



# Volunteer Induction Handbook

VERSION 1.3





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



**DARA** | DEVELOPMENT  
AND RELIEF  
AGENCY.



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2. WHS Information for Volunteers
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# Website Links

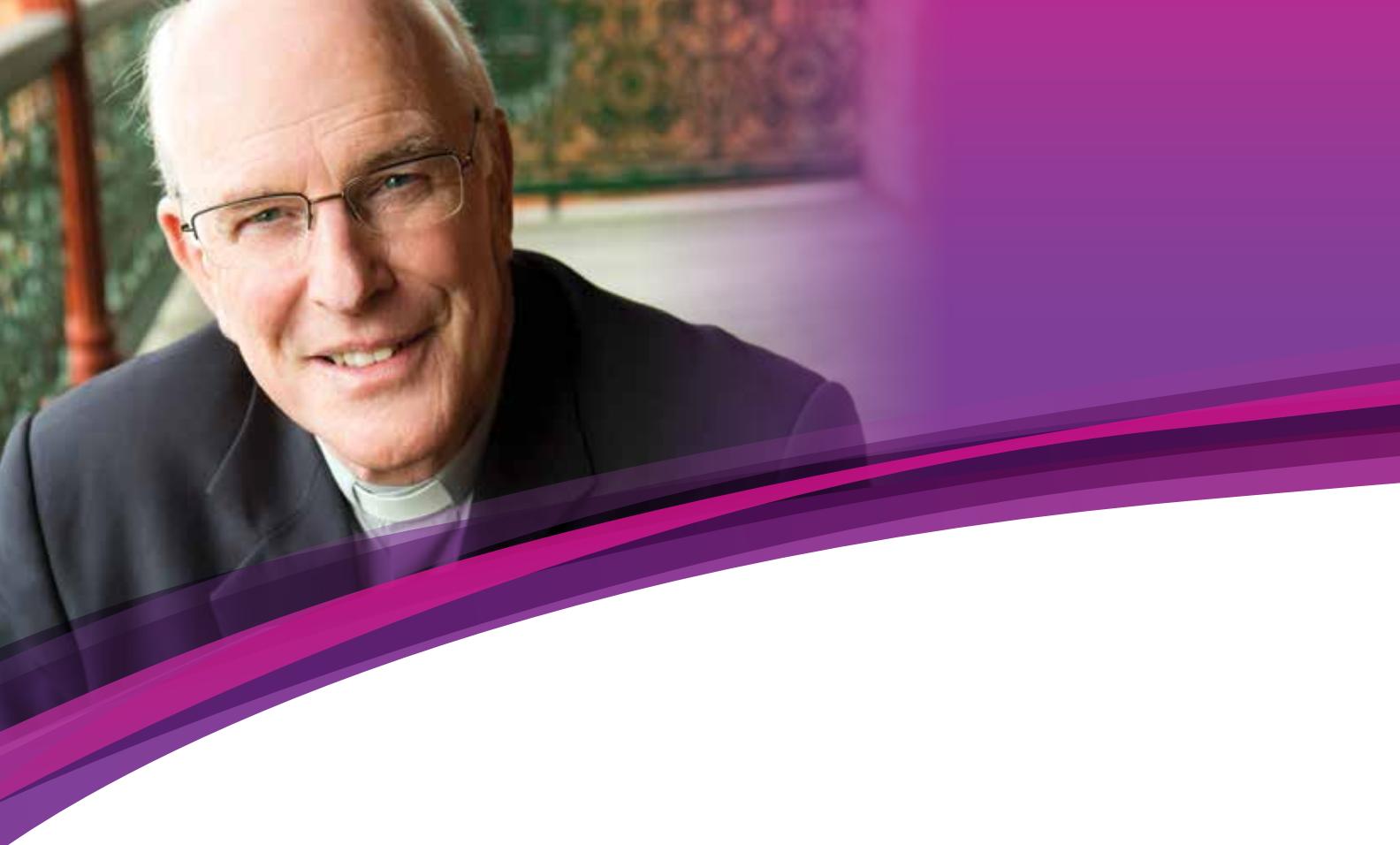
Working with Children Check Fact Sheet No.9

[www.kidsguardian.nsw.gov.au/Working-with-children/Working-With-Children-Check/Resources](http://www.kidsguardian.nsw.gov.au/Working-with-children/Working-With-Children-Check/Resources)

Zimmerman Services – Diocesan Child Protection Services

Ph: 4979 1390

[www.mn.catholic.org.au/agencies-services/child-protection](http://www.mn.catholic.org.au/agencies-services/child-protection)



## Introduction to Volunteering

I am pleased to be able to contribute to our newly developed Diocesan Volunteer Handbook by way of a few words of introduction and commendation.

