

## P O L I C Y

### PARTICIPATION OF VOLUNTEERS & STUDENTS POLICY

Policy number:	32	Version:	V5.0
Updated by:	Louise Ippolito	Updated on:	26/09/2023
Responsible person:	CFC Executive Director	Approved by CoM on:	08/09/2021
Review frequency	3 years	Scheduled review date:	September 2023

#### PURPOSE

This policy will provide guidelines for the engagement and participation of volunteers and students at Craig Family Centre Inc. (CFC), while ensuring that client health, safety and wellbeing is protected at all times.

#### POLICY STATEMENT

##### 1. VALUES

The CFC is committed to:

- supporting connections with educational institutions to provide opportunities for students to undertake practicum placements as part of their studies
- building relationships with community members and providing suitable opportunities to engage volunteers to contribute to the programs and activities of the service
- ensuring the health, safety and wellbeing of each client at the service through consistent compliance with this policy and procedures when engaging volunteers and students.

##### 2. SCOPE

This policy applies to the CFC's employees, contractors, students on placement, volunteers, parents/guardians/carers, children and others attending the programs and activities of CFC.

##### 3. BACKGROUND & LEGISLATION

###### Background

Volunteers and students may participate in programs and activities at CFC from time to time in order to observe and experience the provision of centre-based services, education and care. This will be encouraged and facilitated by CFC, wherever appropriate and possible.

CFC values the participation of parents/guardians and other family members, and the voluntary contribution they make to the education and care of their own and other children. "In genuine partnerships families and educators value each other's knowledge and roles, communicate freely and respectfully and engage in shared decision making" (*Early Years Learning Framework – refer to Sources*).

CFC aims to provide a range of opportunities for volunteers and students to participate in programs and activities while adhering to clear guidelines regarding appropriate interactions and communication with staff, and other adults and children at the service (refer to *Code of Conduct Policy*).

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The role that volunteers play in education and care services varies and can include working with groups of children, preparing materials or food, assisting with administrative tasks or working one-on-one with individual children. The service is responsible for ensuring that volunteers are suitable to work with children, and that children's health, safety and wellbeing is protected at all times.

Volunteers should only be engaged to complement, not replace, the work of paid staff. Accordingly, services should not engage volunteers to fill the place of an employee who is ill or on leave, or to fill a vacant budgeted position.

Volunteers must **not** be asked to perform tasks:

- that they are untrained, unqualified or too inexperienced to undertake
- that put the children or themselves in a vulnerable or potentially unsafe situation
- where there is a conflict of interest.

Prior to participation at the service, a volunteer or student (aged 18 years or over) must be in possession of a Working with Children (WWC) Clearance (refer to *Definitions*).

Parents/guardians whose children usually attend the service are exempt from needing a WWC Check (refer to *Definitions*). However, a service may decide, as a demonstration of duty of care, that all parents/guardians who volunteer at the service are required to undergo a WWC Check (refer to *Definitions*).

In line with Child Safe Standard 4 and the *Child Safe Environment Policy*, prior to engaging a volunteer or student an assessment should be undertaken of the nature of the responsibility to determine whether a position description is required, and based on that whether an interview and referee checks are required.

Volunteers and students can expect:

- a safe and well-managed workplace
- meaningful work experience with appropriate direction, supervision and training
- recognition for their contribution.

CFC is responsible for ensuring that volunteers are suitable to work at the service.

Volunteers should only be engaged to complement, not replace, the work of paid staff. Accordingly, services should not engage volunteers to fill the place of an employee who is ill or on leave, or to fill a vacant budgeted position.

## Legislation & standards

Relevant legislation and standards include but are not limited to:

- Child Safe Standards
- *Education and Care Services National Law Act 2010*
- *Education and Care Services National Regulations 2011*
- *Equal Opportunity Act 2010* (Vic)
- *Fair Work Act 2009* (Cth)
- *National Quality Standard*, Quality Area 4: Staffing Arrangements
- *Occupational Health and Safety Act 2004* (Vic)
- *Worker Screening Act 2020*
- *Worker Screening Regulations 2021* (Vic)

## 4. DEFINITIONS

The terms defined in this section relate specifically to this policy.

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**Child-related work:** In relation to the WWC Check (refer to Definitions), child-related work includes work with children which may involve physical contact, face-to-face contact, oral, written or electronic communication.

**Conflict of interest:** (In relation to this policy) refers to an interest that may affect, or may appear reasonably likely to affect, the judgement or conduct of the volunteer, or may impair their independence or loyalty to the service. A conflict of interest can arise from avoiding personal losses as well as gaining personal advantage, whether financial or otherwise, and may not only involve the volunteer, but also their relatives, friends or business associates.

