

Engaging and Inducting Volunteers

Procedure



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1 Purpose

Volunteers play an important role in the education of children and young people in partnership with the staff of Catholic schools. Education and care settings are unique in the degree to which they encourage participation by parents and caregivers. Positive partnerships with parents and caregivers are significant in the overall effectiveness of the education and care process.

Catholic schools must only engage volunteers who are appropriate, suitably skilled, trained and or qualified to work with children and young people. These Procedures will assist Principals and Leaders in the application of best practice in engaging and inducting volunteers who are suitable to work with children and young people and all levels of staff, while ensuring all the required practices to protect children and young people are implemented.

All schools and CEO sites are required to follow established selection, mandatory notification training, supervision, monitoring and record keeping procedures for volunteers. Materials and links are provided in this package to support schools to implement the required practices.

2 Scope

The Procedures for Engaging and Inducting Volunteers apply across Catholic Education South Australia (CESA).

3 Definitions

Volunteer: a volunteer is 'an individual who undertakes defined activities of their own free will, without payment (other than out of pocket expenses), which will be of benefit to the community and the organisation.' (*Screening and Criminal History Checks Policy Guidelines: A Framework for Guiding Screening Practice in Education and Care Settings, DECD, AISSA, CESA*).

Volunteer categories include: sports coaches, cultural coaches, parent helpers, canteen helpers, transport helpers, LAP support, School Board members, School Board sub-committee members, parents accompanying staff on excursions, overnight camps, interstate / overseas trips. Students undertaking Work Experience (tertiary and school students) who are 18 years or more and mentors from external organisations are volunteers. Please note: there is no requirement for screening children under 18 years old.

Screening: the overarching term used to encompass Working with Children Check (WWCC), online screening, declaration form completion and other screening procedures such as referee checks (where applicable).

4 Policy Supported

These procedures support the:

- South Australian Catholic Child Protection Council *Policy for the Care, Wellbeing and Protection of Children and Young People* (2011)
- Catholic Archdiocese of Adelaide Volunteers Policy
- Duty of Care Policy (SACCS 2015)
- Charter for Parents (Federation of Catholic School Parent Communities)
- School Compliance and Accountability KPIs: KPI (M): Volunteers, and elements of KPIs (A): Student Wellbeing, (B): Child Safety, (D): Duty of Care and (E): Employment and Induction Procedures
- CSH&W Volunteer Induction Policy
- Screening and Verification Authority - Working with Children Check Guidelines / Screening Policy – Working with Children Checks (Screening and Verification Authority)

5 Procedures for Engaging Volunteers

It is recognised that the practices for recruiting and engaging volunteers may vary from school to school and for the CEO. These procedures provide a minimum standard when engaging volunteers to ensure that:

- all child protection requirements are met;
- engagement practices remain consistent and non-discriminatory;
- a planned, systematic approach is adopted;
- transparency and equity are applicable at all times.

5.1 Recruiting Volunteers

Where material is published calling for volunteers, the relevant material should typically include:

- details about the school/college (mission, values, purpose);
- the type of volunteering position(s) available and the nature of the work;
- application form (see CESA Volunteer Application Package)
- knowledge, skills and attributes required;
- specific instructions on how, when and where to apply;
- name and telephone number of the school contact person.

All such material should include a specific reference to screening requirements (WWCC and other screening processes including, where applicable, referee checks).

5.2 Selecting Volunteers

While each school and the CEO will develop their own process for recruiting and selecting volunteers, selection processes for volunteers should include the following *minimum requirements*:

- CESA Volunteer Application Package;
- CESA Volunteer Declaration;
- complete satisfactory electronic screening (refer to 5.4);
- attendance at an informal interview (new volunteers who are not known at the school).

Applications for volunteer positions should be dealt with in a timely and non-discriminatory manner.

The suitability of applicants who wish to volunteer must be assessed in relation to their:

- commitment to adhering to CESA's child safe and child-friendly environment policies and procedures;
- the applicant's suitability to work with children; and
- ability to support the Catholic ethos and contribute to the Mission of the Church, School and or Catholic Education Offices (CEO).