This Handbook brings together information and procedures contained in earlier versions produced by both the CSO and CatholicCare and updates the content to address specifically our responsibilities and duty of care towards those who volunteer in our parishes, schools, agencies and diocesan programs. It also clearly states the expectations and requirements of those who choose to provide valuable service to the Church.

I believe it establishes best practice for our compliance with the respective and appropriate legislative requirements which govern our civil interaction. It also provides a very practical guide for those in leadership or management roles to ensure the processes and necessary documentation relevant to the engagement and utilisation of volunteer services are both understood and actioned.

This includes those of our faith community who choose to minister in their local parish church. To exercise a ministry in a local parish is both a right and duty of Baptism. The parish, through its parish priest and those who assist him as parish leaders, have the responsibility to ensure that all legislative requirements are met.

This new handbook will form an integral part of the induction of volunteers and in conjunction with the recent appointment a Diocesan Volunteer Co-ordinator will provide a valuable resource and support for parishes, schools, agencies and specific service areas to meet confidently our requirements in terms of our duty of care and our civil compliance with legislation.

The practical intent is to utilise this handbook during 2017 and then undertake a review. At the end of the review and after any amendments, the handbook will be promulgated as particular law for this diocese.

Accordingly, I commend the handbook to you and encourage your full and active participation in its implementation. Similarly, I commend the new Volunteer Co-ordinator's role to you and ask that you avail yourself of the support available. Finally, I seek your support for this important initiative.

**Bishop Bill Wright**  
Bishop of Maitland-Newcastle

# The vision, mission, principles and teaching of the Catholic Diocese of Maitland-Newcastle

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## Vision

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To live the joy of the Gospel and share it with the world.

## Mission

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The Diocesan Synod of 1992-93, acting on behalf of the diocesan community, resolved to embrace and promote the Vatican II understanding of the Church's mission contained in the following:

The Church, because it is the People of God and the Body of Christ enlivened by his Spirit, is called to be a sign and instrument of communion with God and of unity among all people (LG1).

The Church exists to promote the Kingdom of God on earth (LG5). This it does by proclaiming Christ – the Good News of God's love for all people – and by working in the world for

justice, peace and reconciliation.

This mission finds its source and summit in the Eucharist (LG11) which, when lived in everyday life and celebrated in the liturgy, is both the living symbol of Christ's life, death and resurrection and celebrates the deepest identity of the Church as a communion of life, love and truth (LG9).

All those who, through Baptism, have been initiated into the community of the Church have the right and duty to participate in its life and mission as a response to the Spirit in their lives (LG3). We are called to live out the commandment of Jesus: 'Love one another as I have loved you' (Jn 15:12).



## Theological Principles

- Seek First the Kingdom of God (Mt 6:33)
- The Equality of All Believers
- Faith Development is a Life-Long Process
- The Dignity of the Human Person
- Diversity of Gifts
- Diversity of Ministries, Unity of Purpose
- Servant Leadership
- Decision-Making by Discernment
- Read the Signs of the Times
- Concern for Ecumenism

## Catholic Social Teaching

**The Common Good** The common good is understood as the collection of social conditions that make it possible for each social group and all its individual members to achieve their potential.

**Dignity of the Human Person** Each member of the human family is equal in dignity and has equal rights because we are all children of the one God.

**Preferential Option for the Poor** How societies treat their most vulnerable members, the poor, must have an urgent moral claim on the conscience of a nation.

**Solidarity** An essential stance of faith and a feature of moral consciousness recognising that we belong to one human family.

**Stewardship of Creation** We must all respect, care for and share the resources of the earth, which are vital for people's common good.

**Subsidiarity and Participation** People have both a right and a duty to participate in those decisions that most directly affect them.

# Volunteering

Welcome and thank you for your generosity in offering to be a volunteer/church worker in our diocesan community.

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

As a volunteer/church worker within the Diocese of Maitland-Newcastle you are 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 types of services in which you are volunteering.

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

The Diocese of Maitland-Newcastle values the significant

contribution volunteers make to all our programs and services.

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

They complement and enhance the person-centred care provided by our employees.

Our volunteers enrich the quality of life for the people we support and their families and are in turn, enriched by their experiences.

Volunteers must have the maturity and ability to assist with our programs. Young children may volunteer or be a church worker under the supervision of a parent or guardian.