**Staff record:** A record which the Approved Provider of a centre-based service must keep containing information about the Nominated Supervisor, the Educational Leader, staff, volunteers, students and the Responsible Person at a service (Regulations 146–149). A sample staff record is available on the ACECQA website: <http://www.acecqa.gov.au/>

**Student:** A person undertaking a practicum placement as part of a recognised early childhood qualification. This student will be supported by an educational institution in the completion of their placement.

**Volunteer:** A person who willingly undertakes defined activities to support the education and care programs at a service in an unpaid or honorary capacity. These activities may include child-related work (refer to *Definitions*), administrative tasks, or preparing materials or food.

**Working with Children (WWC) Check:** The clearance is a legal requirement under the Worker Screening Act 2020 for those undertaking paid or voluntary child-related work in Victoria. The Department of Justice assesses a person's suitability to work with children by examining relevant serious sexual, physical and drug offences in a person's national criminal history and, where appropriate, their professional history.

**Working with Children (WWC) Clearance:** A WWC Clearance is granted to a person under Worker Screening legislation if:

- they have been assessed as suitable to work with children
- there has been no information that, if the person worked with children, they would pose a risk to those children

they are not prohibited from attempting to obtain, undertake or remain in child-related employment

## 5. SOURCES & RELATED POLICIES

### Sources

- Australian Children's Education and Care Quality Authority (ACECQA): [www.acecqa.gov.au](http://www.acecqa.gov.au)
- *The Early Years Learning Framework for Australia: Belonging, Being, Becoming*: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- A Guide for Creating a Child Safe Organisation (The Commission for Children and Young People) [www.ccyp.vic.gov.au](http://www.ccyp.vic.gov.au)
- Working with Children Check unit, Department of Justice & Regulation – provides details of how to obtain a WWC Check: [www.workingwithchildren.vic.gov.au](http://www.workingwithchildren.vic.gov.au)

### Related CFC Policies

- *Child Safe Environment Policy*
- *Code of Conduct Policy*
- *Complaints and Grievances Policy*
- *Delivery and Collection of Children Policy*
- *Determining Responsible Person Policy*
- *Inclusion and Equity Policy*
- *Interactions with Children Policy*

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- *Occupational Health and Safety Policy*
- *Privacy and Confidentiality Policy*
- *Staffing Policy*
- *Supervision of Children Policy*

### PROCEDURES - RESPONSIBILITIES

The approved provider and persons with management or control are responsible for:

- developing guidelines for accepting applications from volunteers and students to work at the service in consultation with the Nominated Supervisor and educators and which are aligned with the *Child Safe Environment Policy*
- accepting or rejecting a potential volunteer or student based on the circumstances of the service at the time, in consultation with the Nominated Supervisor
- ensuring that children being educated and cared for by the service are adequately supervised, and the legislated educator-to-child ratios are complied with at all times (Regulations 123, 355, 360) (refer to *Supervision of Children Policy*)
- checking the status of the Working with Children (WWC) Clearance of volunteers and students where required, and ensuring that the details are recorded in the service register
- ensuring that the staff record contains the name, address and date of birth of volunteers and students attending the service (Regulations 145, 149(1))
- keeping a record for each day on which each student or volunteer participates with the date and the hours of participation (Regulation 149(2))
- ensuring that volunteers, students and parents/guardians are adequately supervised at all times, and that the health, safety and wellbeing of children at the service is protected
- ensuring that volunteers, students and parents/guardians are not left with sole supervision of individual children or groups of children
- ensuring that the nominated supervisor, educators and other staff, volunteers and students on placement at the service are not affected by alcohol or drugs (including prescription medication) that would impair their capacity to supervise or provide education and care to children (Regulation 83)
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the approved provider, nominated supervisor or educators under the law (Regulation 157)
- developing a range of strategies to enable and encourage the participation and involvement of parents/guardians at the service
- providing volunteers, students and parents/guardians with access to all service policies and procedures, and a copy of the *Education and Care Services National Regulations 2011*
- ensuring that volunteers, students and parents/guardians comply with the National Regulations and all service policies and procedures, including the *Code of Conduct Policy*, while attending the service
- developing an induction checklist for volunteers and students attending the service (refer to Attachment 1) in consultation with the Nominated Supervisor and educators.