5.3 Screening Volunteers – Requirements

Due to the nature of the work and contact with children, volunteers are required to undergo screening regardless of the type of role they hold within the school. A volunteer is deemed an 'occasional' volunteer if their volunteering does not exceed seven (7) occasions in a calendar year. Please refer to the [Screening Decision Chart](#) for further clarification on what constitutes an 'occasional' volunteer.

Applicants must be informed of the requirement to hold or obtain a valid and current Working with Children Check (WWCC) prior to commencement, and for ongoing WWCC at regular intervals as requested.

All volunteers must provide:

- Completed [CESA Volunteer Application Package](#);
- Completed [CESA Volunteer Declaration](#);
- Personal identification (100 points if a WWCC is required);
- Names and contact details of two character referees:
 - where the volunteer is *well known* to the school community (e.g. parent/caregiver who has had regular active involvement in the school), provide the names and roles of 2 school staff members known to the volunteer;
 - where the volunteer *is not previously well known* to the school community, referees should include professional referees (e.g. previous or current employer, doctor, lawyer, JP, teacher etc.);
- A copy of their original WWCC prior to commencing;
- A certificate of completion for the [Responding to Abuse and Neglect - Education and Care \(RAN-EC\) Online Induction training for Volunteers](#) (or equivalent for face to face on-site RAN-EC induction training for Volunteers).

The Principal or Leader must ensure:

- [electronic screening](#) is completed on all volunteers engaged with the school or the CEO;
- referee checks are undertaken for volunteers new to the school, and the referee attests to the good character of the volunteer;
- [a confidential personnel file is established for the volunteer, and all forms are filed.](#)

Members of governing councils / school boards are required to hold a current acceptable WWCC to protect against people in such positions adversely influencing the protective climate of an education or care environment through the decisions of committees or boards.

5.4 Screening Procedures

5.4.1 Working with Children Check

This document, together with the Screening and Verification Authority – Working with Children Check Guidelines, Screening Policy – Working with Children Checks and the Screening Decision Chart outline the screening requirements for all recognised and approved volunteers.

- In every situation where a WWCC is required, a CESA online screening is also required;
- [Screening and Verification Authority – Working with Children Check Guidelines](#) are located on CESA online;
- [Screening Decision Chart](#) is detailed on CESA online.

5.4.2 Electronic Screening

If not already completed, [online electronic screening](#) must be undertaken prior to any offer of engagement being made to a volunteer. Clearance notification must be received from the Human Resources Team at the CEO and filed and recorded as a valid clearance. This screening process is undertaken through a [web-based application](#).

5.4.3 Informal Interviews (for Regular Volunteers)

Prior to commencing their voluntary work, all regular volunteers should be interviewed on an informal basis, to ascertain their suitability for and interest in the volunteer program, and to provide an opportunity for the volunteer to ask questions.

It is essential all Compulsory questions relating to Working with Young Children / Child Protection be asked at interview, including:

- Tell us about why you want to work with children?

- Describe a time when you had to manage a child whose behaviour you found challenging?
- Working with children and child protection are core to our business and values. Have you ever had any involvement with, been investigated, or been charged with an offence against children?
- Other than your own family do have special relationships with children. Tell us about them?
- Is there anything that you are aware of that may cause a concern or raise question about your suitability to undertake your role? (child or criminal offences)?

5.4.4 Referee Checks

Reference checks may be undertaken by the Principal (or school nominee) to confirm work abilities or character attributes to establish a person's suitability for volunteer positions.

If the applicant has a regular active involvement and is well known at the school, the Principal and or Leader may feel it not necessary to undertake a reference check.

If the applicant is not known to the school and the Principal, referee checks must be undertaken. Where possible, referees should include line managers or other people who can be objective, rather than colleagues or friends.

The [Volunteer Referee Check form](#) has a standard suite of referee questions including the compulsory child protection questions highlighted below.

- Working with children and child protection are core to our business and values. Has the applicant ever had any involvement with, been investigated, or been charged with an offense against children?
- Are you aware of any child protection concerns regarding the applicant?
- Other than the applicant's own family does the applicant have special relationships with children? If yes, tell us about them.
- Is there anything that you are aware of that may cause a concern or raise question about the applicant's suitability to perform our role?
- Would you engage this person as a volunteer?