Written parental consent is essential for those under the age of 18 years, who wish to volunteer or be a church worker.

# Volunteer/Church Worker Induction

As a new volunteer/church worker, you will be guided through an induction process. This process will include an induction as a volunteer/church worker as well as to the service site. The purpose is to familiarise you with the processes, policies and procedures that will make your time volunteering in our diocese 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/church worker 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/church worker role.

During your induction, you will be guided through this handbook so you will have an opportunity to have any questions 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/church worker and also what is required of you as a volunteer/church worker.

Our organisational policies and procedures are available on request.

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

# Principles of Volunteering

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Listed below are the nationally recognised principles of volunteering which the diocese supports:

- Volunteering benefits the community and the volunteer/church worker.
- Volunteer/church worker 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 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*

# Volunteer/Church Worker Rights

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The Diocese of Maitland-Newcastle believes that volunteers/church workers have the following rights:

- To work in a healthy and safe environment – in accordance with Work Health and Safety Legislation.
- To be covered adequately by insurance.
- To be given a copy of the organisation's volunteer/church worker 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 program.
- To have confidential and personal information dealt with in accordance with the principles of the *Privacy Act 1988 and the Diocesan Privacy Policy*.
- To be provided with sufficient training to carry out your volunteer/church worker role.

The Diocese of Maitland-Newcastle has a right to:

- Expect volunteers/church workers to represent the diocese and specific program positively.
- Expect volunteers/church workers to fulfil their volunteer/church worker role to the best of their ability.
- Discuss the volunteer's/church worker's performance with the volunteer/church worker.
- End the volunteering/church worker relationship if performance or adherence to direction does not improve with additional direction and training.
- Expect clear and open communication.
- Require volunteers/church workers to respect the privacy and confidentiality of information relating to people they may come into contact with, staff, programs and services. (*Australian Privacy Principles (APPLC's) - Commonwealth Privacy Act 1988*).
- Require volunteers/church workers to support the ethos of the Diocese of Maitland-Newcastle.



# Code of Conduct

The Code of Conduct sets out a broad standard for the way we manage our own relationships and behaviour as volunteers/church workers in the diocese. It also sets out the values that underpin our mission. In short it tells all of us “the way we work around here”.

The Diocese of Maitland-Newcastle recognises our volunteers/church workers as one of its greatest assets. The purpose of the Code of Conduct is to guide and enhance the conduct of volunteers/church workers in performing their duties. The Code of Conduct sets out diocesan expectations of volunteers/church workers with respect to their personal conduct. It is intended to promote integrity and ethical behaviour, and to guide individuals' dealings with members of the community.

The Code of Conduct applies to all volunteers in our programs. Volunteers/church workers have a duty to read and familiarise themselves with this Code of Conduct.

A copy of the Code of Conduct is included.

Refer to *Code of Conduct*

## **Diocesan Values**

Volunteers in the Diocese of Maitland-Newcastle:

- are committed to justice and equity
- will uphold the dignity of all people and their right to respect
- are committed to safe and supportive relationships
- will reach out to those who are poor, alienated or marginalised
- will strive for excellence in all their work.

*Values are referenced from Integrity in the Service of the Church.*

# Child Protection

## 1. Volunteer/Church Worker Screening

We take child protection seriously.

You may be required to obtain a Working With Children Check (WWCC) depending on your volunteer/church worker role.

Your volunteer/church worker supervisor 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 will be required to complete and submit to the Diocesan Volunteer Co-ordinator *the Catholic Diocese of Maitland-Newcastle Working with Children Declaration for Volunteers*. This form is available in the Volunteer Induction Management Guide. 100 points of identification are 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](http://www.mn.catholic.org.au/agencies-services/child-protection)

Refer to *Working with Children Check Fact Sheet*

## 2. Obligations to Protect Children

**Volunteers are legally required to inform the diocese if they have been charged with any criminal offences which may impact on their ability to perform in their role as a volunteer/church worker. Volunteers are required to inform the volunteer/co-ordinator within one business day from the time they become a disqualified person under the *Child Protection (Working with Children) Act 2012*. This requirement includes any disqualification made against you external to the program or service in which you are volunteering. All information provided to the Volunteer Co-ordinator will also be forwarded to Zimmerman Services.**

A volunteer/church worker who suspects a child has suffered harm from abuse or neglect is required to report the matter to the Diocesan Volunteer Co-ordinator or directly to Zimmerman Services as soon as possible and certainly within 24 hours of becoming aware of the harm or risk of harm. 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 Diocesan Volunteer Co-ordinator or his/her delegate may report or identify the concern to the Department of Family and Community Services (FaCS) or Department of Education (DEC) if the child attends St Nicholas Early Education. A volunteer/church worker may also report suspected child abuse directly to FaCS.