The nominated supervisor and persons in day to day charge are responsible for:

- assisting the approved provider to develop guidelines for applications from volunteers and students to work at the service and which are aligned with the *Child Safe Environment Policy*
- assisting the approved provider with decisions in relation to accepting/rejecting a potential volunteer or student based on the circumstances of the service at the time

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- ensuring that children being educated and cared for by the service are adequately supervised, and the legislated educator-to-child ratios are complied with at all times (Regulations 123, 355, 360) (refer to *Supervision of Children Policy*)
- ensuring that, where required, that volunteers/students only commence at the service with a Working with Children's Clearance, and that details are included on the staff record
- ensuring that volunteers, students and parents/guardians are adequately supervised at all times when participating at the service, and that the health, safety and wellbeing of children at the service is protected
- ensuring that volunteers, students and parents/guardians are not left with sole supervision of individual children or groups of children
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the approved provider, nominated supervisor or educators under the law (Regulation 157)
- ensuring strategies are in place to enable and encourage the participation and involvement of parents/guardians at the service
- providing volunteers, students and parents/guardians with access to all service policies and procedures, and a copy of the *Education and Care Services National Regulations 2011*
- ensuring that volunteers, students and parents/guardians comply with the National Regulations and all service policies and procedures, including the *Code of Conduct Policy*, while attending the service
- assisting the approved provider to develop an induction checklist for volunteers and students at the service (refer to Attachment 1)
- ensuring that volunteers and students have completed the induction checklist (refer to Attachment 1) and have been provided with a copy of the staff handbook, if applicable.

### Early childhood teachers, educators and all other staff are responsible for:

- assisting the approved provider and nominated supervisor to develop guidelines for applications from volunteers and students to participate at the service and are aligned with the *Child Safe Environment Policy*
- ensuring that children being educated and cared for by the service are adequately supervised, and the legislated educator-to-child ratios are complied with at all times (refer to *Supervision of Children Policy*)
- providing volunteers, students and parents/guardians with access to all service policies and procedures, and a copy of the *Education and Care Services National Regulations 2011*
- ensuring that volunteers, students and parents/guardians comply with the National Regulations and all service policies and procedures, including the *Code of Conduct Policy*, while attending the service
- ensuring that volunteers, students and parents/guardians are adequately supervised at all times, and that the safety, health and wellbeing of children at the service is protected
- ensuring that volunteers, students and parents/guardians are not left with sole supervision of individual children or groups of children
- enabling parents/guardians of children attending the service access the service premises at any time the child is being educated and cared for except where this poses a risk to the safety of children and/or staff
- encouraging the participation and involvement of parents/guardians at the service
- assisting the approved provider and nominated supervisor to develop an induction checklist for volunteers and students at the service (refer to Attachment 1)
- assisting volunteers and students to understand the requirements of this policy and the expectations of the service.

### Volunteers and students, while at the service, are responsible for:

- ensuring they have provided all details required to complete the staff record

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- undertaking a WWC Check
- understanding and acknowledging the requirement for confidentiality of all information relating to educators and families within the service (refer to *Privacy and Confidentiality Policy*)
- complying with the requirements of the *Education and Care Services National Regulations 2011* and with all service policies and procedures, including the *Code of Conduct Policy*, while at the service
- undertaking the induction process and completing the induction checklist (refer to Attachment 1) prior to commencement at the service
- following the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected.

## Parents/guardians are responsible for:

- providing information for the staff record as required
- complying with the requirements of the *Education and Care Services National Regulations 2011* and with all service policies and procedures, including the *Code of Conduct Policy* and *Privacy and Confidentiality Policy* while attending the service
- following the directions of staff at the service at all times to ensure that the health, safety and wellbeing of children is protected.

## PROCEDURES – PRINCIPLES & PROTOCOLS

### 1. VOLUNTEER ENGAGEMENT

#### Principles of volunteering

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

#### Volunteer rights and responsibilities

- Volunteers, unlike paid staff, are not covered by awards or workplace agreements. However, volunteer do have rights (some of which are enshrined in legislation).
- CFC's engagement of volunteers is consistent with the [Volunteering Victoria](#) volunteer rights and responsibilities.
- CFC volunteers have the right to:
  - A healthy and safe environment;
  - Initial and ongoing support and training;
  - Information about the organisation, including policies and procedures;
  - A volunteer position description which outlines the tasks that you will be expected to perform and the agreed working hours;
  - Information necessary for the effective performance of the role;

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- Be provided with sufficient training, support and supervision;
  - Clear communication and constructive feedback regarding the role;
  - Be reimbursed for necessary out of pocket expenses;
  - Be protected by appropriate insurance;
  - Have their personal information dealt with in a confidential manner;
  - Take holidays;
  - Say 'no' if they are uncomfortable or feel they are being exploited;
  - Be informed and consulted on matters which affect them and their work.
- All CFC volunteers are expected to:
    - Be punctual and reliable
    - Respect confidentiality
    - Carry out the duties listed in the volunteer position description
    - Sign in and out so there is a record of the date and hours of participation
    - Be accountable
    - Give notice if your availability changes or you are leaving the organisation
    - Report any injuries or hazards that you notice in the workplace
    - Adhere to the organisation's policies and procedures
    - Deal with complaints in the appropriate manner
    - Undertake training as requested
    - Ask for support when needed
    - Support other team members.

