certain
  - Likely
  - Unlikely
  - Rare

- **Consequence:**
  - Extreme
  - Very High
  - High
  - Medium
  - Low
  - Very Low

<table>
<thead>
<tr>
<th>LIKELIHOOD</th>
<th>Extreme</th>
<th>Major</th>
<th>Moderate</th>
<th>Minor</th>
<th>Insignificant</th>
</tr>
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<td>Very High</td>
<td>Very High</td>
<td>High</td>
<td>Medium</td>
<td>Medium</td>
</tr>
<tr>
<td>Likely</td>
<td>Very High</td>
<td>High</td>
<td>Medium</td>
<td>Medium</td>
<td>Low</td>
</tr>
<tr>
<td>Unlikely</td>
<td>Medium</td>
<td>Medium</td>
<td>Medium</td>
<td>Low</td>
<td>Very Low</td>
</tr>
<tr>
<td>Rare</td>
<td>Medium</td>
<td>Low</td>
<td>Low</td>
<td>Very Low</td>
<td>Very Low</td>
</tr>
</tbody>
</table>

Further controls required (include who will complete these controls):

Manager’s Name: Signature: Date:

Email completed hazard reports to WHSrecords@mn.catholic.org.au - For advice call WHS Manager: Phone: 02 4979 1146.
Worker Complaint/Grievance Notification Form

**Personal Details**

Surname

Given Name

Work Email Address

**Preferred Method of Communication (please tick):**

- [ ] Phone
- [ ] Email
- [ ] Post to work address
- [ ] Post to home address
- [ ] Via representative

**Preferred Method of Communication (please tick):**

- [ ] Phone
- [ ] Email
- [ ] Post to work address
- [ ] Post to home address
- [ ] Via representative

**Specifcs of the Complaint/Grievance**

Names of those involved

Names of any witnesses

Place/location of incident(s)

Date and time of incident(s)

What was said or done?

Steps taken so far to resolve the grievance

Source of the problem (Why it arose and how can it be prevented in the future)

**Signature**

Signature

Printed name

Date

---

Diocese of Maitland-Newcastle
HR-DC-FO-06 Staff Complaint/Grievance Form
Page 1 of 1

Issue Date: 16 December 2014
Review Date: December 2016
Document Owner: Human Resources Manager
REIMBURSEMENT CLAIM FORM

Personal Details (requested by)

Surname: ___________________________  Given Name: ___________________________

Phone No.: ___________________________  Mobile: ___________________________

Position Title: ____________________________________________________________

Department: ______________________________________________________________

Expense Details

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Purchase</th>
<th>Amount</th>
<th>Receipt Attached</th>
<th>Cost Centre</th>
<th>Expense Account</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>□ Yes □ No</td>
<td></td>
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<td>□ Yes □ No</td>
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<td></td>
<td>□ Yes □ No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total

Less: Advance

Net Owing

Claimant Payment Details & Signature:

I declare that the above expenses are true and correct and expended in the course of conducting work duties.

Claimant’s Signature: ___________________________
# Reimbursement Claim Form

**Personal Details (requested by):**
- **Surname**
- **Given Name**
- **Phone No.**
- **Mobile**
- **Position Title**
- **Department**

**Expense Details:**
- **Date**
- **Description of Purchase**
- **Amount**
- **Receipt Attached**

<table>
<thead>
<tr>
<th>Description</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expense Account</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Total**

**Less: Advance**

**Net Owing**

**Claimant Payment Details & Signature:**

I declare that the above expenses are true and correct and expended in the course of conducting work duties.

**Claimant’s Signature**

---

Please attach all receipts, claims without receipts may be declined.