## 3. Volunteers and the Ombudsman Act

As a result of being a volunteer/church worker in the diocese 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 (committed against 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/church worker. A sustained allegation under the *Ombudsman Act 1974* may affect both your ability to continue as a volunteer/church worker or your ability to obtain a future WWCC.

Our programs and services are committed to providing a safe environment for all vulnerable people. If you become aware that a reportable conduct allegation has been made against an employee or volunteer/church worker of the diocese you must report this to the Diocesan Volunteer Co-ordinator or Zimmerman Services immediately.

*Reporting Concerns for Children:* [www.mn.catholic.org.au/media/829975/reporting\\_concerns\\_for\\_children\\_-\\_policy\\_procedures\\_-\\_3.1.pdf](http://www.mn.catholic.org.au/media/829975/reporting_concerns_for_children_-_policy_procedures_-_3.1.pdf)  
*Investigations Policy:* [www.mn.catholic.org.au/media/829984/zs\\_investigations\\_policy\\_1-4.pdf](http://www.mn.catholic.org.au/media/829984/zs_investigations_policy_1-4.pdf)

# Working in our Programs and Services

## Volunteer/Church Worker Registration and Other Forms

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

1. Registration Form
2. Confidentiality Agreement
3. Photograph/Video Permission Form
4. Working With Children Check Exemption
5. New ICT Request

6. Code of Conduct Policy
7. Incident Report Form
8. Hazard Report Form

Copies of your driver's licence, car registration and other documents may be required depending on your volunteer/church worker 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 *Privacy Act (1988)*

# Working in our Programs and Services

## Photograph/Video Permission Form

As a volunteer/church worker you may be asked to participate in having your photo taken either in a group or alone. These photographs may be used for diocesan promotional purposes.

You will need to sign an image release form if you wish to participate; otherwise let your volunteer/church worker supervisor know if you do not wish to be photographed in your volunteer/church worker role.

## 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/church worker role. Some clothing, eg t-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 for use. The program may have specific dress requirements.

## Identification

You may be required to wear identification. This identification should be worn whenever you are carrying out your volunteer/church worker role and will identify you as a volunteer/church worker. The identification must be returned when you sign out following your volunteering role.

## Smoking

Smoking is not permitted.

## Photography

Volunteers/church workers are not permitted to take photos whilst undertaking their role, without the supervision of a diocesan employee. If unsure, volunteers should contact the Diocesan Volunteer Co-ordinator for clarification prior to commencing any photographic activity.

## Training

The site induction process will vary. Local arrangements will reflect specific requirements of the site as identified by the volunteer/church worker supervisor (or his/her delegate).

## Insurance

Policy overview

As a benefit of offering your volunteer/church worker services within the Diocese of Maitland-Newcastle, you have been provided 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

## Health Issues/Medication

Never purchase, give medication or administer medication.

If you are concerned about the person's welfare or treatment,

please speak to the volunteer/church worker supervisor.

## 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 and the elderly.

If you have an infection or virus (eg flu) it is important to contact the volunteer/church worker supervisor or his/her delegate before going to your volunteer/church worker role, as it may be safer for you, and the people you may come into contact with, for you to recover fully 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 volunteer/church worker supervisor of any allergies you have. You need to be aware the people we support may themselves have allergies, particularly to nuts etc.

## Personal Disclosures

Under no circumstances should you give out your personal details to anyone other than your supervisor. This includes your home address, contact number or email address. This is to protect your own privacy and safety.

## Giving Gifts

We discourage all volunteers from giving or receiving additional gifts to or from anyone. This may include home-cooked meals, money, other personal items or offers of transport or help outside the agreed volunteering role. This is to protect all our volunteers/church workers.

# Volunteer Profile

You will be provided with a volunteer/church worker letter which will include a volunteer profile. The letter will provide you with information about your role and will identify the person to whom you are responsible.

The volunteer profile is an agreement between you and the program 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 you at your initial interview and will be included on your volunteer profile. If you are unable to do or do not feel comfortable doing, something that is part of your volunteer profile, you will be able to discuss this

with us and come to a mutual agreement.

Your task list 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/church worker role or need further information to carry out your present role.

Your volunteer profile is in place to protect you and the diocese. Both parties must be happy with the outcome of your volunteer profile.

You should not sign a volunteer profile if you are not happy to do the required tasks.