### Distinction between paid and volunteer work

- CFC recognises the distinction between paid and volunteer staff.
- Volunteer roles will not undermine or replace paid roles but are complementary and supportive of paid roles.
- Volunteers are obliged to comply with lawful employee directives but have greater options for refusal of duties, absences and leaving the service.
- Volunteer involvement is encouraged, and paid staff will recognise the contribution volunteers make to the running of program, in an appropriate and timely manner.
- As a volunteer you should not be:
  - Filling a position previously held by a paid worker;
  - Doing the work of paid staff during an industrial dispute;
  - Treated in a manner that is discriminatory.

### Volunteer recruitment

- The CFC Executive Director, in consultation with staff, will ascertain the service's volunteer needs and capacity.
- Volunteer recruitment will occur to designated volunteer roles only and will be provided with a clear position description (refer to Attachment 1)
- Available volunteer positions will be advertised at the Craig Family Centre and through other appropriate volunteer recruitment sources e.g. volunteer resource centre, GoVolunteer website.
- Volunteer roles are offered on an equal opportunity bases and volunteers are recruited without discrimination on the basis of race, ethnicity, age, sex, marital status, pregnancy, disability, sexual orientation, transgender identity, carer status and/or religious/political affiliation.
- Volunteer selection will include the ability of the volunteer to pass safety screening requirements.

### Volunteer safety screening

- At the initial contact from a potential volunteer, a CFC staff member will inform them of the volunteer recruitment and selection process. If possible, by asking some of the questions on the volunteer



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application form (refer to Attachment 2), the staff member can conduct an initial screening to determine what roles would be the best match for the volunteer and CFC.

- If at this initial stage it is determined that there are suitable positions for the potential volunteer, they will be provided with a copy of relevant volunteer position descriptions, a privacy notice and invited to complete a volunteer application form.
- If the potential volunteer wishes to complete a volunteer application, the staff member will provide an application form and a volunteer handbook. The staff member should explain that completing the form does not confer automatic acceptance into the CFC volunteer program.
- After returning a completed volunteer application, potential volunteers should be interviewed (either in a group or individually) to ascertain:
  - their suitability for, and interest in, the role for which they are applying;
  - if the potential volunteer has any questions about volunteering at CFC; and
  - to assess whether the potential volunteer's goals are compatible with CFC's.
- Potential volunteers are required to satisfactorily complete pre-screening requirements by providing CFC with:
  - confirmation of identity (an original birth certificate or extract, a driver's licence or a passport)
  - a police records check (to be renewed every three years)
  - evidence of WWC check
  - contact details of two referees (who are not family members and are willing to act as referees)
  - a signed copy of the *Professional Standards Code of Conduct* (refer to *Code of Conduct Policy*) and the *Child Safe Code of Conduct* (refer to *Child Safe Policy*) that are included in the volunteer handbook
  - an international police check for potential volunteers who have resided in an overseas country for 12 months or more in the last ten years
  - an email of their current visa details directly from the VEVO Enquiry Form (Department of Immigration and Border Protection), if they are in Australia on visa
  - verification of qualifications, where applicable.
- The employee managing the volunteer application process will file all relevant volunteer application documentation including a copy of the identity document, WWC check, visa details, signed codes of conduct and qualifications (where applicable). Police check details will be documented e.g. date resolved and the check number, but no copy will be retained.
- Where there are disclosable outcomes on a police record, CFC may need to consult with relevant funding government bodies if they wish to proceed with the volunteer placement.
- Selection of volunteers will include the ability of the volunteer to pass pre-screening requirements, willingness to commit to a minimum of three-month regular volunteer service (following a three-session trial).
- If at any stage the volunteer is determined to be unsuitable, they will be notified in writing of CFC decision to not proceed with the volunteer application.
- CFC will contact the successful volunteer applicant and organise a time for them to attend induction.

### Volunteer induction and trial period

- Volunteers are required to attend an induction presentation prior to commencement of their role
- An induction check list (see attachment 3) is to be completed by all volunteers (with support from their supervisor) prior to commencing at CFC.
- Completed checklists are to be returned to the supervisor to be retained in the volunteer's confidential staff file.
- Volunteers are provided a three-session trial prior to confirmation of the volunteer placement.
- Following the three-session trial, the volunteer will meet with their supervisor to discuss the experience and provide feedback.



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- If during the trial period, the volunteer's performance level does not meet required standards or the volunteer requires too much support to achieve standards, CFC reserves the right not to confirm the placement.
- If the trial period was satisfactory for both the volunteer and CFC, the volunteer will be provided a letter confirming their engagement as a CFC volunteer.