5.5 Exclusion from Volunteering

School and CEO leaders have the authority to:

- require a volunteer to withdraw from volunteering programs at any time if concerns exist about their suitability working with children or for the role; and
- exclude a parent, caregiver or other person from the school grounds if their behaviour threatens the wellbeing of staff, parents or children.

6 Procedures for Inducting Volunteers

Schools are required to induct all volunteers.

It is recognised that the practices for inducting volunteers may vary from school to school and for the CEO. These procedures provide a minimum standard when inducting volunteers to ensure that:

- all child protection requirements are met;
- induction practices remain consistent and non-discriminatory;
- a planned, systematic approach is adopted; transparency and equity are applicable at all times;

- and
- processes are in place to protect the health and safety of volunteers.

6.1 Induction Process and Content

Each school Principal and or Leader must establish an induction process appropriate for all volunteers on their site. An induction process must be completed with all new volunteers, and should include, as a minimum:

- RAN-EC obligations)
- Mandatory notification obligations) refer RAN-EC Online Induction (or
- Protective practices) face-to-face version)
- WH&S requirements;
- First aid (where applicable);
- Privacy and confidentiality issues;
- Relevant school and or CEO policies and procedures such as:
 - Code of Conduct for Volunteers;
 - Child Protection Policy;
 - Child Abuse Procedures;
 - Duty of Care Policy;
 - Protective practices for staff in their interactions with children and young people guidelines (essential for volunteers interacting with students);
 - Information Technology Policy;
 - Work, Health and Safety Policy;
- Site specific information e.g. important times, dates, WHS issues etc.

During the induction / orientation process volunteers should also be consulted on the following items, including:

- clear instructions on their role, function and responsibilities;
- direct reporting lines and contact details;
- appropriate lines of authority and communication;
- who they can contact for advice and support if they have any child protection or other concerns; and
- record keeping relevant to their role.

Ongoing induction processes for volunteers who are continuing or who have new roles in the school should include:

- any updates in WHS;
- school or CEO policies or updates relevant to the position.

The school will receive a written reminder from the Screening and Verification Authority for all people associated with the school when a new WWCC is required.

7 Work Health and Safety for Volunteers

Work, Health and Safety training is essential for all employees and volunteers in the workplace. All workers and employees including volunteers and visitors are required to take reasonable care for both their own health, safety and welfare and the health, safety and welfare of others. Volunteers are considered to be workers under current WHS legislation.

The Volunteer WHS Induction Policy

WHS for Volunteers, including RAN-EC training for Volunteers and Protective Practices are addressed in the exemplar Induction Package.

Further information is available for volunteers from the Federation of Catholic School Parent Communities on www.parentfederation.catholic.edu.au or ☎ 8301 6685.

Volunteer Records should include evidence of initial WHS and RAN-EC for Volunteers Induction (online or face-to-face). Evidence of any update training, including three yearly WHS update training, should be included in the volunteer's records as they occur.

8 Privacy and Confidentiality

By the Volunteer

It is acknowledged that in the course of their work, volunteers may come across sensitive and confidential information. It is essential for all volunteers to maintain confidentiality and if concerned raise the issue with the Principal (or nominee).

About the Volunteer

Applications, unsolicited resumes, and notes taken during or as a result of interviews or meetings, including any information received from a reference or referee check are not exempt from the Privacy Act.

Care must be taken to ensure that all records are stored in a confidential area and that only authorised personnel can access those records. All records should be stored indefinitely.

The Induction Pack exemplar addresses the privacy of volunteers.

9 Volunteer Records

Schools should maintain confidential records for each Volunteer which as a minimum should include:

- CESA Volunteer Application Package
- CESA Volunteer Declaration
- Volunteer Agreement (may be a part of CESA Volunteer Application Package)
- Medical Information
- Screening, including WWCC outcome where applicable
- Referee Checks (where applicable)
- Volunteer Induction records
- WHS Induction (initial and updates)
- RAN-EC for Volunteers Training – completion certificate (online or face-to-face)
- Drivers licence, car registration and insurance (for those transporting students other than immediate family as a volunteer).

10 Engagement and Induction: resources, templates & links

The documents marked “VP” in the section Documents for Volunteers - Induction Package together form a basic Volunteer Induction Pack for those volunteers who will regularly volunteer at the school. Some of these documents require the school to include site-specific information and/or the school logo.