## Confidentiality and Privacy

### **Confidentiality**

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

Discussing information you have received during your volunteer/church worker role with staff, family, friends or other volunteers, inside or outside the programs and services, is not acceptable or tolerated.

If you have an issue or concern, please discuss this with the volunteer/church worker supervisor or the Diocesan Volunteer Co-ordinator.

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

### **Privacy**

Privacy laws protect personal information about volunteers (including photographs and video footage), people our volunteers may come into contact with through their role and staff. You may need to be told specific details about a child to enable you to carry out your volunteer/church worker 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 many in our community. To achieve this aim you need to develop a relationship with the people throughout the Diocese of Maitland-Newcastle, staff and other volunteers within the community. These relationships must, however, respect professional and child protection boundaries.

## Work Health & Safety

The Diocese of Maitland-Newcastle is committed to ensuring the health, safety and welfare of its workers (ie employee, contractor or subcontractor, employee of labour hire company, outworker, apprentice or trainee work experience student and volunteer/church worker), visitors and the public in workplaces and also the health and safety of those who may be affected by its operations. In securing workplace health and safety, the Diocese of Maitland-Newcastle promises to pursue best practice in Work Health and Safety (WHS), fulfil its statutory duties with regard to WHS and through continual improvement, strive to prevent injuries and illnesses in the workplace.

The Diocese of Maitland-Newcastle accepts that it must adopt high standards of WHS Management (WHSM) and will aim, as far as practicable, to achieve this through the following objectives:

- Ensuring all officers, workers and visitors are aware of their responsibilities in relation to safety and holding them accountable for providing and/or maintaining a safe and healthy workplace;
- Complying with all relevant Work Health and Safety (WHS) Act and Regulation 2011 including applicable Standards and Codes of Practice so far as is reasonably practicable;
- Adopting a pro-active risk management approach to workplace health and safety as an integral part of overall business operations;
- Consulting with and involving workers in decisions impacting on their health and safety;

# Work Health & Safety Continued

- Considering the health and safety impacts of our business decisions, including purchasing, equipment design and organisational change;
- Providing and maintaining safe systems of work including premises, plant, structures, substances, equipment and systems that are safe and without risks to health;
- Providing relevant information, instruction, training and supervision as may be necessary to enable workers and visitors to work in a manner which will minimise risk of injury or ill health; and
- Ensuring that the health and the conditions at the Diocese of Maitland-Newcastle workplaces are monitored for the purpose of preventing illness or injury.

The conduct of every person under the control of the Diocese of Maitland-Newcastle is expected to be such that it does not contribute to the occurrence of incidents or the creation of hazards, which may endanger the health and safety of others. The Diocese of Maitland-Newcastle encourages all workers and others who visit our sites to regard incident prevention and safe working as an individual and collective responsibility.

## Specific Responsibilities of Workers

### Duty of Care

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

### Responsibilities

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

The diocese 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, near misses, 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 – exposure to germs, fungal spores etc
- psychological – bullying and harassment.

Reporting a hazard can prevent someone from being injured. It is important that if you notice or are made aware of any hazard, you notify the volunteer/church worker supervisor immediately.

### Accidents/incidents

All accidents and incidents that occur whilst you are undertaking your volunteer/church worker role must be reported to the Diocesan Volunteer Co-ordinator. The volunteer/church worker supervisor must be notified to assist you with any immediate first aid or more serious injury requiring medical support or hospital care.

Where applicable, volunteers are covered by insurance during the course of their duties. There are some limitations with this insurance. For further details if you have any concerns, contact the Human Resources team on 4979 1121.

### Common injury exposures (hazardous manual tasks, heights work and slip/trip/fall)

A manual task "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 from this definition, manual tasks are something we do as an everyday part of life. They become hazardous when they are repeated, involve awkward positions, require use of high force or involve holding still for long periods. This area of safety has the greatest number of injuries for all industries. Slips, trips and falls are generally second and usually result from poor housekeeping (ie leaving things lying around). Work at heights should only be done by people with experience and recent heights training.

Volunteers must work within their range of comfort and ability when undertaking manual 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 the volunteer/church worker supervisor so that we are aware of the condition and provide you with assistance. You are also responsible for not doing any activity which could make your injury or condition worse.

# Grievance/Harassment Management

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## Grievance Policy

When you commence your volunteer/church worker role, we encourage you to talk to your volunteer/church worker supervisor 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, you can seek advice from the Diocesan Volunteer Co-ordinator.

Your grievance will be discussed with you following the listed 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 Diocesan Volunteer Co-ordinator, please refer to the Workplace Grievance Management Guide.

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.

*A member of the HR team may be able to provide independent support. Please phone 4979 1121.*

*Please refer to the Worker Complaint form to lodge a formal grievance.*

*For more information please refer to the Diocesan Code of Conduct Policy.*

# Recognition and Support

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The Diocese of Maitland-Newcastle recognises the valuable work of our volunteers.

Your volunteer/church worker supervisor 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 supervisor and you are encouraged to discuss any concerns you may have with him/her.

## Reimbursement

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

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

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

# Appendix 1

## VOLUNTEER POLICY

DOCUMENT ID	HR-DC-PO-09
APPLICABLE TO	All volunteers of the Diocese of Maitland-Newcastle and its agencies
DOCUMENT OWNER	Human Resources Manager
APPROVAL DATE	February 2016
APPROVED BY	Vice Chancellor, Finance and Administration
LAST REVIEW DATE/S	February 2016
NEXT REVIEW DATE	February 2018
RELATED DOCUMENTS	Volunteer Induction Handbook

### Purpose

The Catholic Diocese of Maitland-Newcastle and its affiliated agencies (St Nicholas Early Education, CatholicCare, Catholic Development Fund and Catholic Parishes) are committed to the delivery of services consistent with the principles and standards detailed in the resource *Integrity in the Service of the Church* to ensure that the diocese supports volunteers.

The diocese recognises that volunteers contribute to the political, social, economic, environmental and cultural well-being of the diocesan community by:

- strengthening community cohesion, social wellbeing and trust;
- expanding the diocese's ability to respond to the needs of the community through a variety of services and activities;
- encouraging understanding of, and acceptance of, culture, diversity and difference.

### Policy Statement

The Catholic Diocese of Maitland-Newcastle and its agencies (St Nicholas Early Education, CatholicCare, Catholic Development Fund and Catholic Parishes) are committed to offering opportunities to be engaged within the diocese to benefit the diocesan community.

Volunteering is defined as an activity that takes place in organisations:

- to benefit the community and the volunteer;
- of the volunteer's own free will and without coercion;
- for no financial payment,
- and, for designated volunteer positions only.

Members of the Diocese/Agency Advisory Councils and Boards, and Parish Finance and Pastoral Councils, are also volunteers.

## VOLUNTEER POLICY

Managers of the diocese may introduce volunteers into their programs and activities if they abide with the Volunteer Australia Guidelines within the Volunteer Induction Handbook. Different agencies/parishes may utilise specific induction documents for volunteers entering their workplace, in addition to the Diocesan Volunteer Induction Handbook.

The diocese, parishes and its agencies maintain appropriate insurance for the coverage of volunteers across the diocese.

Managers are responsible for ensuring all volunteers are registered using the Diocesan Volunteer Induction Handbook. Managers are also responsible for:

- interviewing volunteers to assess their suitability for the role as per the existing Recruitment Policy;
- ensuring that volunteers are protected and not exploited;
- ensuring that volunteers are provided with healthy and safe working environments;
- ensuring that volunteers understand their role and responsibilities;
- ensuring support is provided to recruit, manage and retain volunteers.

Human Resources is responsible for processing Criminal Checks (where applicable) for Volunteers. Zimmerman Services are responsible for processing Working With Children Checks for Volunteers.

All volunteers will be allocated a manager within the organisation. The manager will provide the volunteer support, advice, guidance, feedback, assessment and learning. The manager will retain all orientation documentation both general and specific to the site and ensure all applicable paperwork is compliant. Examples of site specific orientation may include child protection, record keeping, confidentiality etc.

Volunteers will not be left alone without supervision, unless specific communication processes are in place to ensure they are safe and supported appropriately. Volunteers are not to perform or supervise high risk work at any time.

Volunteers are eligible for reimbursement of any out-of-pocket expenses on behalf of the diocese, with the prior approval of their manager.

The diocese advocates that paid positions not be replaced by volunteer positions, in accordance with Volunteer Australia Guidelines.

### **Definitions**

Manager means for the purposes of this policy a person who is responsible for the operations of the team, in a paid capacity to conduct services on behalf of the Diocese of Maitland-Newcastle and its agencies (St Nicholas Early Education, CatholicCare, CDF and Parishes) where a position description exists for the role.

Volunteer means for the purposes of this policy a person who is not paid for his/her contribution to the diocese.

### **Scope**

This policy applies to all volunteers within the Catholic Diocese of Maitland-Newcastle.

## VOLUNTEER POLICY

### **Policy Context**

The policy should be read in conjunction with the Volunteer Induction Handbook.