### Volunteer supervision

- All CFC volunteers will be allocated a supervisor.
- The volunteer's supervisor will ensure the volunteer has access to relevant facilities/equipment, policies, a copy of the *Education and Care Services National Regulations* and an appropriate safe work environment.
- CFC volunteers will be adequately supervised at all times, to ensure:
  - CFC policies and procedures are being adhered to;
  - the health, safety and wellbeing of children at CFC is protected
  - volunteers are not left with sole supervision of individual children or groups of children.

### Volunteer recognition

- CFC values the contribution of volunteers and recognises the valuable work of volunteers. Forms of recognition may include:
  - Informal recognition e.g. regular positive feedback;
  - Formal recognition e.g. celebration of National Volunteer Week/International Volunteer Day, volunteer certificates.

### Reimbursement

- Volunteers will be reimbursed for pre-authorised expenses; on the condition a receipt is provided. A volunteer's transport expenses are not normally reimbursed.

### Volunteer insurance

- Volunteers are covered by a limited personal accident and public liability insurance policy through the Victorian Managed Insurance Authority (VMIA).
- Volunteers are covered for personal injury whilst performing their designated volunteer role and whilst engaged in necessary direct travel to and from such authorised activity.
- CFC's volunteer insurance does not provide coverage for volunteer cars nor does CFC accept any liability arising from vehicular accidents. Traffic offences incurred by volunteers will be the responsibility of the volunteer (including any demerit points imposed).

## 2. STUDENT PLACEMENTS

- All enquiries regarding CFC's capacity to provide student placements will be directed to the CFC Executive Director.
- CFC will accept expressions of interest for placement from education providers and students directly.
- When a student or educational institution approaches CFC to provide student placement/s, the CFC Executive Director will request placement documentation (including written evidence the education provider has appropriate and current insurance for the student on placement) in order to review the requirements.
- The CFC Executive Director will clarify the education providers expectations of CFC.
- The CFC Executive Director will determine CFC's capacity to provide student placement and the suitability of the arrangement.
- Where student placement/s can be accommodated, the CFC Executive Director will:

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- retain and file all student placement documents (including written evidence the education provider has appropriate and current insurance for the student).
- act as, or allocate an appropriate employee as, the student's placement educator.
- ensure students are involved in activities that align with their learning goals.
- ensure the placement educator is suitably resourced to allocate enough time to core duties as well as placement coordination responsibilities.
- All students on placement must sign and adhere to the *Professional Standards Code of Conduct* (refer to *Code of Conduct Policy*) and the *Child Safe Code of Conduct* (refer to *Child Safe Policy*).
- There is no remuneration for students on placement.

### Student requirements

- Potential placement students are required to provide CFC with:
  - their full name, address and date of birth;
  - evidence of a WWC check and police record check;
  - immunisation status details, where applicable;
  - contact details for the education provider's liaison person;
  - contact details of two referees (who are not family members and are willing to act as referees); and
  - curriculum vitae.

### International student status

- For international students or students who have resided in an overseas country for 12 months or more in the last ten years, an international police check is requested.
- Where a relevant student does not have an international police records check, they must complete a statutory declaration (refer to Attachment 4).

### Placement educator's role

- The placement educators' roles in the day-to-day management of a student includes:
  - contributing to the learning agreement for each student.
  - orientation, including collaborating with the student to complete the induction checklist (refer to Attachment 3).
  - providing feedback to the student.
  - communicating relevant information to the student's education provider.
  - ensuring that children being educated and cared for by CFC are adequately supervised, and the legislated educator-to-child ratios are complied with at all times, if placement occurs in Children's Services (refer to *Supervision of Children Policy*).
  - ensuring students are not left with sole supervision of individual children or groups of children.
  - enabling student access to relevant clients, facilities/equipment, policies, a copy of the *Education and Care Services National Regulations* and an appropriate safe work environment.
  - ensure a log is maintained of the days and times the student attended CFC.
  - obtaining client consent, where applicable.

### Student induction

- All students must complete induction at the beginning of their placement.
- The placement coordinator will ensure:
  - all relevant tasks are undertaken in accordance with the induction checklist (refer to Attachment 3).
  - students sign and adhere to the *Professional Standards Code of Conduct* and the *Child Safe Code of Conduct* (and a copy of each is provided to the student).
  - students are aware of and provided access all relevant policies and procedures.

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- Ensure student understand the requirement to sign in and out so there is a record of the date and hours of participation

### Cancellation of Placement

- The student should inform the placement educator as soon as possible if there are changes to their placement or if they wish to cancel their placement.
- In the event that the student breaches the CFC codes of conduct or policies, the placement will be terminated
- If placement is cancelled by CFC, the placement educator will inform the student and student's education provider as soon as possible. A letter will be provided to inform of the reasons for cancellation.
- Documentation regarding cancellation of placement will be retained on file.