For specific volunteer positions, schools may need to add other information (e.g. a volunteer coach would require information on first aid requirements).

Documents for Principals, Volunteer Coordinators

[Volunteer Engagement & Induction Checklist](#) (for use by Principals and Principal Nominees)

[Referee Checklist for Volunteers](#) (for use by Principal / Nominee)

[Procedures for Electronic Screening of Applicants](#)

[Applicant Online screening request](#)

[Volunteer WHS Induction – Education Sector Policy](#)

[Volunteer Induction PowerPoint](#) (incorporates WHS, RAN-EC, Protective Practices)

[Running sheet for presenters](#) – to accompany Volunteer Induction PowerPoint

[RAN-EC Induction for Volunteers: Certificate \(online or face-to-face\)](#)

Documents for Volunteers - Induction Package (VP)

[CESA Volunteer Application Package and CESA Volunteer Declaration](#)

[Induction Package for Volunteers and person conducting induction to complete](#)

[RAN-EC: Information for School Volunteers \(CESA pamphlet\)](#)

[About Protective Practices \(CESA pamphlet\)](#)

11 Revision Record

Policy Leader	Assistant Director - People, Leadership and Culture
Contact	Senior Adviser - Human Resources Tel: 8301 6600
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Volunteer Engagement & Induction Checklist for use by Principal / Nominee

Volunteer Name:		Start date:
		End date (if known):
RECRUITMENT / ENGAGEMENT		
Required information / procedure Note: * Mandatory fields as per KPI (M)	Yes / No	Date completed
CESA Volunteer Application Package completed & stored appropriately*	Yes / No	
CESA Volunteer Declaration completed and stored	Yes / No	
Volunteer Referee Checks completed (for Volunteers new to the school)* (2 referees as per the Volunteer Application Package and Volunteer Referee Checklist)	Yes / No	
RAN-EC for Volunteers completed and Completion Certificate stored	Yes / No	
Evidence of personal identification provided & entered on CESA Volunteer Application Package*	Yes / No	
Current drivers licence sighted (if required)	Yes / No / N/A	
Car registration & Compulsory Third Party sighted (if required)	Yes / No / N/A	
Information that adequately describes the Volunteer role provided (e.g. PID)	Yes / No	
Electronic Screening undertaken* and return email is printed & stored in volunteer's file	Yes / No	
Valid and Current Working with Children Check (WWCC) obtained? Please refer to the Screening Decision Chart issued by the Catholic Archdiocese of Adelaide – Screening and Verification Authority (SAVA).	Yes / No / N/A	
Work Experience Student: letter from Principal attesting to student's character and suitability to undertake work experience received	Yes / No / N/A	
Volunteer has special needs which must be considered in allocating volunteer work? (please note, if applicable)	Yes / No	

Induction Checklist Information for Principals and Nominees

Required information / procedure Note: * Mandatory fields as per KPI (M)
Catholic Identity and Ethos information about the school's Catholic identity and ethos e.g. School's Vision and Mission
Information that adequately describes the Volunteer role (e.g. Position Information Document)
Child protection responsibilities – Volunteer induction package includes <ul style="list-style-type: none"> • Responding to Abuse and Neglect - Education and Care Induction Session for Volunteers (RAN-EC) * • Copy of the printed Volunteer's Handbook provided • Certificate provided • Copy of the pamphlet <i>Responding to Abuse and Neglect - Education and Care</i> * provided • Information on who to report any concerns of child or student wellbeing to * • Information on <i>Protective Practices</i> * provided (refer RAN-EC Volunteer's handbook) • Copy of the pamphlet <i>About Protective Practices</i> * • Date of RAN-EC Induction recorded. *
Duty of Care to students: Specific school/preschool policies and guidelines which affect Volunteer's work: <ul style="list-style-type: none"> • Behaviour Education and Personal Responsibility Policy • Duty of Care Policy • Requirements regarding supervision • Training specific to their area of work • Expectations regarding personal conduct and interaction with children and young people • Procedures in relation to health, hygiene and safe food practices • Sun Smart Policy • Medication Policy • <i>Other relevant policies</i>
First Aid * <ul style="list-style-type: none"> • First Aid procedures • Training is arranged (if required)
Work Health and Safety (WHS) * <ul style="list-style-type: none"> • WHS for Volunteers induction • Position and/or site-specific induction • Volunteer introduced to the site WHS Coordinator • WHS Volunteer Register Form is updated
Volunteer Work Environment, Policies and Procedures <ul style="list-style-type: none"> • Confidentiality and privacy (Volunteer is aware of their responsibilities in relation to confidentiality, privacy and cultural sensitivity) • Sign-in and out procedures • Name Badge issued • Reimbursement of out of pocket expenses (types & procedure) • Use of school equipment and services (Computer Use, Cyber-safety policies) • Training, Supervision and Support (training requirements and/or opportunities as required; supervision arrangements and support available; contact person)