### **Responsibilities**

All Managers are responsible for compliance with this policy.

The Human Resources Manager(s) is/are responsible for monitoring compliance with the policy.

### **Legislative/Professional Guidelines**

Age Discrimination Act 2004

Disability Discrimination Act 1992

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Australian Human Rights Commission Act 1986

Anti-Discrimination Act 1977 (NSW)

Volunteer Australia Guidelines ([www.volunteeringaustralia.org](http://www.volunteeringaustralia.org))

Diocese of Maitland-Newcastle Work Health and Safety Management System

Work Health and Safety Act 2011

Work Heath and Safety Regulation 2011

# Appendix 2

## WHS Information for Volunteers

Doc Reference:	DoMN-WHSM Form 3.28b
Version Number:	1.3

### 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 do 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 and 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.
- Further details can be obtained from the website  
<http://www.kidsguardian.nsw.gov.au/working-with-children/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:

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

<http://www.mn.catholic.org.au/news-events/special-events/whs-safety-management-system>

Diocese of Maitland-Newcastle	WHS Information for Volunteers	
Issue Date: May 2014	Scheduled Review Date: Nov 2017	Document Owner: WHS Manager
Minor changes: Nov 2015		Page 1 of 1

## Incident Report Form

Doc Reference:	DoMN-WHMSM Form 4.3a
Version Number:	5.1

**SERIOUS AND NOTIFIABLE INCIDENTS –**

If someone is critically injured (eg. needs to be hospitalised or dies) this is a **NOTIFIABLE INCIDENT** under WHS legislation.

You must immediately Ring 000 and the Emergency Response Team 4979 1191 for support:

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](mailto:WHSincidents@mn.catholic.org.au)**

**WORKER INCIDENT OR INJURY**

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 Coordinator (RTWC) on 4979 1386 during business hours or call 4979 1191 after hours.

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

**PART A – Details of Injured or Involved Person**

<b>Surname:</b>		<b>Given Name(s):</b>	
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<b>Contact Address:</b>		<b>Phone number:</b>	
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**Basis of Involvement:** Employee  Contractor  Volunteer  Visitor  Person We Support  Other .....

**Employer:** Diocese  CatholicCare  CSO  St Nicholas Early Education   
DARA  Parish  ( Parish Name) .....

**PART B – Details of Incident**

Near Miss  Incident  Incident with injury/illness Serious Harm: **Notifiable**  **Very high**  **High**  **Medium**  **Low**

**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 1386      **Date reported:**

<b>How severe was the injury:</b>	<b>Part of the body injured:</b>
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<b>Name(s) of any witnesses:</b>		<b>Contact Number(s):</b>	
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<b>Treatment Provided:</b>	<input type="checkbox"/> None <input type="checkbox"/> First Aid <input type="checkbox"/> Doctor <input type="checkbox"/> Ambulance <input type="checkbox"/> Hospital <input type="checkbox"/> Other (specify)
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<b>Name of Person Completing Report:</b>		<b>Contact details:</b>	
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<b>Date:</b>	<b>Signature:</b>
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## Incident Report Form

Doc Reference:	DoMN-WHMSM Form 4.3a
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### PART C – Direct Line Manager Actions

Contributing Factors <i>ie. Equipment failure, slippery floor, inadequate training</i>	Risk Rating	Immediate Action Taken / Recommended Controls	Residual Risk Rating

**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-**

**Then:**

**An investigation must be conducted and the WHS Manager or Emergency Response Team contacted for support. (See Contact Details at top of form)**

LIKELIHOOD	CONSEQUENCE				
	Extreme	Major	Moderate	Minor	Insignificant
Almost Certain	Very High	Very High	High	Medium	Medium
Likely	Very High	High	Medium	Medium	Low
Moderate	High	Medium	Medium	Medium	Low
Unlikely	Medium	Medium	Medium	Low	Very Low
Rare	Medium	Low	Low	Very Low	Very Low

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.**

Manager Name:	Manager Signature:	Date:
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**Email ALL Incident Reports to [WHSincidents@mn.catholic.org.au](mailto:WHSincidents@mn.catholic.org.au)**

**Note: CatholicCare employees should also email Incident Reports to [quality@catholiccare.org.au](mailto:quality@catholiccare.org.au)**

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## Hazard Report Form

Doc Reference:	DoMN-WHSMS 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 (e.g. 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](mailto: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: Consequences:

Risk Rating:

**IF THE RISK IS HIGH to VERY HIGH,**  
Please contact one of these managers in the Diocese to discuss risk controls:  
WHS Projects Manager: 0423 557 526  
HR Manager: 0417 152 658

LIKELIHOOD	CONSEQUENCE				
	Extreme	Major	Moderate	Minor	Insignificant
Almost Certain	Very High	Very High	High	Medium	Medium
Likely	Very High	High	Medium	Medium	Low
Moderate	High	Medium	Medium	Medium	Low
Unlikely	Medium	Medium	Medium	Low	Very Low
Rare	Medium	Low	Low	Very Low	Very Low

Further Controls Required: (Include who will complete these controls)

Manager's Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Email completed Hazard Reports to [WHSrecords@mn.catholic.org.au](mailto:WHSrecords@mn.catholic.org.au) -For advice call WHS Manager: Phone: 02 4979 1146

Diocese of Maitland-Newcastle	Hazard Report Form	
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Minor changes: June 2016		Page 1 of 1

# Glossary of Terms

<b>Church Worker</b>	Any person who performs paid or unpaid work or ministry in the service of the Church.
<b>Code of Conduct</b>	A code of conduct is a set of rules that underpin professional practice, behaviour expectation and provision of care.
<b>Compliance</b>	Compliance is either a state of being in accordance with established guidelines or specifications, or the process of becoming so. The definition of compliance can also encompass efforts to ensure that organisations are abiding by both industry regulations and government legislation.
<b>Confidentiality</b>	Confidentiality is an obligation that restricts an individual or organisation from using or disclosing information about a person that is outside the scope for which the information was collected.
<b>Duty of Care</b>	A moral or legal obligation to ensure the safety or well-being of others.
<b>Governance</b>	Governance is the oversight and control of an organisation. This may involve setting goals, direction, limitations and accountability framework.
<b>Grievance</b>	A grievance is a problem that has made someone unhappy or angry. A grievance process is followed.
<b>Guidelines</b>	Guidelines are general instructions or a suggested course of action. Guidelines state the organisation's general intent and treatment of specific issues. However, they are flexible and can be adapted to meet the needs of particular situations.
<b>Handbook</b>	A book giving information such as facts about a particular subject or instructions.
<b>Hazard</b>	A hazard is any situation that has the potential to cause (or lead to) harm to people or property. A hazard report is a form that records information about risks and hazards.
<b>ICT</b>	ICT (information and communications technology - or technologies) is an umbrella term that includes any communication device or application, encompassing radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications.
<b>Incident</b>	An instance of something happening; an event or occurrence.
<b>Induction</b>	Induction explains all the important things you need to know about an organisation/workplace.
<b>Insurance</b>	An arrangement by which an organisation/business undertakes to provide a guarantee of compensation for a specified loss, damage, illness or death in return for payment of a specified premium.
<b>Integrity</b>	The quality of being honest and having strong moral principles.
<b>Policy</b>	A course or principle of action adopted or proposed by an organisation or individual.
<b>Privacy</b>	Freedom from unauthorised disclosure of one's personal data or information. Privacy also refers to a person restricting access to their space, possessions and themselves.
<b>Procedures</b>	A procedure is a document which clearly states the steps to be taken and methods to be used in completing specific tasks.
<b>Program</b>	An organised service or activity.
<b>Responsibilities</b>	A duty or obligation to perform satisfactorily or complete a task that one must fulfil.
<b>Rights</b>	The rights of citizens to political and social freedom and equality.
<b>Services</b>	The action of helping or doing work for someone.
<b>Staff</b>	Staff means everyone who works at a particular place. Staff refers to all the employees within an organisation/workplace.
<b>Supervisor</b>	A supervisor is a person who leads and supervises a team.
<b>Training</b>	A process by which someone is taught the skills that are needed for an art, profession or job.
<b>Volunteer</b>	A volunteer is someone who willingly performs a task or offers a service or ministry for the common good and without financial gain.
<b>Volunteer Coordinator</b>	The Volunteer Co-ordinator manages all elements of volunteering/being a church worker within the diocese. The Volunteer Co-ordinator supports Volunteer/Church Worker Supervisors through the recruitment, placement and retention of volunteers and/or Church Workers. The Volunteer Co-ordinator ensures quality documentation is maintained and monitors compliance.
<b>Volunteer Supervisor</b>	A Volunteer Supervisor is an appointed person who leads and supervises volunteers/church workers.
<b>Work Health and Safety (WHS)</b>	Work health and safety (WHS) refers to the legislation, policies, procedures and activities that aim to protect the health, safety and welfare of all people in the workplace.