### 3. VOLUNTEER/STUDENT PLACEMENT COMPLAINTS

- Where volunteers/students have any concerns or feedback about their role, they should be raised with their supervisor/placement educator
- Any complaints will be managed in accordance with the *Complaints and Grievances Policy*.

## EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the CFC will:

- check staff records on a regular basis to ensure details of students, volunteers and where appropriate parents/guardians are maintained in line with all legislative requirements as outlined in the policy
- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures unless a lesser period is necessary because of a risk.

## ATTACHMENTS

- Attachment 1: Volunteer position description template
- Attachment 2: Volunteer application form
- Attachment 3: Sample induction checklist for volunteers/students
- Attachment 4: Statutory screening declaration – student placement

# Craig Family Centre

## V O L U N T E E R R E C O R D

### PARTICIPATION OF VOLUNTEERS & STUDENTS POLICY

#### ATTACHMENT 1

#### Volunteer position description template

### Volunteer Position -

**Project:** [Type text]

**Organisation:** Craig Family Centre

**Location:** 7 Samarinda Avenue, Ashburton Vic 3147

**Reports to:** [Type text]

**Hours:** [Type text]

**Probation:** 3 sessions

### Organisation Summary

The Craig Family Centre is a community-based organisation that provides services to support individuals and families within the local community. The Centre has a strong community development focus and encourages participation and involvement of the local community.

The Centre offers many programs including childcare, support programs, community development and leisure activities. The Centre has recently undergone redevelopment and is moving into a new phase in its operations. The redevelopment has improved facilities at the centre and provided additional facilities to expand children's services.

The Craig Family Centre is committed to working with and for the community. The Centre is involved in developing community programs, information sharing, mutual support, advocacy and community participation in local and social issues. Membership and access to services is open to people of all ages, abilities, backgrounds and cultural groups.

The Craig Family Centre is an incorporated association governed by a Committee of Management elected from the membership. The centre aims to achieve high professional standards and to deliver of safe, well planned and stimulating programs that respond positively to the individuals and families who use them.

Further information about the Craig Family Centre is available at [www.craigfc.org.au](http://www.craigfc.org.au).

### Background – [Type text] Project

[Type text]

# Volunteer [Type text]

## Volunteer Position Summary & Accountability

[Type text]

### Duties & Responsibilities

DUTIES	Date/s	Estimated Hours
• [Type text]	[Type text]	[Type text]
• [Type text]	[Type text]	[Type text]
• [Type text]	[Type text]	[Type text]
• [Type text]	[Type text]	[Type text]
• [Type text]	[Type text]	[Type text]
• [Type text]	[Type text]	[Type text]

### KEY SELECTION CRITERIA

- [Type text]
- [Type text]
- Enthusiasm for working with others and ability to follow directions
- Good communication and organisation skills

### DESIRED SELECTION CRITERIA

- [Type text]
- [Type text]
- [Type text]

### PRE-START CONDITIONS

- [Type text]
- [Type text]
- Induction session prior to commencement
- Contact details of two referee
- Working with Children and National Police Records Check
- Willingness to sign and adhere to Craig Family Centre policies and codes of conduct
- Willingness to commit to a minimum 3 months regular volunteer work, after a trial period of three sessions.

### RELEVANT POLICIES

All volunteers are required to work within Craig Family Centre's policies, practices and guidelines including Child Safe Policy and Occupational Health and Safety Policy.

Craig Family Centre policies relevant to this role include:

- *Code of Conduct*
- *Participation of Volunteer and Students Policy*
- *Privacy and Confidentiality Policy*

- *Occupational Health & Safety Policy*
- *Child Safe Policy*
- [Type text]

Prepared by	[Type text]
Approved by	Executive Director
Date	[Type text]
Review date	After completion of three session probation period



# Craig Family Centre

## VOLUNTEER RECORD

### PARTICIPATION OF VOLUNTEERS & STUDENTS POLICY

#### ATTACHMENT 2

#### Volunteer registration form

### Craig Family Centre Volunteer Application Form

**VOLUNTEER POSITION:** \_\_\_\_\_

*(Please provide details of the program or specific volunteer role/s for which you are applying)*

**PERSONAL DETAILS:**

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ P/ Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Date of Birth:(dd/mm/yyyy) \_\_\_\_\_

Email: \_\_\_\_\_

**BACKGROUND, SKILLS, QUALIFICATIONS, SPECIAL INTERESTS**

What work experience and qualifications do you have?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

What languages do you speak?

\_\_\_\_\_

<b>Office Use Only</b>	<b>Volunteer Number:</b>
Interview date: / /	Database date: : / /
Police check number:	Resolved date: : / /
Reference checks completed: <input type="checkbox"/> <input type="checkbox"/>	VEVO check email <input type="checkbox"/> International Police Check: <input type="checkbox"/>

What are your hobbies and interests?

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Have you done volunteering before? YES/NO

If yes, where and when?

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What made you interested in this program?

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What do you hope to contribute by volunteering by volunteering at Craig Family Centre?

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What do you hope to gain from volunteering?

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What made you interested in this program?

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How did you find out about volunteering at Craig Family Centre?

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**REFEREES:**

*Please provide contact details for two people, who are not family members and are willing to act as referees for your chosen role(s).*

1. Name: \_\_\_\_\_

Business Hours Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

2. Name: \_\_\_\_\_

Business Hours Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

## EMERGENCY CONTACTS

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Mobile Phone : \_\_\_\_\_

Doctors Name: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

Surgery Address: \_\_\_\_\_

## HEALTH DETAILS

Please note any special consideration that is needed to assist you in your volunteer role. Please record anything that may hinder or impact your ability to volunteer, e.g. medical conditions such as hearing, back problems, allergies, asthma.

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Are you taking any medications that may affect your ability to volunteer? YES/NO

*If yes, please provide details:*

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## INTERNATIONAL STATUS

Have you lived outside Australia for 12 months or more in the last ten years? YES/NO

Are you currently in Australia on a visa? YES/NO

### **Responsibilities of a Craig Family Centre Volunteer**

All volunteers are expected to:

- be punctual and reliable, notifying their supervisor if you are unavailable to attend a session. Please remember to sign in and out at each session;
- respect confidentiality;
- carry out the duties listed in their volunteer position description;
- be accountable;
- give notice if their availability changes or are leaving the organisation;
- report any injuries or hazards that you notice at Craig Family Centre;
- adhere to Craig Family Centre policies and procedure;
- deal with complaints in an appropriate manner;
- undertake training, as requested;
- ask for support when needed and support other team members.

## CRAIG FAMILY CENTRE VOLUNTEER AGREEMENT

### I understand and agree to the following:

Please tick each checkbox to acknowledge your acceptance of the associated statement:

- Medical Emergency** - In case of injury or accident, I authorise any necessary medical treatment and agree to cover any expenses that may be incurred. I give permission to release my medical information to supervising staff and to medical personnel, as applicable.
- Concerns or Complaints** – I am aware I can raise any complaint, questions or suggestions with the Craig Family Centre Executive Director or my supervisor, and that the *Complaints and Grievance Policy* is available at request at reception.
- Confidentiality** – A requirement of being a volunteer for the Craig Family Centre is that all information about clients, employees and volunteers is kept confidential. I have understood the guidelines and policies relating to confidentiality and agree to maintain the highest standards of confidentiality with respect to any information obtained during the course of my volunteer work.
- Occupational Health and Safety**– I am aware of safe OH&S practices in my volunteer role and will ask my supervisor for assistance if I am unsure about safety procedures. I understand that I am responsible for following procedures, instructions and guidelines, and for reporting any accident, injuries, incidents and/ or hazards.
- Food Safety** – I understand the importance of cleanliness, hand washing, allergy safe and food safety principles in the Craig Family Centre kitchen.
- Application Process** – I declare that the information contained in this application is true and correct. I understand that I may be required to participate in an interview, selection process, undertake reference and background checks prior to being considered for a volunteer position.
- Police Record Check** – I agree to provide Craig Family Centre with a current police record check and understand a renewal police check needs to be organised every three years. I understand that Craig Family Centre may be required to advise funding government departments of any disclosable outcomes.
- Codes of Conduct** – I have read, signed and understood the *Child Safe Code of Conduct* and the *Professional Standards Code of Conduct* contained in the volunteer handbook.
- Working with Children Check** – I agree to allow my supervisor to view and record details from my WWC card. I will maintain a current WWC card and if there are any changes in my status e.g. card suspended, I will notify my supervisor immediately. (VIT or police force member registration is accepted in place of WWC card.)
- Visa Status** –I agree to email my current visa details directly from the VEVO Enquiry Form (Department of Immigration and Border Protection) to my supervisor if I am currently in Australia on a visa. Under the Migration Act 1958 (Cth), penalties apply if an organisation engages volunteers in breach of visa conditions.
- Overseas Police Record Check** – I agree to provide Craig Family Centre with an international police check if I have not lived in Australia for 12 months or more in the last ten years.
- My Commitment** - Following a three-session trial period I am willing to commit to a minimum of 3 months regular volunteer work. **I understand the need for reliability in my volunteering.**
- I agree to adhere to the guidelines, policies, principles, and codes of practice of the Craig Family Centre.**
- I understand that a breach in this agreement may result in the termination of my services to the Craig Family Centre, and that CFC reserves the right to end my volunteer duties at any time if I am considered unsuitable or if the specific volunteer role is suspended or ceased.

Signed \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

# Craig Family Centre

## VOLUNTEER RECORD

### PARTICIPATION OF VOLUNTEERS & STUDENTS POLICY

#### ATTACHMENT 3

#### Induction checklist for volunteers/students

Name: \_\_\_\_\_ Date: \_\_\_\_\_

To be completed by all volunteers/students on placement prior to commencing at Craig Family Centre Inc. (CFC) and returned to their supervisor to be retained in their confidential staff file.

	Please tick when complete or N/A if not applicable
I have been given access to all the policies and procedures of CFC	
I understand the content of CFC's policies and procedures, including those relating to:	
• conduct while at the service ( <i>Code of Conduct Policy</i> and <i>Child Safe Policy</i> )	
• emergency, evacuation, fire and safety, including locations of fire extinguishers and emergency exits ( <i>Emergency and Evacuation Policy</i> )	
• accidents at the service ( <i>Incident, Injury, Trauma and Illness Policy</i> )	
• dealing with medical conditions ( <i>Dealing with Medical Conditions Policy, Asthma Policy, Anaphylaxis Policy, Diabetes Policy, Epilepsy Policy</i> and <i>Administration of Medication Policy</i> )	
• good hygiene practices ( <i>Hygiene Policy</i> )	
• dealing with infectious diseases ( <i>Dealing with Infectious Diseases Policy</i> )	
• first aid arrangements for children and adults, including the location of the nearest first aid kit ( <i>Administration of First Aid Policy</i> )	
• daily routines	
• the importance of OHS and following safe work practices ( <i>Occupational Health and Safety Policy</i> )	
• interacting appropriately with children ( <i>Interactions with Children Policy</i> )	
• reporting of serious incidents and notifiable incidents at the service ( <i>Incident, Injury, Trauma and Illness Policy, Complaints and Grievances Policy</i> and <i>Occupational Health and Safety Policy</i> )	

	<b>Please tick when complete or N/A if not applicable</b>
• reporting hazards in the workplace ( <i>Occupational Health and Safety Policy</i> )	
• handling complaints and grievances ( <i>Complaints and Grievances Policy</i> )	
• child protection ( <i>Child Safe Environment Policy</i> )	
• privacy and confidentiality of information ( <i>Privacy and Confidentiality Policy</i> )	
I have read, signed and submitted a copy of the CFC Child Safe Standards.	
I have read, signed and submitted a copy of the CFC Child Safe Code of Conduct.	
I have read, signed and submitted a copy of the CFC Privacy and Confidentiality Acknowledgement Letter.	
I have read, the CFC Privacy Statement and signed and submitted a copy of the CFC Image Consent Form 01.	
I am aware of the non-smoking policy of the service.	
The expectations of my placement/engagement, my role and responsibilities have been clearly explained to me by my supervisor.	
I am aware that I am expected to participate in general tasks, including maintaining the environment in a clean, safe and tidy condition.	

Volunteer/student name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor/placement educator's name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Craig Family Centre

## VOLUNTEER RECORD

### PARTICIPATION OF VOLUNTEERS & STUDENTS POLICY

#### ATTACHMENT 4

#### Safety screening statutory declaration - student placement

Name: \_\_\_\_\_ Date: \_\_\_\_\_

To be completed by all students on placement prior to commencing at Craig Family Centre Inc. (CFC) and returned to their supervisor to be retained in their confidential staff file.

I, \_\_\_\_\_, do solemnly and sincerely declare that I have fully disclosed in writing to Craig Family Centre Inc. all details of:

- any charges laid against me by police concerning any offence committed in Australia or in another country in the past
- any offence of which I have been found guilty, committed in Australia or in another country in the past

and that a copy of my responses to the above issues, which I have provided to Craig Family Centre Inc. as part of the student placement recruitment process, is attached hereto.

I acknowledge that this declaration is true and correct, and I make it with the understanding and belief that a person who makes a false declaration is liable to the penalties of perjury.

Declared at: \_\_\_\_\_

On the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
Signature of person making this declaration  
[to be signed in front of an authorised witness]

Before me,

\_\_\_\_\_  
Signature of Authorised Witness

**THE AUTHORISED WITNESS MUST PRINT OR STAMP HIS OR HER NAME, ADDRESS, AND TITLE UNDER SECTION 107A OF THE EVIDENCE (MISCELLANEOUS PROVISIONS) ACT 1958 (VIC). (E.G. JUSTICE OF THE PEACE, PHARMACIST, POLICE OFFICER, COURT REGISTRAR, BANK MANAGER, MEDICAL PRACTITIONER, DENTIST, SOME PUBLIC SERVANTS)**