Volunteer Work Environment, Policies and Procedures (continued)

- Positive Problem / Grievance Resolution policies and procedures
- Code of Conduct
- Responding to Bullying & Harassment in the Workplace
- Emergency Procedures Policy
- School structures & facilities (e.g. tour of the site & site map; organisation / staff chart; parking & transport; mobile phone use; facilities for coffee/tea/snacks etc.)

Privacy - Volunteer Information

- Volunteer informed of privacy information relating to the volunteer's information

VOLUNTEER FILE

Volunteer Name:

Start date:

Principal / Nominee:

Date(s) of Induction:

INDUCTION CHECKLIST – refer to following page for information

Required information / procedure	Yes / No / Comment if required
1. Has the volunteer been provided with information about the school's Catholic identity and ethos e.g. school's vision and mission	Yes / No
2. Has the volunteer been provided with information that adequately describes their volunteer role	Yes / No
3. Has the volunteer been advised of their Child protection responsibilities, and has training and certificate for RAN-EC for Volunteers been completed and recorded (online or face-to-face)?	Yes / No
4. Has the volunteer received information in relation to duty of care and school policies?	Yes / No
5. Has the volunteer received information in relation to First Aid?	Yes / No
6. Has the volunteer completed an appropriate Work Health and Safety (WHS) induction? Is the WHS Volunteer Register Form updated?	Yes / No Yes / No
7. Has the volunteer been informed of privacy information relating to the volunteer's information	Yes / No

Notes:

Principal signature:

Date:

Volunteer name:

Volunteer Reference Check completed by:

- where the volunteer is *well known* to the school community (e.g. parent/caregiver who has had regular active involvement in the school) - 2 school staff members

1. **Staff member** (.....) has verified that the volunteer
- a. is of good character Yes () No ()
 - b. is suitable to work in a school environment Yes () No ()
 - c. are there concerns that need to be considered for this volunteer. Yes () No ()
- If Yes to 'point c' please list.

2. **Staff member** (.....) has verified that the volunteer
- a. is of good character Yes () No ()
 - b. is suitable to work in a school environment Yes () No ()
 - c. there are concerns that need to be considered for this volunteer. Yes () No ()
- If Yes to c., please list.

- where the volunteer *is not previously well known* to the school community, referees should include professional referees (e.g. previous or current employer, doctor, lawyer, JP, teacher etc.)

- a. What is your relationship with the volunteer?
- b. How long have you known the volunteer?
- c. What qualities would the volunteer bring to the voluntary work at our school?
- d. Working with children and child protection are core to our business and values. Has the applicant ever had any involvement with, been investigated, or been charged with an offense against children?

- e. Are you aware of any child protection concerns regarding the applicant?
- f. Other than the applicant's own family, does the applicant have special relationships with children? If yes, tell us about them?
- g. Is there anything that you are aware of that may cause concerns or raise questions about the applicant's suitability to perform our role?
- h. Would you engage this person as a volunteer?

External Referee 2. (.....)

- a. What is your relationship with the volunteer?
- b. How long have you known the volunteer?
- c. What qualities would the volunteer bring to the voluntary work at our school?
- d. Working with children and child protection are core to our business and values. Has the applicant ever had any involvement with, been investigated, or been charged with an offense against children?

- e. Are you aware of any child protection concerns regarding the applicant?
- f. Other than the applicant's own family, does the applicant have special relationships with children? If yes, tell us about them?
- g. Is there anything that you are aware of that may cause concerns or raise questions about the applicant's suitability to perform our role?
- h. Would you engage this person as a volunteer?

Principal:

Date: