

# **VOLUNTEERING IN THE ARCHDIOCESE**

**To FACILITATE MANAGEMENT OF VOLUNTEERS**

**Archdiocesan Services – Human Resources**

Archdiocese of Brisbane

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## **INSTRUCTIONS FOR USING THIS DOCUMENT**

### **Who is this handbook for?**

This handbook has been developed to provide Parish Priests, supervisors and managers with the structures and systems required to manage not only the legislative requirements and risks associated with Volunteer work, but also the practices for demonstrating good care and concern to those who volunteer.

### **What is its purpose?**

The handbook is intended to ensure the smooth management of Volunteers within the Archdiocese of Brisbane, and as a result, recognise and enhance the positive contribution that Volunteers make to the activities of the Church. A separate handbook for Volunteers has also been produced and managers should be familiar with the contents of that handbook, ensuring that all volunteers are provided with a copy.

### **How should the handbook be used?**

Parishes and Agencies should have an electronic and/ or paper copy of this handbook stored in an easily accessible location. Additionally, the Parish or Agency should edit Section 3 of the handbook to tailor matters that are specific to their workplace.

Volunteers should be provided with the Volunteer Handbook on their commencement and provided the time to familiarise themselves with its contents.

Any updates to the handbook will be posted on the Archdiocesan Intranet (AI) webpage. This webpage will also contain individual copies of the various appendices.

# SECTION 1

## GENERAL INFORMATION

### 1.1 OUR CATHOLIC VALUES

In whatever capacity a person provides their service, we expect them to behave at all times in a way that upholds the Values found in Catholic Social Teachings. (Refer to **Appendix 1** for more detail).

These teachings emphasize:

- Respect for Human Dignity
- Respect for Human Life
- The Principle of Association
- The Principle of Participation
- Preferential Option for the Poor and Vulnerable
- The Principle of Solidarity
- The Principle of Stewardship
- The Principle of Subsidiarity
- Human Equality
- The Principle of Common Good

### 1.2 VOLUNTEER DEFINITION

Who is a Volunteer?

A Volunteer is a worker who:

- performs a service willingly and without pay; and
- voluntarily offers themselves for a service or undertaking;
- is acting in a voluntary basis (irrespective of whether the person receives out-of-pocket expenses or not);
- completes a task routinely and is rostered regularly; or
- may be in a position of trust and responsibility such as holding keys or involved with money.

Who is Not a Volunteer?

A work experience participant, including vocational placements and internships are not classified as Volunteers, as the Fair Work Act 2009 (Cth) recognizes formal work experience arrangements that are a mandatory part of an education and training course.

Ad hoc assistance and general participation is not deemed to be volunteering work (e.g. putting tables and chairs away, washing up after an event and the like).

What is Volunteer work?

Volunteer work is work that is unpaid. It contributes to a greater cause for the common good.

What motivates a person do Volunteer work?

A Volunteer has many motivations, including:

- to be and feel useful
- the satisfaction to do good and to do it well
- for fun and to break routine
- to learn, in the biggest sense of the word
- to give back to society and humanity
- to meet people with similar interests
- for the knowledge that they served their community
- to help and share some knowledge or talent
- to be considered as a future employee

### **1.3 VOLUNTEER POLICY**

- The Archdiocese recognizes that the efforts of Volunteers is a valuable contribution and plays a very important role in the life of the Archdiocese.
- Volunteer involvement is encouraged and supported whenever possible.
- Parishes and agencies will respond promptly to volunteers offering their services.
- Parishes and agencies will extend a warm welcome to volunteers.
- Volunteers will be recognised and encouraged.
- Clear expectations of the work to be undertaken by volunteers will be provided.
- Appropriate training and preparation will be given to volunteers (including mandatory training as appropriate, e.g. Work Health and Safety, inductions).
- Volunteering is not a substitute to paid employment. The work of Volunteers is supportive and complementary with paid employees.
- Feedback will be provided to volunteers periodically.
- In some circumstances the organisation may need to terminate the relationship with the volunteer.
- At any time the volunteer may terminate the relationship.

### **1.4 FOUR KEYS TO BEING EFFECTIVE**

- Voluntary. The action of volunteering is the result of free choice. It is a personal option to not receive compensation for the work undertaken.
- Solidarity. Volunteer action only functions when it is in agreement with others; where the interest is collective. Volunteering is a way to give an answer to the needs, problems, and social interests we see every day. Volunteer action is a promise of solidarity to create a better life for all.
- Action. Volunteering is not only a moral value, it entails action. Doing something is a volunteering requirement.
- Organisation. Volunteering requires organised action, uniting forces to make a difference. For that reason, Volunteer work should be organised, systematic, and collective, and is not an arbitrary choice of the volunteer. The work is assigned by the organisation.

## 1.5 ARCHDIOCESAN CODE OF CONDUCT

Those who serve in the Archdiocese of Brisbane, volunteers (and employees) shall:

1. **Commit to justice and equity** by exhibiting the highest Christian ethical standards and personal integrity in their professional conduct.
2. **Uphold the dignity of all people and their right to respect** by conducting themselves in a moral manner consistent with the discipline, norms and teachings of the Catholic Church.
3. **Commit to safe and supportive relationships** by not taking advantage of any pastoral or authoritative role for their own benefit; and by adhering to the requirements of the law of Queensland and Australia regarding reporting any suspected abuse of children, young people and vulnerable adults.
4. **Respond with integrity to those who are poor, alienated or marginalised** by not acting in an abusive or neglectful manner; and by sharing concerns about suspicious or inappropriate behaviour with the appropriate person in their management structure.
5. **Strive for excellence in all their work** by accepting their professional responsibility in the protection of children, young people and vulnerable adults from all forms of abuse; by providing a professional work environment that is free from harassment; and following the policies and procedures of the Archdiocese of Brisbane.

The behaviours that reflect these 5 principles are detailed in Integrity in the Service of the Church (extract), **Appendix 2**.

### Teamwork

When working in a team, a Volunteer must:

- Be able to take directions or give directions.
- Work in cooperation with other team members and be open to, and respectful of, the ideas and contributions of others.
- Commit to resolving personal or work related concerns in a timely, constructive and compassionate manner.

### Compassion

As part of their role, a Volunteer needs to:

- Be sensitive, caring, accepting and responsive to those in need of our assistance.
- Guard against creating a situation where others become over-dependent on a particular volunteer. Where possible, seek to empower individuals to achieve maximum autonomy and self-determination. Let people do what they are able to do for themselves.

## Child and Client Safety

When engaging with children and clients, a Volunteer must:

- Be committed to the safety and wellbeing of children and clients.
- Support an individual's rights and act without hesitation to ensure a safe environment is maintained at all times.
- Support also the rights and wellbeing of fellow employees and Volunteers.
- Actively participate in building and maintaining a secure and safe environment for all.
- Report concerns and/or incidents of malpractice to the relevant authority in the Parish/Agency.
- Hold the relevant suitability card as required by legislation

The Archdiocese has safe conduct standards for children and vulnerable adults:

### I will:

- ✓ Promote the rights & safety of children & vulnerable adults
- ✓ Comply with policies & procedures that safeguard children & vulnerable adults
- ✓ Treat children & vulnerable adults with respect & dignity
- ✓ Respect & protect the privacy of children & vulnerable adults
- ✓ Comply with Archdiocesan protocols for communicating with children & vulnerable adults
- ✓ Maintain proper personal & professional boundaries with children & vulnerable adults
- ✓ Listen & respond to the views & concerns of children & vulnerable adults
- ✓ Respect cultural & religious differences of children & vulnerable adults
- ✓ Identify & manage risks to the safety & wellbeing of children & vulnerable adults
- ✓ Promptly respond to any concerns or complaints of abuse or harm to children & vulnerable adults
- ✓ Report all suspected or disclosed abuse or harm to children or vulnerable adults in accordance with Archdiocesan protocols
- ✓ Comply with legal reporting obligations in respect to suspected abuse or harm to children or vulnerable adults
- ✓ Report any suspected breaches of these conduct standards

### I will not:

- ✗ Engage in any unlawful activity with or in relation to a child or vulnerable adult
- ✗ Engage in any activity that is likely to physically, emotionally, sexually or spiritually harm a child or vulnerable adult
- ✗ Expose a child or vulnerable adult to sexual videos or images
- ✗ Use harsh or offensive language towards or in the presence of a child or vulnerable adult
- ✗ Unlawfully discriminate against a child or vulnerable adult or their family or carers
- ✗ Be alone with a child or vulnerable adult unnecessarily
- ✗ Engage in unnecessary physical contact with a child or vulnerable adult
- ✗ Use physical violence or corporal discipline on a child or vulnerable adult
- ✗ Supply liquor or a prohibited drug to a child or vulnerable adult
- ✗ Engage with children while under the influence of liquor or a prohibited drug
- ✗ Arrange personal contact, including online, with a child or vulnerable adult for a purpose not related to my ministry or work with the Archdiocese
- ✗ Disclose or share personal or sensitive information about a child or vulnerable adult, including images, unless I have proper consent or am authorized to do so legally or under Archdiocesan policy
- ✗ Ignore or disregard suspected or disclosed abuse or harm to a child or vulnerable adult

## 1.6 A VOLUNTEER'S RIGHTS AND RESPONSIBILITIES

Unlike paid employees, Volunteers are not covered by awards or workplace agreements. Volunteers however do have rights, some of which are covered by legislation and others which stem from our Catholic values.

A Volunteer has the right to:

- Work in a healthy and safe environment; (refer Work Health and Safety Act 2011);
- Be reimbursed as appropriate, for agreed reasonable out of pocket expenses incurred in their voluntary work;
- Be covered by insurance, and fully indemnified for any actions whilst acting lawfully and correctly in their particular duties.
- **Say No.** Volunteers have the right to know which tasks they will be expected to do and to "Say No" if it is not appropriate for them to do them. Volunteers have the right to determine how much time they are able to contribute.
- Be valued and treated as a co-worker and not just as free help;
- Be provided with orientation; formation opportunities; guidance and direction; and
- Have suggestions and contributions acknowledged and considered.
- Reviews/Evaluations. Volunteers should be contacted after their first episode of volunteering, and within 3 months of their initial placement. A review process including feedback should be conducted and continued regularly.
- Identification Badge. An Identification Badge should be supplied to each Volunteer. These badges should be worn at all times whilst working as a Volunteer.

A Volunteer's responsibility to the Parish/Agency is to:

- Understand the purpose and philosophy of the activity before committing to it;
- Examine their motives and be sure that they match the position/work;
- Understand the rules and guidelines that apply;
- Be willing to train for the job and take part in ongoing formation;
- Accept support and supervision;
- Participate in planning and feedback activities;
- Be loyal to the Parish/Agency;
- Work as a team member in a reliable manner;
- Keep information confidential;
- Be reliable/dependable;
- Speak and share feelings with the organisation.

The Parish/Agency is required to:

- Provide volunteers with an induction and ensure appropriate paperwork is completed and any mandatory training is undertaken.
- The Parish/Agency needs to discern whether the Volunteer is required to complete:
  - A National Police Check
  - An application for a Volunteer Positive Notice Blue Card for child related employment.
  - An application for a disability services positive exemption notice card (yellow card).
  - First Aid & CPR training where this is essential to their role
  - A private vehicle declaration (if using their own vehicle in the course of volunteering). This declaration should include:

- Private vehicle declaration
- Current Vehicle registration
- Current Vehicle Insurance (Comprehensive)
- Current driver's licence

## 1.7 WORKING WITH CHILDREN

The Working with Children (Risk Management and Screening) Act 2000 requires the development and implementation of an annual risk management strategy that takes into account screening requirements for Volunteers and paid employees including those who:

- Have begun employment pending outcome of a Positive Notice Blue Card for child related employment (Blue Card).
- Hold a Blue Card
- Are not required to hold a Blue Card
- Are having a Blue Card reassessed.

It is the responsibility of the Volunteer to ensure that their Blue Card is maintained and current. As part of the Parish/Agency risk management strategy, a Blue Card Register is required. This is administered through the ADS Human Resources function by keeping records in the HRIS system. Should the Blue Card expire, be suspended or cancelled, the Volunteer must notify their Parish/Agency immediately. The Parish/Agency should then immediately discuss with the Volunteer Co-ordinator the management of the situation.

### Exemptions

If any of the situations below apply, the volunteer is not required to obtain a blue card: Children under 18 years of age who are Volunteers (except students required to work in regulated employment as part of their studies):

- Parents volunteering their services at the school that their child/children attends so long as the child is under 18 years of age and present in the activity.
- Parents volunteering their services or conducting activities through a church, club or association where their child/children is involved in the same or similar activity.
- Registered teachers or police officers providing services outside of their professional duties should instead apply for an exemption card through Blue Card Services.

### Commencing Volunteering

A Volunteer must hold a Blue Card **before** they can begin working with children, regardless of how often they come into contact with them.

### Current Holders of Blue Cards

Where a person wishing to volunteer already holds a valid paid employee or Volunteer Blue Card, obtained through another organisation, the Parish/Agency will request the completion of a "Link an applicant / cardholder to this organisation form". This ensures the Parish/Agency is notified of any changes to the Volunteer's Blue Card.

Blue Card Applications and other related Blue Card forms must be accessed directly from the Parish/Agency and/or via the Archdiocesan Intranet (Ai). They are not to be downloaded from the Blue Card Services public site. They are not provided as an appendix within this handbook, as

changes to the forms occur frequently.

For reference to Safeguarding Children and Vulnerable Adults policy and supporting documents, please follow the following link which is located within the Archdiocesan Intranet (Ai): <https://ai.catholic.net.au/ads/wr/OSS/default.aspx>

## **1.9 WORTH HEALTH AND SAFETY**

### **Obligations of Volunteers**

S28 of the Work Health and Safety Act 2011, places obligations on Volunteers at a workplace to undertake the following:

- Take reasonable care for their own health and safety; and
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and
- Comply with any reasonable instruction that is given by the person conducting the business or undertaking relating to health or safety at the workplace; and
- Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.
- *Note: Under Section 7 of the Act a “Worker” includes both employees and Volunteers.*

Essentially, ‘reasonable care’ is what a reasonable person would do in the circumstances considering things like:

- The Volunteer’s knowledge
- The Volunteer’s role
- The Volunteer’s skills and the resources available to them
- The Volunteer’s qualifications
- The information that has been provided to the Volunteer
- The likelihood of the hazard or risk occurring and the degree of harm which might result.

Other ways of making sure reasonable care is taken include:

- Carrying out activities within the role assigned
- Not carrying out activities without the relevant skills
- Do not do anything that would seem to be unsafe.

### **Health and Hygiene**

Hand washing is one of the most important aspects of infection control. Some duties are undertaken by Volunteers where infection control must be practiced, these include:

- Food preparation and handling
- Cleaning of food preparation areas and food storage areas
- Manual handling of people
- Toilet hygiene
- General duties involving people
- Correct hand washing is a duty of Volunteers at every workplace.

## **Fire Safety**

Volunteers working regularly in/near the Parish/Agency complex need to be familiar with associated fire safety procedures.

When a fire alarm sounds or a fire is detected in a building:

- All persons are to immediately evacuate the building by the nearest approved FIRE EXIT and go to the nominated Assembly Area. Refer to the local Evacuation Floor Plan.
- Telephone or tell another person to immediately telephone the Queensland Fire and Rescue Service on 000.

## **Fire Extinguishers Use**

Fire extinguishers should only be used when it is safe to do so without risk to the individual as follows:

- Remove the fire extinguisher from the wall cradle;
- Place the fire extinguisher on the floor and remove/pull the safety pin;
- Hold the hose facing the fire;
- Give a short test burst of the fire extinguisher to ensure that it is working correctly;
- Approach the fire and operate the fire extinguisher using the sweeping action at the base of the flames;
- Stay between the doorway and the fire to allow quick egress in the instance that the fire suddenly erupts or cannot be extinguished with the fire extinguisher;
- Do not get too close to the fire;
- Continue using the extinguisher until the fire is extinguished;
- The fire service will attend in response to the initial call and inspect the fire scene before the all clear can be given that the fire is completely extinguished.

After a fire extinguisher has been used it is not to be put back in wall cradle. It is to be labelled as “used/empty” and it is to be refilled by a certified fire fighting service/company as soon as possible.

## **Workplace Incident, Illness and Injury Reporting**

In the event a person sustains an injury, illness or if a dangerous event occurs, the incident must be reported to the Parish/Agency.

## **Hazard Reporting**

Hazards are those things or circumstances that will cause or will be likely to cause, serious bodily injury or injury to a person or to create a dangerous situation.

A Volunteer at the workplace can determine what is a hazard and that Volunteer must then initiate action to eliminate or control that hazard by reporting the matter to a person in authority at the workplace. Depending on what the hazard is, it may not be able to be eliminated and in such a case action must be taken to implement control measures that minimise the risk and if necessary, restrict access to the area where the hazard is located.

If a hazard is detected, report the matter to the Parish/Agency. You must advise them of the seriousness of the hazard and the need for immediate attention. Complete a Hazard Report Form and submit this form to the person who will be responsible for initiating or taking action to

eliminate or control that hazard.

Ensure hazards are reported once identified. Failure to report and ensure action is taken creates neglect and could lead to a serious bodily injury or illness.

### **Smoking, Alcohol and Drugs**

Smoking is no longer permitted in most areas, including buildings owned or leased by the Archdiocese.

Volunteers working in the Archdiocese should arrive for duties free of alcohol. It is a criminal offence in Queensland to consume or have in your possession illegal drugs. Any Volunteer suspected of being under the influence of any form of these substances whilst performing Volunteer duties will be suspended immediately and an investigation will be undertaken.

If a Volunteer is required by their doctor to take medication which may affect their ability to perform their role, they must notify the Parish/Agency as soon as possible to discuss the matter.

### **Harassment & Sexual Harassment**

The Archdiocese of Brisbane recognizes that everyone has the right to work in an environment free of harassment and discrimination. However, if Volunteers do experience harassment, they can be assured of support in resolving the situation. The Volunteer Co-ordinator is available to provide information and support.

Volunteer workers can assist by considering their own behaviour. Be aware, that actions that one person may not consider to be offensive may be offensive to others. All workplace relationships must be based on respect for individuals and the highest professional standards.

### **Complaints and Grievances**

Any Volunteer is entitled to raise a complaint or grievance concerning any aspect of their role. If a grievance is raised it is expected that the parties will work cooperatively and respectfully, as soon as possible after it arises, to resolve the issue. A step-by-step resolution process would include:

1. In the first instance the matter should be discussed directly with the person whom the complaint or grievance is about.
2. If the issue is not resolved or a Volunteer feels uncomfortable in undertaking step 1, the matter should be raised with their supervisor or Volunteer Co-ordinator.
3. If a Volunteer is dissatisfied with the response, a review may be requested by the next level of management (E.g. Service Manager, Parish Priest, etc.).
4. Should further resolution be needed, advice can be sought from Archdiocesan Human Resources.

### **Criminal Charges and Convictions**

A Volunteer charged with having committed a crime or misdemeanor (an indictable offence), or is found guilty (convicted by any court) of an offence, shall immediately report the fact and circumstances in writing to the Manager/Parish Priest. All correspondence will be kept secure and strictly confidential.

## **Insurance Coverage**

All Volunteers are covered by insurance, and indemnified for any actions whilst acting lawfully and correctly in their particular duties. In this regard the Archdiocese arranges and services the *Personal Accident Voluntary Workers and Public Liability Policies*, providing coverage for Volunteers under either the Archdiocesan Parish or Centacare policy with Catholic Church Insurances (CCI).

For further enquiries related to Volunteers insurance or if an incident occurs, contact Catholic Church Insurances on 1300 655 001 or go to: <http://www.ccinsurance.com.au>

## SECTION 2 MANAGING VOLUNTEERS

### GENERAL INFORMATION FOR PARISHES AND AGENCIES

#### 2.1 RECRUITMENT OF VOLUNTEERS:

Volunteer recruitment should encompass the widest possible approach, be open to all and should where appropriate include people from disadvantaged groups.

**Due to requirements of mandatory training, it is helpful if volunteers are computer- literate.**

There are a number of ways in which parishes and agencies can recruit. Please note Volunteers should not be used as replacement for paid labour.

All new Volunteer opportunities requiring advertising should be referred to the Volunteer Coordinator on the attached New Volunteer Opportunity form (**Appendix 3**) and sent to [volunteers@bne.catholic.net.au](mailto:volunteers@bne.catholic.net.au). Some other methods of recruitment are as follows:

- Direct personal approach;
- Advertisement in parish newsletter, agency newsletter, Catholic Leader or in local or regional newspapers;
- Advertisement on Archdiocesan, Centacare or Brisbane Catholic Education Webpages;
- Advertisements in local businesses, shopping centres, or other Archdiocesan noticeboards.
- Approaches initiated by Volunteers themselves;
- Advertising on Volunteering Qld or Volunteering Services Australia websites.

#### 2.2 SUITABILITY ASSESSMENT:

Once a Volunteer has been identified they should complete an application form (**Appendix 4.**)

An initial general assessment of a Volunteer's suitability should be made based on information contained in the application form. If the initial assessment is encouraging a further assessment is to be done. This second stage is a personal interview at which the following should occur:

- A Task Description (**Appendix 5**) should be discussed with the Volunteer, explaining the work that is required to be undertaken and an assessment made of their suitability to undertake those tasks.
- Any licences, qualifications, or other essential documentation must be sighted and verified e.g. Working with Children Blue Card, Disability Positive Notice Card etc.;
- Two references are required, however if the person has already established credibility and character and their abilities are known to the parish or agency by at least two people, these are acceptable as references (**Appendix 14**);
- Appropriate checks and forms are to be completed before any offer of work is made.

Other Registration and Compliance forms may also be required and are due for completion at this time:

1. Volunteer Data Form (**Appendix 6**)
2. Confidentiality Agreement (**Appendix 7**)
3. Code of Ethical Behaviour for those who work in the service of the church (**Appendix 8**)
4. Commonwealth of Australia Statutory Declaration (**Appendix 9**)

## 2.3 OFFER OF ENGAGEMENT

If the volunteer is deemed to be suitable, a verbal offer should be made and if accepted, a formal Letter of Engagement (**Appendix 10**) is to be provided to the Volunteer. Blue Card and police checks need to be conducted if required, and the volunteers' commencement can be agreed once confirmation of clearance is received.

The Letter of Engagement should include:

- copy of the agreed Task Description (**Appendix 5**)

A Volunteer file is to be created which contains a copy of the Letter of and other correspondence and documents relating to the Volunteer e.g. application form, copies of licences, qualifications and other sighted documentation.

## 2.4 WELCOME PORTAL

The Archdiocese has developed a web based portal, The Welcome Portal. The Portal will act as a one stop solution for the registration and compliance requirements of Parish volunteers. The Welcome Portal can be accessed via <http://archbne.org/welcome>. In the portal, volunteers will be asked to enter personal information and volunteer position details which will automatically pre-populate forms to be signed.

The Welcome Portal will:

- Remove the requirement for manual completion or reference of up to ten forms. Volunteers will now be required to enter data which will result in a maximum of two pre-populated forms requiring signature
- Remove the need for Parish staff to refer to the 'Parish Volunteer Requirement Matrix' as this will be built into the data collection questions
- Allow volunteers to complete the registration process online at their own pace without the need for parish support
- Allow volunteers to complete mandatory induction compliance training online

For further information, please go to:

<https://ai.catholic.net.au/parishes/Pages/default.aspx#/topic/Volunteers/WelcomePortal/>

## 2.5 INDUCTION / ON-BOARDING AND TRAINING

Parish / management responsibility is then to provide a comprehensive induction, facilitate the delivery of mandatory compliance training (as per the Volunteers training requirements determined through the risk matrix – **Appendix 11**) and any other appropriate on-the-job training for the new Volunteer.

Induction is essential in that it comes first and should include a general physical orientation and housekeeping, the policies, procedures and culture of the Parish or Agency. It should identify overall aims and goals and how they are attained and measured. No Volunteer should take on tasks without first completing an induction program. The induction program may vary from parish to parish, agency to agency and be dependent to some extent on the tasks required of the Volunteer. An Induction Checklist is provided as a guide (**Appendix 12**) but will need to be modified to suit each situation.

It is important that during the recruitment and induction processes that the parish or agency assess whether the Volunteer requires any training prior to being asked to undertake the tasks as listed on their Task Description. All costs associated with training identified should be met by the parish or agency concerned.

It is also important that regular contact with Volunteers is maintained, to discuss their tasks and any training needs identified. In the case of parishes, this role might be designated to a parish employee, a member of the parish pastoral council or the parish ministry co-ordinator in the ministry in which the Volunteer is involved. In the case of an agency it would be the agency supervisor responsible for the tasks or services being undertaken by the Volunteer.

If a training need is identified it should be rectified as soon as possible to remedy that need.

To assist with work health and safety site induction, a Health and Safety Induction Checklist (**Appendix 15**) is available.

## **2.6 RECORD KEEPING**

Each parish or agency is to retain a Volunteers file which should contain copies of the Volunteers' letters of engagement, Volunteers data forms, licences, qualifications and other required information e.g. Blue Card details etc.

**Note: The submission (via email) of all documents for volunteers, including Blue Card and National Police Check applications, to the HR Department for processing and recording is required.**

### Parishes

It is important that parishes have access to an accurate volunteer register. The register needs to be maintained indicating if the Volunteer is active or inactive. If a Volunteer has been inactive for a period of 6 months the Volunteer should be contacted to ascertain their intention to remain on the parish Volunteer register. The register is a report produced from the HR system and emailed regularly to the parish or is available on request from HR.

### Agencies

The information on Volunteers working in agencies is entered into HRIS (Aurion) by HR. All Volunteer data is to be sent to **Human Resources, Archdiocese of Brisbane GPO Box 282 Brisbane Qld 4001** or by email to [hroffice@bne.catholic.net.au](mailto:hroffice@bne.catholic.net.au).

## **2.7 PERFORMANCE FEEDBACK AND/OR ANNUAL RECOGNITION FOR VOLUNTEERS**

To demonstrate respect for Volunteers it is appropriate that performance feedback and recognition on an annual basis be given to each and every volunteer.

### **2.7.1 Volunteer Performance Feedback:**

A template for providing feedback is available in **Appendix 13**.

### **2.7.2 Annual Recognition for Volunteers:**

It is important that we recognise Volunteers. Some ways in which this can be done are listed below:

- An annual Mass dedicated to Volunteers;
- A morning or afternoon tea to which Volunteers are invited and the Parish Priest or Agency Head acknowledges their contribution;
- A barbecue lunch or dinner at which the Parish Priest or Agency Head acknowledges the contribution of Volunteers;
- An annual letter or certificate of appreciation presented at an appropriate parish or agency function;
- Recognition during Volunteer Week. Refer to [www.volunteeringqld.org.au](http://www.volunteeringqld.org.au) for more information.

Please note: When managing Volunteer performance - praise in public and correct in private.

## **2.8 SEPARATION/TERMINATION**

A person may cease to be a Volunteer for the following reasons:

- Volunteer initiated
- Parish or Agency initiated
- Injury, Illness, death or change in personal circumstances.

### **2.8.1 Volunteer Initiated:**

Where a Volunteer no longer wishes for any reason to continue in a Volunteer capacity with a Parish or Agency there is no legal requirement for them to provide the parish or agency notice of their intent. However it is important that any such separation be handled with integrity, fairness and in a way consistent with the Volunteer's responsibility to the parish and/or agency and the impact such a decision may have on members of the parish community or on clients of the agency.

When appropriate, the Volunteer should be thanked and acknowledged for their contribution in a suitable manner. This might be as simple as the presentation of a Certificate of Appreciation and/or a Statement of Tasks performed or a more elaborate ceremony of farewell at which one or both of the abovementioned documents would be presented formally to the Volunteer/s. In the parish setting it could take place as a de-commissioning ceremony during a Mass or Liturgical Celebration. In the case of an agency it might take place as part of a regular agency meeting.

When a volunteer ceases, the Volunteer Services Ending form needs to be completed and sent to Human Resources to enable the Volunteer Register to be updated.

### **2.8.2 Parish or Agency Initiated:**

There will be times when a parish or agency may determine they no longer need the assistance of any Volunteer and in some cases a specific Volunteer.

Such a situation may be when the tasks being undertaken by the Volunteer are no longer required. In this event recognition of the volunteers contribution should take place (as per Volunteer initiated separation).

It may involve a judgement by the parish or agency that the Volunteer is not performing their tasks to an acceptable level. In this case, fairness and justice would require that

these matters be raised with the Volunteer and the parish or agency have given the Volunteer every support to improve. If this support has proven to be unsuccessful, then the termination of the volunteer is the last resort.

In the case immediately above, the parish or agency will need to exercise fairness and natural justice in reaching this conclusion and then handle the Volunteer's separation with honesty and sensitivity.

Irrespective of whether the separation is Volunteer or parish/agency initiated it is recommended that an exit interview be held with the Volunteer in addition to the volunteer services ending form being completed and submitted to HR to enable records amendments.

### 2.8.3 Injury, illness, death or change in personal circumstances

**At times, unforeseen circumstances will occur that result in the volunteer's separation, such as injury, illness, death or other change in personal circumstance.**

When a volunteer ceases, the Volunteer Services Ending form needs to be completed and submitted to HR to enable the Volunteer Register to be updated.

#### **Volunteer Coordinator Notification:**

All Volunteer separations should be notified to the Volunteer Coordinator:  
[volunteers@bne.catholic.net.au](mailto:volunteers@bne.catholic.net.au).

*The Archdiocese of Brisbane sincerely thanks the following Organisations for allowing the use of information contained within these guidelines:*

- Catholic Church Insurance Limited, Brisbane
- Australian Catholic Commission for Employment Relations, Melbourne
- National Committee for Professional Standards, 2011 - A Committee of the Australian Catholic Bishops & the Leaders of Religious Institutes in Australia, Alexandria New South Wales.
- Aspleycare, Aspley Brisbane
- The Anglican Diocese of Brisbane, Human Resource Support Services

## SECTION 3

### PARISH OR AGENCY SPECIFIC REQUIREMENTS FOR VOLUNTEERS

**Note:** *This Section may be incomplete. This is deliberate and is to allow individual parishes or agencies engaging Volunteers to identify any processes or practices required of their specific parish or agency that must be undertaken when engaging a Volunteer. Where variations to the process and practices in Section 2 are necessary these should be documented hereunder.*

*For Example:*

- Personal Protective Equipment
- Personal Protective Equipment (e.g. gloves, face masks, sun screen) is to be used in accordance with manufacturer's instructions,
- Personal protective equipment needs to be checked before being used
- The personal protective equipment needs to fit correctly
- Volunteers need to be trained in the piece of personal protective equipment's use.

#### **Universal Precautions**

Any Volunteer coming in contact with blood and bodily wastes should assume they are a potential source of infection.

#### **Management of Blood or Bodily Substances**

- Spill kits should be provided that include disposable gloves, cleaning agents, paper towels and a leak proof bag;
- Disposable latex or vinyl gloves must be worn at all times when treating an injured or ill person or when handling blood or body wastes or spillages;
- Use paper towels to clean up bulk of spill;
- Dispose of all contaminated materials in a leak proof, sealed waste bag;
- Wash and disinfect the contaminated area;
- Wash mops, buckets etc. with warm water and detergent, put these out in an open ventilated area to dry and store when completely dry;
- Wash hands after all procedures and cleaning up is completed.

#### **Waste Management**

Contaminated waste should be placed in a leak proof bag or container and seal it. Be careful not to over fill the bag. Small amounts of first aid waste may be placed in the usual garbage receptacle making sure that it is well out of reach of children or animals that may disturb the contents.

Large amounts of waste should be placed in yellow coloured bags displaying the international biohazard sign (available from medical suppliers) and collected by a commercial contractor who deals with medical waste.

#### **Sharps**

Sharps containers must be provided for the safe disposal of sharps/needles and scalpel blades. Needle stick injuries are a major cause of Hepatitis B, C and HIV. Needles should not be bent, broken or re-sheathed. Precautions must be taken in every instance where sharps are involved.

## SECTION 4

### APPENDICIES

#### Appendix 1 – Ten Principles of Catholic Social Teaching

By Rev Dr John Chalmers

##### **The Principle of Respect for Human Dignity**

Every person is created in the image of God and redeemed by Jesus Christ. Consequently, every person is worthy of respect simply by virtue of being a human being. People do not lose the right to being treated with respect because of disability, poverty, age, lack of success or race, let alone gain the right to be treated with greater respect because of what they own or accomplish. “People can never forfeit their right to be treated with respect because God, not us, assigns it.”

##### **The Principle of Respect for Human Life**

An implication of the first principle is that every person, from the moment of conception to natural death has an inherent dignity and a right to life consistent with the dignity that is ours as human beings. The Catholic tradition sees the sacredness of human life as part of any moral vision for a just and good society.

##### **The Principle of Association**

The human person is not only sacred, but also social. We are born in the image and likeness of God, whose essence is community, the diverse community of Father, Son and Spirit. There are three persons in God, but only one God. At the heart of God we find diversity that is a cause of liveliness rather than of division. To put it bluntly: we are our true selves when we relate well to others, not when we are isolated individuals.

##### **The Principle of Participation**

People have a right, indeed a duty to participate in shaping a more just and humane society, seeking together the common good and well-being of all, especially the poor and vulnerable. “All people need to take an active role in the development of socio-economic, political and cultural life. They should be shapers of history (subjects), not just passive recipients of other people’s decisions (objects).

##### **The Principle of Preferential Option for the Poor and Vulnerable**

In a society marred by deepening divisions between rich and poor, our tradition recalls the story of the last judgement (Mt 25.31-46) and instructs us to put the needs of the poor and vulnerable first. The United States’ Bishops put it well: “The needs of the poor take priority over the desires of the rich; the rights of workers over the maximisation of profits; the preservation of the environment over uncontrolled industrial expansion.”

##### **The Principle of Solidarity**

We are our brothers’ and sisters’ keepers. Learning to practice the virtue of solidarity means learning that ‘loving our neighbour’ has global dimensions in an interdependent world. Pope John Paul II said: “Solidarity is not a feeling of vague compassion or shallow distress at the misfortunes of so many people, both near and far. On the contrary, it is a firm and persevering determination to commit oneself to the common good; that is to say, to the good of all and of each individual, because we are all really responsible for all.”

## The Principle of Stewardship

We show respect for the Creator by our stewardship of creation. We have a responsibility to care for the world's goods as stewards and trustees, not primarily, let alone merely, as consumers. The Queensland Catholic Bishops issued a Pastoral Letter on the Great Barrier Reef in June 2004. They wrote: "We are all in the process of learning how to better safeguard creation, respect the rhythms of nature and live more sustainably. In the interests of planetary health we are all called to participate in respectful dialogue, to leave a lighter ecological footprint and firmer spiritual one, so that generations yet unborn will inherit a world, in the words of Pope John Paul II, 'closer to the design of the Creator'."

## The Principle of Subsidiarity

The word subsidiarity comes from the Latin word subsidium which means help, aid or support. The principle of subsidiarity means being wide-eyed, clearly determining the right amount of help or support that is needed to accomplish a task or to meet an obligation: "not too much" (taking over and doing it for the other: thereby creating learned helplessness or overdependence) and "not too little" (standing back and watching people thrash about, thereby increasing frustration and perhaps hopelessness). "Instead of 'the less government the better', the principle might be better summarised as 'no bigger than necessary, no smaller than appropriate'."

## The Principle of Human Equality

Given that every human being is entitled to respect and dignity, merely because s/he has been created in the image and likeness of God, it follows that there is a radical equality among all human beings. After all, as George Cladis points out: "competition is alien within God." This principle lies close to the surface in every Australian. We talk of it in terms of giving people a fair go.

## The Principle of Common Good

A community is genuinely healthy when all people, not only one or several segments, flourish. The Russian novelist Dostoevski put it this way: "The degree of civilisation in a society can be judged by entering its prisons". "Every social group must take account of the needs and legitimate aspirations of other groups, and even of the general welfare of the entire human family." This concept of the common good seems to be 'missing in action' in contemporary Australian public life, "not the utilitarian formula of the greatest good for the greatest number, but the moral formula of the greatest good for all", simply on the basis that they are human beings and therefore inherently worthy of respect."

1 I have drawn this framework from William Byron "The Building Blocks of Catholic Social Teaching" America 31 October, 1998 2 Kenneth Himes (2001) Responses to 101 Questions on Social Catholic Teaching Manwah: Paulist Press p30  
see Kenneth Himes (2001) Responses to 101 Questions on Catholic Social Teaching Manwah: Paulist Press p30  
Australian Catholic Social Justice Council Catholic Social Teaching Available online at <http://www.socialjustice.catholic.org.au/social-teaching> (Accessed on 11.8.15)  
United States Conference of Catholic Bishops - Economic Justice for All Available online at [http://usccb.org/upload/economic\\_justice\\_for\\_all.pdf](http://usccb.org/upload/economic_justice_for_all.pdf) (Accessed 11.8.15)  
Pope John Paul II (1987) On Social Concern Available online at [http://w2.vatican.va/content/john-paul-ii/en/encyclicals/documents/hf\\_jp-ii\\_enc\\_30121987\\_sollicitudo\\_rei-socialis.html](http://w2.vatican.va/content/john-paul-ii/en/encyclicals/documents/hf_jp-ii_enc_30121987_sollicitudo_rei-socialis.html) (Accessed 11.8.15)  
Catholic Bishops of Queensland (2004) Let the Many Coastlands Be Glad: A Pastoral Letter on the Great Barrier Reef. P16 8 Kenneth Himes (2001) Responses to 101 Questions on Catholic Social Teaching Manwah: Paulist Press p55  
9 George Cladis (1999) Leading the Team-Based Church San Francisco: Jossey-Bass 10 Gaudium et Spes: Pastoral Constitution of the Church in the Modern World 26  
11 Edward Kelly "Deep Roots Feed Catholic Political Action" National Catholic Reporter March 29, 1996.

## Appendix 2 – Integrity in the Service of the Church

### Integrity in the Service of the Church (extract)

#### **Principles and Behaviours Associated with the Service of Church Workers:**

**Church Workers are committed to Justice and Equity;**

**Church Workers uphold the dignity of all people and their right to respect;**

**Church Workers are committed to safe and supportive relationships;**

**Church Workers reach out to those who are poor, alienated or marginalised;**

**Church Workers strive for excellence in the performance of their work.**

#### **Principle 1: Church Workers are committed to Justice and Equity**

*For the Church justice is central to its mission and way of life. There is a thread of revelation that runs through the First Testament reminding the people of God that their ritual and activities are incomplete if they do not live and act justly as a community. The prophet Amos expresses this clearly: “I hate, I scorn your festivals, I take no pleasure in your solemn assemblies...but let justice flow like water, and uprightness like a never failing stream.” (Amos 5:21,24) Micah continues the theme: “You have been told what is good and what the Lord requires of you: To act justly, to love tenderly and to walk humbly with your God.”(Micah 6:8) Jesus took up the same message many times in his stories and actions. The reign of God is revealed when the hungry are fed, the naked clothed, the poor and outcast gathered back into the communion of God’s love and given their just share in the gifts of creation.*

Principle	People observing this principle will:
1.1 Church Workers exhibit justice and fairness in relationships and service.	1.1.1 Familiarise themselves with the social justice teachings of the Church as they apply to paid workers and volunteers. 1.1.2 Encourage just action among all those in whose interests they work. 1.1.3 Extend courtesy and respect to all in the workplace. 1.1.4 Refrain from attributing motives and blame to those seeking help. 1.1.5 Behave in ways that are not discriminatory and use language that is appropriate and not sarcastic or belittling of others.
1.2 Church Workers promote proper working conditions characterised by justice and fairness.	1.2.1 Promote just structures for paid workers and volunteers. 1.2.2 Have the necessary knowledge and skills for the optimum exercise of their roles and responsibilities. 1.2.3 Provide clear, detailed and manageable role descriptions for staff they lead and ensure that alterations are made by negotiating with the people concerned. 1.2.4 Comply with statutory requirements in matters such as work-place safety, privacy, anti-discrimination. 1.2.5 Observe all relevant State and Commonwealth legislation regarding terms and conditions of employment. 1.2.6 Pay workers justly and fairly on the basis of skill, responsibility and performance. 1.2.7 Provide paid workers and volunteers with access to adequately resourced training, formation, professional development and, where appropriate, professional supervision.
1.3 Church Workers recognise injustice, unfairness and abuse when it occurs in the workplace and respond appropriately.	1.3.1 Be alert to workplace inadequacies/injustices and responding promptly, sensitively and decisively. 1.3.2 Implement appropriate grievance procedures against improper and unreasonable administrative acts and any other expressions of injustice in the workplace. 1.3.3 Alert proper authorities to signs and acts of injustice, unfairness and abuse. 1.3.4 Inform complainants of appropriate resources and procedures for redress. 1.3.5 Remain impartial when allegations of injustice, unfairness and abuse arise. 1.3.6 Provide support impartially for both accused and complainant when grievances arise. 1.3.7 Familiarise staff and volunteers with the Church Protocols and Procedures for addressing complaints for the specific workplace and as contained in Towards Healing and Integrity in Ministry.

1.4 Church Workers act responsibly and are accountable in the use of resources.	1.4.1	Exercise responsibility and accountability for the financial and material resources they manage and use.
	1.4.2	Exercise prudent judgment and proper accountability in relation to financial and property matters.
	1.4.3	Keep accurate records of income and expenditure.
	1.4.4	Maintain an assets register.
	1.4.5	Have all accounts audited or monitored annually.
	1.4.6	Present to stakeholders, at least annually, budgets, financial statements and reports on property administration and maintenance.
	1.4.7	Not solicit gifts or favours from clients, even by implication.
	1.4.8	Not misappropriate funds allocated for their work.
	1.4.9	Issue receipts for all financial gifts and benefits for and on behalf of the works and projects in which they are engaged.
	1.4.10	Use responsibly and ethically all work equipment and resources

## Principle 2: Church Workers uphold the dignity of all people and their right to respect.

*“By daily acts that often surprised his contemporaries, Jesus made God’s love for every human person very clear. He made a special effort to make it clear in the case of those who might have doubted it the most: the poor, the vulnerable, the sick, the young and those publicly regarded as sinners. He showed to them in particular that they were invited into the communion of God’s love. For this reason the Church also, in all of its actions, makes clear the dignity and value of every human person, especially those most vulnerable.”*  
(Integrity in Ministry)

Principle	People observing this principle will:
2.1 Church Workers treat all people with respect, sensitivity and courtesy.	2.1.1 Listen attentively to and respond courteously towards all. 2.1.2 Respect gender difference and honour the dignity of women, men and children. 2.1.3 Resolve disputes amicably, fairly, justly through dialogue and mediation.
2.2 Church Workers embrace diversity and difference in those they serve or with whom they work.	2.2.1 Respectfully welcome diversity and difference. 2.2.2 Respond sensitively to the issues that arise when different cultures meet. 2.2.3 Be sensitive and helpful to those who have difficulty with language or communication. 2.2.4 Seek to understand and respect the beliefs, fears and desires of all irrespective of disability, culture, race, religious affiliation, gender or sexual orientation.
2.3 Church Workers promote personal growth and development in those with whom they come in contact.	2.3.1 Respect and promote the mission and vision of the Church through performance and behaviour consistent with the Gospel values articulated in this document. 2.3.2 Seek to bring out the best in people. 2.3.3 Develop decision making skills. 2.3.4 Be eager to learn relevant new skills and encourage such learning in others. 2.3.5 Set realistic goals and encourage others to do likewise. 2.3.6 Show cultural and social awareness. 2.3.7 Exhibit perseverance, dedication and commitment. 2.3.8 Witness to respect, compassion and sensitivity.

### Principle 3: Church Workers are committed to safe and supportive relationships

*“The ministry of serving society, human dignity and human rights is intrinsic to the Church’s mission and life... In the context of the relationship with society, the Church’s role is based on its religious ministry, but that ministry must be conducted in such a way that it contributes to four socially significant objectives:*

*The protection of human dignity;*

*The promotion of human rights;*

*The unity of the human family;*

*The provision of a sense of meaning to every area of activity.*

Principle	People observing this principle will:
3.1 Church Workers know, understand and respect the physical and emotional boundaries of adults, children and young people.	<p>3.1.1 Understand that: an unsafe relationship is one that poses risk to the emotional, physical or sexual health of any of the individuals involved; an unsupportive relationship is one that does not recognise the needs of those it is supposed to assist; and unsafe and unsupportive relationships have an extremely harmful impact on human dignity and self-esteem.</p> <p>3.1.2 Be conscious of and respect the physical and emotional space and privacy required by others.</p> <p>3.1.3 Provide pastoral support always in accordance with proper accountability guidelines.</p> <p>3.1.4 Provide pastoral support in places that offer sufficient safe, open and visible environments.</p> <p>3.1.5 Recognise that physical contact can be necessary and helpful in giving care, comfort or affirmation, and follow the appropriate standards for such contact.</p> <p>3.1.6 Interact with others in a consistent professional manner.</p> <p>3.1.7 Work within a well-defined role description that complies with the relevant legal obligations associated with the tasks.</p>
3.2 Church Workers are aware of the dangers involved when the boundaries between personal and service relationships are blurred.	<p>3.2.1 Consciously draw distinctions between the role as Church Worker and other social interactions.</p> <p>3.2.2 Monitor any unavoidable dual relationships and evaluate their impact on those being served with the assistance of a third party if appropriate or needed.</p>
3.3 Church Workers understand the importance of meeting their own personal emotional needs outside work relationships.	<p>3.3.1 Reflect on the reasons for undertaking Church work to determine that they are grounded in a desire to be of service to others rather than in a need for emotional attachment or fulfilment.</p> <p>3.3.2 Maintain a reasonable balance between time spent at work and other aspects of life, such as family, friends and community.</p>
3.4 Church Workers take appropriate action when a relationship is not benefitting those being served.	<p>3.4.1 Recognise when service relationships are becoming unsafe and/or ineffective and be prepared to terminate those relationships with appropriate referral.</p>
3.5 Church Workers understand the problems which can occur because of the imbalance of power in a service relationship.	<p>3.5.1 Understand that by virtue of their position of trust Church Workers are placed in a position of power in the relationship.</p> <p>3.5.2 Exercise this power in a caring, compassionate and non-patronising way that enriches a safe and supportive relationship.</p> <p>3.5.3 Not engage in any form of physical, psychological or emotional coercion within relationships.</p>

## Principle 4: Church Workers reach out to those who are poor, alienated or marginalised.

*“In its various forms – material deprivation, unjust oppression, physical and psychological illness and death – human misery ... elicited the compassion of Christ the Saviour, who willingly took it upon himself and identified himself with the least of his brethren. Hence, those who are oppressed by poverty are the object of a preferential love on the part of the Church which, since her origin and in spite of the failings of many of her members, has not ceased to work for their relief, defence, and liberation...” (CDF instruction Libertatis conscientia, 68).*

Principle	People observing this principle will:
4.1 Church Workers, in word and action, cooperate in bringing about a just world and a truly human community.	<p>4.1.1 Accept responsibility for sustainable and equitable stewardship of the earth’s resources.</p> <p>4.1.2 Be involved in advocacy for the poor and disenfranchised.</p> <p>4.1.3 Build partnerships with government and non-government agencies to influence policy and legislation that protects the vulnerable in our society as well as the global community.</p> <p>4.1.4 Seek to build strong partnerships with the whole community in the service of others.</p>
4.2 Church Workers involved with people who are vulnerable or abused express particular concern, care and protection for them.	<p>4.2.1 Listen in a non-judgmental way to the story of one who speaks of abuse or neglect.</p> <p>4.2.2 Familiarise themselves with: the causes and signs of child and adult abuse and neglect; the steps to be taken for the protection of the vulnerable; the procedures to follow if abuse or neglect is suspected or observed.</p> <p>4.2.3 Avoid any form of over-familiarity or inappropriate language.</p> <p>4.2.4 Provide, whenever reasonably possible, for another adult to be present or close by when providing any form of pastoral care to a child or young person or to a disturbed/vulnerable adult.</p> <p>4.2.5 Avoid, whenever reasonably possible, being alone with a child or young person, or group of such people, in sleeping, dressing or bathing areas, and exercise prudent judgement and behaviour when another adult cannot be present.</p> <p>4.2.6 Follow relevant laws and protocols concerning supply or use of alcohol, drugs, and the supply or administration of medication.</p>
4.3 Church Workers treat those who are alienated or marginalised with understanding and compassion.	<p>4.3.1 Encourage and support programmes of outreach that seek to meet needs of those who are alienated.</p> <p>4.3.2 Seek to understand the factors that have led to alienation through listening non-defensively to people, especially when they express their pain or anger.</p> <p>4.3.3 Behave in conformity with the Gospel values of justice and charity, so as not to contribute further to alienation.</p>
4.4 Church Workers act with justice and consideration towards those who are poor or disadvantaged.	<p>4.4.1 Recognise the personal and social factors that contribute to poverty and disadvantage in today’s society.</p> <p>4.4.2 Listen sensitively to people’s needs and put them in touch with government and Church resources that address these needs.</p> <p>4.4.3 Recognise the need to work with and care for those who bear the scars of poverty and struggle and not just those who are less confronting.</p>
4.5 Church Workers who are policy and decision makers work to create conditions where those who are poor, alienated or marginalised are treated with understanding and compassion.	<p>4.5.1 Establish and support programmes that reach out to those who are poor, alienated or marginalised.</p> <p>4.5.2 Assist all Church Workers for whom they are responsible to act always with sensitivity and compassion.</p> <p>4.5.3 Provide a climate of warmth, welcome and connection when those who feel alienated or marginalised from the Church take tentative steps to return.</p>

## Principle 5: Church Workers strive for excellence in the performance of their work

*Now as you excel in everything - in faith, in speech, in knowledge, in utmost eagerness, and in our love for you- so we want you to excel also in this enormous undertaking. [2Cor 8:7 (NRSV)]. Church Work calls for the application of skills appropriate to different types of service in the Church. Competence in the skills needed for each particular area of Church work is necessary for all Church Workers. The demand of justice means that they develop and maintain the skills their particular work requires. It also means that they recognise the limitations of their skills, and the implications that has for those being served.*

Principle	People observing this principle will:
5.1 Church Workers commit themselves to providing professional and competent service.	5.1.1 Carry out all requirements of their role with due diligence and commitment. 5.1.2 Strive for optimum performance in all areas of their work. 5.1.3 Respect and promote the particular mission/vision of the organisation. 5.1.4 Be conscious of their leadership role and responsibility as role models. 5.1.5 Work within their defined role and avoid the overstepping of boundaries. 5.1.6 Observe appropriate confidentiality and privacy. 5.1.7 Be open to processes of personal and organisational review and development. 5.1.8 Maintain an appropriate balance between pastoral concern and professional responsibilities. 5.1.9 Provide mutual encouragement and support and affirm the initiatives of co-workers.
5.2 Church Workers commit themselves to ongoing professional development.	5.2.1 Maintain the currency of their competence. 5.2.2 Engage in ongoing spiritual formation, especially when holding a leadership or teaching role. 5.2.3 Provide appropriate modelling, advice and guidance to assist others in their professional development.
5.3 Church Workers commit themselves to effective professional working relationships with colleagues, clients and all to whom they minister.	5.3.1 Maintain appropriate boundaries in their working relationships. 5.3.2 Establish professional relationships that prioritise needs of others. 5.3.3 Be alert to the inherent risks of conflict of interest, personal gain, manipulation and emotional dependence. 5.3.4 Be fair and equitable in dealing with others, and use consistent and appropriate methods of settling grievances. 5.3.5 Maintain clear communication with colleagues, clients and with their designated supervisor/mentor. 5.3.6 Use consultation methods that provide appropriate transparency, collaboration and involvement in decision-making.
5.4 Church Workers do not operate beyond the limits of their competence and qualification.	5.4.1 Show willingness to seek guidance and advice from others. 5.4.2 Not engage in tasks or activities for which they have inadequate expertise or qualifications, especially Pastoral Care, Counselling or Spiritual Direction. 5.4.3 Recognise the appropriate time to make referrals to those with proper qualifications/expertise.
5.5 Church Workers exercise responsible stewardship.	5.5.1 Maintain accurate and reliable records and documents as appropriate. 5.5.2 Comply with relevant legislation and directives. 5.5.3 Follow all policies, procedures and other requirements particular to their organisation and position. 5.5.4 Seek advice and guidance from appropriately qualified supervisors when in doubt. 5.5.5 Be mindful of privacy principles and manage information accordingly. 5.5.6 Avoid misuse of position for personal or financial advantage.

## Appendix 3 – New Volunteer Opportunity

**Internal Use Only**

# NEW VOLUNTEER OPPORTUNITY

Job Title

Short description of job

Location

Times required

Days required  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Preferred start date

Minimum commitment. How many days per week? Over what period?

Skills required

Skills gained

Volunteer characteristics

Tick all requirements

Driver's Licence (C)

Driver's Licence (HR)

Driver's Licence (F)

Driver's Licence (MR)

Driver's Licence (LR)

Medical check

Heavy lifting

National Police Certificate

Traffic check

Other

Working with Children Check

What Opportunities Can We Provide

Orientation Training

Public transport available

On the Job Training

Wheelchair access

Age range

Suit seniors

Archdiocesan Contact & Position Title

Date

Email Address

Phone No

Mobile No

Fax No

Contact: **Pat Casey, Volunteer Coordinator**  
Email: **volunteers@bne.catholic.net.au**  
Address: Cathedral House, Level 1, 229 Elizabeth Street,  
Brisbane 4000



**ARCHDIOCESE  
OF BRISBANE**

06/17



Appendix 4 – Application Form

# Volunteer Application Form

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**Personal Details**

<b>Surname:</b>		<b>First Name:</b>	
<b>Title:</b>		<b>Date of Birth:</b>	

<b>Address:</b>	<b>Unit:</b>		<b>No:</b>		<b>Street:</b>			
<b>Suburb/Town:</b>					<b>State:</b>		<b>Postcode:</b>	
<b>Contact No:</b>	<b>Mobile:</b>				<b>Home:</b>			
<b>Email:</b>								

**General Information:**

<b>Please identify if there is anything that could restrict you in your role as a volunteer.</b>
<b>List any skills, training, work experience or hobbies that you could bring to the volunteering role.</b>
<b>Describe any present or previous Volunteer work you are/or have been involved in.</b>
<b>Do you hold any Professional qualifications/certificates which may be of benefit in your volunteer role?</b>
<b>What is your motivation to volunteer?</b>

**Please indicate the volunteer opportunities you would like to participate in:**

	Clerical/Administration		Fundraising
	Community Events		Pastoral work
	Building, Grounds Maintenance		Court Support
	Transport Driver		Parish (please specify below)
	Client Support		
	Other (Please specify)		

- *Positions that may involve driving/transporting clients etc., volunteers will be required to provide additional information in regards to licence details, insurance etc.*

**Please indicate the days and times which you would be available to Volunteer:**

	Monday	Time/s:			Friday	Time/s:	
	Tuesday	Time/s:			Saturday	Time/s:	
	Wednesday	Time/s:			Sunday	Time/s:	
	Thursday	Time/s:					

**Screening Requirements:**

Under the Archdiocesan Safeguarding Children and Vulnerable Adults Prevention and Protection Policy any person wishing to volunteer in child or vulnerable adult related ministries, are required to provide two referees and to undertake other screening requirements.

**Referees:**

Name:	Contact Number

**Additional Screening Requirements:**

Do you consent to having a national police check?	
Do you have a current Blue Card?	

**Privacy Statement:**

Privacy collection statement: The Parishes, schools and agencies of the Archdiocese of Brisbane (we, us or our) may collect, use and disclose personal information about you. We collect personal information directly from you and may also collect personal information passively through our website. We collect your personal information to fulfil the mission and directions of our organisation, to administer the sacraments and provide pastoral care to you, to provide you with other services and products you are seeking, to communicate with you about the services and products we offer, to solicit donations and to comply with our legal and regulatory requirements. If the personal information you provide is incomplete or inaccurate, we may not be able to provide you with the services or products you seek. We may disclose personal information about you to our Parishes, schools and agencies and service providers who assist us in operating our organisation. Our Privacy Policy (available on our website or on request) sets out how you can access and ask for correction of your personal information, how you can complain about privacy-related matters and how we respond to complaints. Contact details: Privacy Officer, GPO Box 282, Brisbane, Queensland, 4001, email: [privacyofficer@bne.catholic.net.au](mailto:privacyofficer@bne.catholic.net.au), telephone: +61 7 3324 3579

## Appendix 5 – Volunteer Task Description



### **VOLUNTEER TASK DESCRIPTION**

*Sample version*

#### **POSITION:**

##### **Volunteer Driver transport ministry**

The Archdiocese of Brisbane has implemented standards of conduct for voluntary church workers to maintain a safe and healthy ministry environment. Our commitment to these standards requires that we conduct background referencing for all persons who intend to engage in voluntary ministry having direct and regular involvement with children, young people and vulnerable adults.

#### **VOLUNTEER REPORTS TO:**

Parish Priest/Administrator

#### **PURPOSE OF ROLE:**

This role, under the general direction of the Parish Priest/Administrator, is to provide transportation within the parish boundaries to parishioners requiring it.

#### **TASKS:**

Assigning all or some of these tasks is at the discretion of the Parish Priest/Manager.

- Provides transportation at the request of the Priest and/or Ministry Coordinator.
- Keeps a record of all visits, including dates and times, to be given to Ministry Coordinator.
- Observes confidentiality regarding the personal matters of the participant.
- Brings to the attention of the coordinator any matters related to changes in health and/or needs of the person.
- Keeps emergency phone numbers and has a mobile phone in case an emergency arises with the participant.

## Appendix 6 – Volunteer Data Form



### Volunteer Data Form - Archdiocese of Brisbane

PART A: Personal Details											
Surname:							First Name:				
Salutation:							Preferred Name:				
Date of Birth:				Gender:			Male <input type="checkbox"/>		Female <input type="checkbox"/>		Prefer not to disclose <input type="checkbox"/>
Home Address:		Unit:		No:		Street:					
Suburb/Town:				State:					Postcode:		
Phone No:		Home:						Mobile:			
Email:											
Postal Address: (if differs to home)		Unit:		No:		Street:					
Suburb/Town:				State:					Postcode:		
<i>Contact details may be used for communication purposes. An email address is essential to enable the provision of legally required mandatory compliance training.</i>											

PART B: Emergency Contacts and Medical Details									
Emergency Contact Name:				Relationship:					
				Contact Phone:					
Any pre-existing conditions that may impact your capacity to perform your duties:						Yes <input type="checkbox"/>		No <input type="checkbox"/>	
If yes, specify:									
<i>Unless specified above, by signing this form you certify that you are unaware of any pre-existing injury or illness you have which could be affected by the nature of this work required of the role.</i>									

PART C: Volunteering Details											
Position Title:											
Parish/Agency/Service:											
Reporting to:											
Date Commenced:				Indicate days and times below:							
<input type="checkbox"/> Monday				<input type="checkbox"/> Thursday				<input type="checkbox"/> Sunday			
<input type="checkbox"/> Tuesday				<input type="checkbox"/> Friday				Other relevant information:			
<input type="checkbox"/> Wednesday				<input type="checkbox"/> Saturday							
Previous volunteers or employees of the Archdiocese of Brisbane, please provide details below:											
Position:					Date From:				Date To:		
Position:					Date From:				Date To:		
Reason for leaving											
<input type="checkbox"/> Yes		Existing volunteers only (tick box only if this applies) Currently have possession of Parish keys / passes as detailed below:									
Details											

Part D: Screening Requirements				
Blue Card No:		Type:		Expiry Date:
Police Check:		Issued:		
<input type="checkbox"/>	I have been provided with a copy of the Code of Ethical Behaviour.			
<input type="checkbox"/>	I have completed Safeguarding Training	Year:		
<input type="checkbox"/>	I understand that I must notify the Archdiocese of any changes to my criminal history.			
	<b>Current Parish Volunteers STOP here and then sign form at Part G.</b>			

Under the Archdiocesan Safeguarding Children and Vulnerable Adults Prevention and Protection Policy any person wishing to volunteer in child or vulnerable adult related ministries, is required to provide two referees and to undertake other screening requirements.

Referees – Not related to the volunteer. (New Applicants only)		
Name:		Phone:
Name:		Phone:

Part E: Other Compliance Requirements (If relevant to role/position)				
Driver's Licence:		Class:		Expires:
State:		Conditions/Limits:		
First Aid Cert.:		Issue Date:		
CPR Cert.:		Issue Date:		
Passport Origin:		Expires:		
Visa Type:		Number:		Expires:

Part F: Equal Employment Opportunity (Not Compulsory)	
Your completion of the following information is for statistical purposes only and will assist in monitoring employment equality and diversity outcomes. Please select if either of these are applicable to you:	
<input type="checkbox"/>	An Indigenous Australian.
<input type="checkbox"/>	From any other country other than an English speaking background.

Part G: Declaration:			
I declare that the above details are true and correct and I understand that I must notify the Archdiocese immediately of any change to these details.			
Name: (print)		Signature:	Date:
For Parish volunteers, please return the completed form <b>directly to your Parish</b>			
All others, please return to <b>People and Culture Office</b> : GPO Box 282, BRISBANE QLD 4001 or <a href="mailto:hroffice@bne.catholic.net.au">hroffice@bne.catholic.net.au</a>			

**Privacy Statement:** Privacy collection statement: The Parishes, schools and agencies of the Archdiocese of Brisbane (we, us or our) may collect, use and disclose personal information about you. We collect personal information directly from you and may also collect personal information passively through our website. We collect your personal information to fulfil the mission and directions of our organisation, to administer the sacraments and provide pastoral care to you, to provide you with other services and products you are seeking, to communicate with you about the services and products we offer, to solicit donations and to comply with our legal and regulatory requirements. If the personal information you provide is incomplete or inaccurate, we may not be able to provide you with the services or products you seek. We may disclose personal information about you to our Parishes, schools and agencies and service providers who assist us in operating our organisation. Our Privacy Policy (available on our website or on request) sets out how you can access and ask for correction of your personal information, how you can complain about privacy-related matters and how we respond to complaints. Contact details: Privacy Officer, GPO Box 282, Brisbane, Queensland, 4001, email: [privacyofficer@bne.catholic.net.au](mailto:privacyofficer@bne.catholic.net.au), telephone: +61 7 3324 3579

Part H: HR use only			
Risk Classification:			
Comments:			
Name:		Signature:	Date:

## Appendix 7 – Volunteer Confidentiality Agreement



### CONFIDENTIALITY AGREEMENT - CHURCH WORKER (employees / volunteers)

#### Part A: Personal Details

<b>Name</b>		<b>Number</b>	
<b>Address</b>			
	Suburb:		Postcode:
<b>Employer</b>	<input type="checkbox"/> ADF <input type="checkbox"/> ADS <input type="checkbox"/> Centacare <input type="checkbox"/> Episcopal & Corporate Offices <input type="checkbox"/> Parish <input type="checkbox"/> Evangelisation Brisbane <input type="checkbox"/> Other - please specify:		
<b>Department/Service/ Parish</b>			
<b>Centacare Directorate (if applicable)</b>	<input type="checkbox"/> Accounting & Finance Services <input type="checkbox"/> Catholic Early EdCare <input type="checkbox"/> Community Services <input type="checkbox"/> Family & Relationship Services <input type="checkbox"/> Governance & Risk ( Executive) <input type="checkbox"/> Pastoral Ministries		

#### Part B:

During the course of my employment/volunteer work, I understand that I may have access to confidential information and that you may disclose to me information that is confidential to the Archdiocese, its entities, clients and parishioners.

I acknowledge and recognise that the confidentiality of such information is a condition of my employment/volunteer work and I understand and agree that this undertaking shall run to the benefit of and be enforceable by your successors or assigns.

- I agree to keep that information in the strictest confidence for and after the duration of my employment/volunteer work and not to disclose that information directly or indirectly to anyone other than a person you have notified to me to be a person authorised to receive that information;
- I will never use that information for my own benefit or for the benefit of any third party;
- I agree not to retain any confidential information or documents used by me or others during the term of my employment/volunteer work;
- I will not infringe copyright by disclosure of information against copyright laws;
- I will not breach Privacy Legislation in relation to information gained during the course of my employment/volunteer work;
- I agree not to use any of your intellectual property (IP) other than for its intended purposes during employment/volunteer work and not to use the Archdiocese's IP upon termination and to return any such materials to the Archdiocese promptly upon leaving the Archdiocese; and
- I agree that I will promptly upon termination of employment/volunteer work, or in the event of any request made by the Archdiocese, hand over all notes, correspondence and other electronic, written, printed or photographed material in my possession, power or control containing any such information (and further that I will not retain other than in the course of my employment/volunteer work any such information).

<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	
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Form No: PCF/013/001

Effective date: May 2019

## Appendix 8 – Volunteer Code of Ethical Behaviour



### Code of Ethical Behaviour.



*You have been told what the Lord requires of you:  
To act justly, to love tenderly and to walk humbly with your God. Micah 6:8*

This code of Ethical Behaviour clarifies and affirms the standards of behaviour that are expected of employees, students on placement and volunteers in the Archdiocese of Brisbane. Breach of this code may result in disciplinary action being taken, up to and including dismissal.

Please note:

- \* Clergy and religious are bound by the standards for ethical behaviour as articulated in 'Integrity in Ministry;'
- \* Brisbane Catholic Education employees and volunteers should refer to their particular Code of Conduct;
- \* Centacare Family and Relations Services employees and volunteers should refer to their Code of Conduct.

Relationships among people are the starting point of all Christian life, ministry and service and are central to Catholic life. It is with the objective that relationships in ministry be experienced as collaborative, communicative and coordinated without intention to harm or allow harm to occur that I have approved this Code of Ethical Behaviour for employees, students on placement and volunteers.

Those who serve in the Archdiocese of Brisbane – employees, students on placement and volunteers shall:

1. Commit to justice and equity by exhibiting the highest Christian ethical standards and personal integrity in their professional conduct;
2. Uphold the dignity of all people and their right to respect by conducting themselves in a moral manner consistent with the discipline, norms and teachings of the Catholic Church;
3. Commit to safe and supportive relationships by not taking advantage of any pastoral or authoritative role for their own benefit; and by adhering to the requirements of the law of Queensland regarding reporting any suspected abuse of children, young people and vulnerable adults;
4. Respond with integrity to those who are poor, alienated or marginalised by not acting in an abusive or neglectful manner; and by sharing concerns about suspicious or inappropriate behaviour, confidentially, with the appropriate person in their organisational structure;
5. Strive for excellence in all their work by accepting their professional responsibility in the protection of children, young people and vulnerable adults from all forms of abuse; by providing a professional work environment that is free from harassment; and following the policies and procedures of the Archdiocese of Brisbane; and
6. Maintain appropriate professional boundaries in all contact settings including virtual by:
  - ~ demonstrating behaviour consistent with role and responsibilities;
  - ~ avoiding inappropriate emotional attachment;
  - ~ not forming or engaging in relationships of a personal or sexual nature;
  - ~ maintaining distance between work and personal space;
  - ~ not accepting gifts or entering into financial relationships or transactions;
  - ~ not disclosing personal information; and
  - ~ avoiding touch, in a manner, which is not a legitimate occupational requirement.

Conduct not consistent with this Code of Ethical Behaviour in the workplace includes, but is not limited to being engaged in activities or situations that can give the appearance of: bullying, sexual or other harassment, exploitation, sexual exploitation, conflict of interest, abuse as defined in the church's Towards Healing document, possession or distribution of pornographic material, abuse of alcohol, drugs or gambling in a way that interferes with the person's service of the Church, any form of criminal conduct including stealing or any other form of theft or any form of assault.

Breaches of this policy could lead to the discipline of those found to be in breach which may eventuate in the termination of employment or termination of voluntary positions.

*I have read and understand this Code of Ethical Behaviour*



Name:  Signature:  Date:

Name: AD16\_APP02\_Code of Ethical Behaviour

Policy Owner: Director, Safeguarding and Professional Standards

Version: 03 August 2017

Review Date: March 2018

Hardcopies of this document are considered uncontrolled. Please refer to the intranet (AI) for the latest version.

## Appendix 9 – Statutory Declaration

### Commonwealth of Australia Statutory Declaration

*Statutory Declarations Act 1959*

I,   
*Full name of person making the declaration and his/her occupation*

Of,   
*Residential Address*

Make the following declaration under the Statutory Declarations Act of 1959:

I declare that (tick relevant box):

- Since turning 16 years of age, I have been a citizen or permanent resident of a country/countries other than Australia.
- Since turning 16 years of age, I have never been a citizen or permanent resident of a country/countries other than Australia

I declare that I have never been convicted of murder or sexual assault; or convicted of any other form of assault; or of a criminal offence in either Australia or overseas.

I declare that I have never been sentenced to a term of imprisonment; been fined; had a penalty imposed upon myself; or been otherwise punished or dealt with for the commission of a criminal offence in a Court in Australia or overseas. This declaration does not apply to fines relating to parking and speeding offences.

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the Statutory Declaration Act 1959, and I believe that the statements in this declaration are true in every particular.

Signature of Declarant:

Declared at:   
*Place*

Day:  Month:  Year:

Before me,   
*Signature of person whom the declaration is being made before*

Full Name:

Position/title:

Qualifications:

Address:

**Note 1: A person who intentionally makes a false statement in a statutory declaration is guilty of an offence, the punishment for which is imprisonment for a term of 4 years - see section 11 of the Statutory Declarations Act 1959.**

**Note 2 Chapter 2 of the Criminal Code applies to all offences against the Statutory Declarations Act 1959 - see section 5A of the Statutory Declarations Act 1959.**

**A statutory declaration under the Statutory Declarations Act 1959 may be made before—**

(1) a person who is currently licensed or registered under a law to practise in one of the following occupations:

Chiropractor	Dentist	Legal practitioner
Medical practitioner	Nurse	Optometrist
Patent attorney	Pharmacist	Physiotherapist
Psychologist	Trade marks attorney	Veterinary surgeon

(2) a person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described); or

(3) a person who is in the following list:

- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1955*)
- Balliff
- Bank officer with 5 or more continuous years of service
- Building society officer with 5 or more years of continuous service
- Chief executive officer of a Commonwealth court
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with 5 or more years of continuous service
- Employee of the Australian Trade Commission who is:
  - (a) in a country or place outside Australia; and
  - (b) authorised under paragraph 3 (d) of the *Consular Fees Act 1955*; and
  - (c) exercising his or her function in that place
- Employee of the Commonwealth who is:
  - (a) in a country or place outside Australia; and
  - (b) authorised under paragraph 3 (c) of the *Consular Fees Act 1955*; and
  - (c) exercising his or her function in that place
- Fellow of the National Tax Accountants' Association
- Finance company officer with 5 or more years of continuous service
- Holder of a statutory office not specified in another item in this list
- Judge of a court
- Justice of the Peace
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the *Marriage Act 1961*
- Master of a court
- Member of Chartered Secretaries Australia
- Member of Engineers Australia, other than at the grade of student
- Member of the Association of Taxation and Management Accountants
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Australian Defence Force who is:
  - (a) an officer; or
  - (b) a non-commissioned officer within the meaning of the *Defence Force Discipline Act 1952* with 5 or more years of continuous service; or
  - (c) a warrant officer within the meaning of that Act
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
- Member of:
  - (a) the Parliament of the Commonwealth; or
  - (b) the Parliament of a State; or
  - (c) a Territory legislature; or
  - (d) a local government authority of a State or Territory
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*
- Notary public
- Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public
- Permanent employee of:
  - (a) the Commonwealth or a Commonwealth authority; or
  - (b) a State or Territory or a State or Territory authority; or
  - (c) a local government authority;with 5 or more years of continuous service who is not specified in another item in this list
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- Police officer
- Registrar, or Deputy Registrar, of a court
- Senior Executive Service employee of:
  - (a) the Commonwealth or a Commonwealth authority; or
  - (b) a State or Territory or a State or Territory authority
- Sheriff
- Sheriff's officer
- Teacher employed on a full-time basis at a school or tertiary education institution

## Appendix 10 – Volunteer Engagement Letter

(Insert date)

(Insert Name)

(Insert Address)

Dear (Insert Name)

We are delighted that you have Volunteered to assist us in our endeavours as a (insert name of position), with (insert name of Parish/Agency/Service), as from (insert first engagement date).

In so doing, our approach is to develop a working relationship that respects the parties' mutual rights and responsibilities in accordance with the Australian National Standards on volunteering, a copy of which is attached.

In serving the needs of the community and to ensure we comply with our various legal responsibilities, I would like to take this opportunity to clarify and confirm our expectations of a Volunteer worker.

In your voluntary role, if you have any concerns or questions about any of these matters, please contact (insert contact name) on telephone (insert tel. no.)

**Reporting Relationships** - In this position you will report to (insert name/position title of Supervisor).

**Tasks** - Whilst subject to possible change, your role and responsibilities are as discussed with you on (insert date) and are outlined in the attached task description.

**Training** – Training will be arranged for you to familiarise you with the various duties and responsibilities of the position.

**Hours of Volunteer Work** - Your hours of work will be arranged and varied as mutually agreed.

**Reimbursement of Expenses:** Whilst Volunteers do not receive any remuneration for their Volunteer work they may claim any out of pocket expenses agreed to at the time of their engagement or in the course of volunteering, provided they provide the Parish/Agency/Service with receipts.

**Criminal History Screening** - All Volunteers must maintain a Positive Notice Blue Card for Child Related Employment (and a Positive Notice Card (or exemption card) from Disability Services Queensland (DSQ 'Yellow Card')). \*\*\*\*\*You may also be required to obtain a National Police Certificate (Australia Wide Criminal History Check).

Volunteers are obliged to maintain and hold the applicable current positive notice cards/criminal history check. In the event that one of these expires, your ability to undertake voluntary work will be impeded until a positive notification is received.

**Confidentiality** - We hold in trust our clients' details and the nature and scope of such interpersonal dealings. You must not, at any time during your engagement or at any time after your engagement, disclose any such confidential information about the business affairs or property of the organization to any third party unless required by law.

**General Conduct** - Interpersonal behaviours that reflect respect for others with whom we come into contact is important to us. We would therefore require you to perform your duties and observe a standard of behavior that supports the values and mission of (insert Parish/Agency/Service), an arm of the Roman Catholic Archdiocese of Brisbane.

Australian Law does not discriminate between employees and volunteers when it comes to adherence to legal expectations. Therefore you will be required to undertake some mandatory training and familiarize yourself with relevant, approved policies, procedures and practices, and perform your various duties and responsibilities in accordance with them.

Finally, let me take this opportunity to reassure you that we appreciate your interest in volunteering in what can be a challenging and yet rewarding work environment. We look forward to working with you.

Yours sincerely

(Name) (Position)

## Appendix 11 – Parish Volunteer Requirement Matrix

Parish Volunteer Requirement Matrix																	
Ministry	Vol. Data Form Part A-C	Vol. Data Form Part D-G	Safeguarding Policy Training	Code of Ethical Behaviour	Confidentiality	Stat Decl	Blue Card	Police Check	Site Orientation	Privacy	WHS	Bullying	Sexual Harassment Electronic Communication/Social Media	Diversity	Consumer Law	Misleading Conduct	
Frequency of Training										OC	OC	OC	OC	OC		OC	
- repeat years			2				3	3		5	3	5	5	3		5	
<b>Minimal Level Risk (Participant)</b>																	
Choir member (Adult Only Choir)																	
Choir member (Adult/Child Choir) - fully supervised																	
Collectors																	
Data Projector operator																	
Flower Arrangers																	
General Volunteer - annual/adhoc/one-off																	
Greeters at Mass (welcomers)																	
Liturgy Committee Members (Adult)																	
Musicians (without keys)																	
Offertory Procession																	
Organist (without keys)																	
Prayer Group Coordinator																	
<b>Low Level Risk (Active Involvement)</b>																	
Care and Concern - Hospitality after funerals etc	✓	✓							✓								
Cleaners - in locations where no children are present and not associated with a school; and don't have keys	✓	✓															
Extraordinary Minister of Holy Communion (Mass)	✓		✓			✓	✓	✓	✓								
Friendship / Seniors Group Coordinators	✓	✓		✓	✓	✓		✓	✓								
Hospitality (Morning Tea & after mass cuppas etc.)	✓		✓						✓								

Piety Stall Helpers	✓	✓															
Piety Store Convenor (small operation)	✓	✓						✓	✓								
Readers / Lector	✓		✓			✓	✓	✓	✓								
Social Justice Group Coordinator	✓	✓		✓	✓												
Young Adult Group Coordinator - (Over 18's)	✓	✓		✓	✓	✓		✓	✓								
<b>Moderate risk level</b>																	
Altar Server Co-ordinator/Trainer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
<b>Acolyte</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓								
Altar Servers (over 18 years)	✓	✓	✓	✓	✓	✓	✓	✓	✓								
Care and Concern - Home Visits to <b>adults only</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Care and Concern - Home Visits to <b>Families</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Catechist	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Cathedral Guide & Welcomer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Cathedral Guide & Welcomer Coordinator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Children's Liturgy Co-ordinator / Leader	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Cleaners - attached to a school and close proximity to children	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Cleaners - with keys for access and unsupervised	✓	✓		✓	✓	✓		✓	✓	✓	✓						
Choir/Music Conductor (Child/Adult group)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Counters	✓	✓		✓	✓	✓		✓	✓	✓							
<b>Fund raising event coordinator - trivia night, fete, raffles</b>	✓	✓	✓	✓	✓	✓		✓	✓	✓							
Groundsman/Gardeners (vol) - again consider if children around and size of ground	✓	✓		✓	✓	✓			✓	✓	✓						
Organist/Musicians (with keys)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
RCIA Leader -adult only	✓	✓	✓	✓	✓	✓		✓	✓	✓							
RCIA Leader -incl. minors	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓							
Sacramental Preparation or Program Coordinators / Leaders	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓							
Sacristan	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Youth Group Leader	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
<b>High risk level</b>																	

Administrator in Parish Office (> 5 hours/week volunteer)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
<b>Community Leaders - Ethnic &amp; Faith Communities</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						✓
Extraordinary Minister of Holy Communion to sick (Hospitals, etc)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Extraordinary Minister of Holy Communion to sick (Private Residence)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Finance Council Member	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓
Hospital Chaplain	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Outreach - Homeless Support including children</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
Pastoral Council Member	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						✓
Piety Store Convenor (large turnover and product range)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	
Safeguarding Local Officer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Transport Ministry	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
Youth Coordinator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			

OC: On Commencement

Changes made to this matrix on 31 January 2019 are highlighted

**People and Culture - HR Department**

**ARCHDIOCESE OF BRISBANE**

Effective 31 January 2019

## Appendix 12 – Volunteer Induction Checklist



# Appointment of Volunteer Checklist

Parishes are to use various forms provided on the Archdiocesan Intranet (AI). Please check this list as part of the parish volunteer engagement process before sending paperwork into HR. Delays in processing forms etc. are often a result of incorrectly filled or incomplete forms on the part of the applicant.

### Volunteer Data Form

- Volunteer has completed all required fields for their ministry/role
- Referees have been provided (if required)
- Data form has been signed and dated

### Code of Ethical Behaviour

- Volunteer has signed and dated Code of Ethical Behaviour
- Copy of the Code has been provided to the volunteer

### Confidentiality Agreement

- Volunteer has signed and dated Agreement
- Copy of all 3 forms have been placed in Volunteer folder

### Referee Checks

- Referees have been contacted and information recorded
- Copy of Referee Record form included in volunteer folder

### Interview/Meeting

- Volunteer has been interviewed by Parish Priest (or delegate)
- Copy of Interview Record form included in volunteer folder

### Blue Card

- If the volunteer has a Blue Card from another Organisation, they are required to fill in the 'Link An applicant to an Organisation' Form
- If the volunteer does not have a blue card, they are required to fill in the 'Blue card Application' form
- The applicant has provided a copy of the required ID
- Priest and/or Office Staff have sighted all ID noted on the application form (certification not required)
- The Application has been signed by the Applicant and the name box on each page has been filled in
- Application 'Organisation Declaration' section has been signed by either the Priest or an appropriate Office Employee
- The Blue card form have been emailed to HR (hroffice@bne.catholic.net.au)
- Blue Card Details have been added to Spreadsheet and/or entered into PACs

*Applications & copies of ID can be scanned and emailed to HR – so long as ID is legible*

### Police Check (Criminal Screening)

- Applicant has an existing Police Check (less than 3 mths old) and they have provided the Parish with a certified copy of the Certificate (or provided the original certificate so the Parish can make a copy)
- New application for Police check is required
- Option 1 - Volunteer will complete the Archdiocesan online Police Check application process; OR
- Option 2 - Volunteer has completed hard copy application and provided a copy of the required ID as per page 2 of Police Check application
  - Priest and/or Office checked that 4 forms of ID meet requirements
  - Application has been signed by the Applicant and Section E3 signed by Priest or Office
  - Application and copies of ID has been emailed to HR (hroffice@bne.catholic.net.au)
- Details have been added to Spreadsheet and/or entered into PACS
- Police certificates will only be sent to the Parish/Application if requested.

**Police Certificate details will be provided to the Parish on a monthly basis in a report, along with details of Blue Cards. HR will contact the Parish Priest if a Police Certificate is received with a disclosure noted.**

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*Name: AD16\_APF10\_Appointment of Volunteer Checklist*

*Version: 13 November 2019*

*Review: December 2020*

*Hardcopies of this document are considered uncontrolled. Please refer to the Archdiocesan Intranet (AI) for the latest version.*



## Appendix 14 – Volunteer Reference Check



# Volunteer Reference Check

## CONFIDENTIAL PRE-ENGAGEMENT REFERENCE CHECK

**Name of Candidate:** [Click here to enter text.](#)

**Parish/Agency:** [Click here to enter text.](#)

**Position:** [Click here to enter text.](#)

**Date:** [Click here to enter text.](#)

**Name of Referee:** [Click here to enter text.](#)

**Conducted by:** [Click here to enter text. \(Name and position\)](#)

<b>Referee's Relationship to the candidate:</b>
<b>How long have you known the candidate:</b>
<b>Describe the candidate's competencies and strengths:</b>
<b>Describe opportunities for improvement for the candidate:</b>
<b>Describe the candidate's communication and interpersonal style:</b>
<b>How does the candidate respond to Authority and Accountability from others:</b>
<b>Are you aware of any physical, emotional or behavioral boundary violations by the candidate:</b>
<b>Do you recommend the candidate:</b>
<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Any Additional Comments:</b>

## Appendix 15 – Health and Safety Induction Checklist



### Health and Safety INDUCTION CHECKLIST

(this form is to be used if no on-site Health and Safety Induction exists)

This checklist is for Supervisors/Managers during induction of all new staff, students, contractors and volunteers.

**THIS PAGE MUST BE COMPLETED SCANNED AND EMAILED TO [hmail@bne.catholic.net.au](mailto:hmail@bne.catholic.net.au) WITHIN 2 DAYS OF COMMENCEMENT**

<b>Worker's name:</b> Click here to enter text.	<b>Position:</b> Click here to enter text.
<b>Supervisor's name:</b> Click here to enter text.	<b>Start Date:</b> Click here to enter a date.
<b>1. Explain health and safety laws: (refer page 2)</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Employers have a legal duty of care for workers (including contractors) and visitors</li> <li><input checked="" type="checkbox"/> Workers have a legal duty of care for self, fellow workers and visitors</li> <li><input type="checkbox"/> Workers are expected to follow all reasonable instructions</li> </ul>	
<b>2. Explain how to report an incident, injury or hazard:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> If you are injured no matter how minor, report it immediately to your supervisor</li> <li><input type="checkbox"/> If you see something unsafe, including actions under policies such as Harassment, Safeguarding Children and Vulnerable Adults, report it immediately to your supervisor</li> <li><input type="checkbox"/> Incident Report forms are located on ai under the Work Health and Safety tab</li> </ul>	
<b>3. Fire Evacuation and First Aid:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Explain what to do if a fire breaks out (show location of emergency evacuation diagram)</li> <li><input type="checkbox"/> Explain alarm sounds and processes</li> <li><input type="checkbox"/> Identify location of fire extinguishers, fire hoses and fire blankets</li> <li><input type="checkbox"/> Identify location of workplace exits, fire exits</li> <li><input type="checkbox"/> Show assembly point</li> <li><input type="checkbox"/> Identify location of first aid kit</li> <li><input type="checkbox"/> Identify areas where workers can / cannot smoke</li> </ul>	
<b>4. Workstation ergonomics:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> There is not one correct way to sit at workstations</li> <li><input type="checkbox"/> Set up should accommodate the work being done</li> <li><input type="checkbox"/> Individual differences should be accommodated</li> <li><input type="checkbox"/> Ensure correct set up to reduce fatigue/strain on neck, shoulders, back and legs</li> </ul>	
<b>5. Manual handling:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Train workers in relevant safe work procedures (e.g. use of tools, equipment, work techniques, personal protective equipment (PPE))</li> <li><input type="checkbox"/> Have workers demonstrate the correct procedure to do the manual tasks involved in their job</li> <li><input type="checkbox"/> Provide Manual Handling information sheet to employee (page 3 – 4 of this document)</li> </ul>	
<b>6. Work Health and Safety Guidelines / Employment Guidelines</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Demonstrate ability to access Guidelines on Archdiocesan intranet (ai) (click Work Health and Safety tab from ai home page or ADS tab then Human Resources for Employment Guidelines)</li> </ul>	
<b>Please tick the boxes above to demonstrate you have completed the H&amp;S induction and sign off below:</b>	
<b>Worker's signature:</b>	<b>Date:</b> Click here to enter a date.
<b>Supervisor's signature:</b>	<b>Date:</b> Click here to enter a date.



## Explanation of Health and Safety laws

New health and safety legislation, *Work Health and Safety Act 2011 (the Act)*, replaced existing legislation from 1 January 2012. Below is an explanation of some of the significant parts of this legislation that every person in the workplace (i.e. managers, supervisors, employees, contractors, volunteers, visitors, and work experience students) need to put into practice every day at work.

### **Employers**

*1. Employers have a legal duty of care for workers (including contractors) and visitors*

This part of the Act means that the person or persons who are in control of the workplace (i.e. this could be a Manager, Co-ordinator or Supervisor) have a responsibility to ensure that all workers work safely. This includes providing and maintaining a working environment that is safe and without risks to health, including the entering and exiting of the workplace. It also includes providing workers with information, instruction, training or supervision needed for them to work safely.

### **Workers**

*2. Workers have a legal duty of care for self, fellow workers and visitors*

Workers have an obligation to take reasonable care for their own health and safety and not put themselves or others at risk through their actions or omissions. Additionally they are required to bring any health and safety concerns they have to the attention of their Manager or Supervisor.

*3. Follow all reasonable instructions*

Workers are expected to follow all reasonable instructions including health and safety.



## Manual Handling Information Sheet

(This information sheet should be handed to new employees during Health and Safety induction)

### What is manual handling?

Manual handling is any task that requires you to push, pull, lift, carry, move, hold or lower any object, person or animal. Manual tasks include tasks that have repetitive actions, sustained postures and may involve exposure to vibration. The types of injuries related to manual handling include:-

- Muscle injuries
- Nerve injuries
- Bone injuries
- Injuries to the ligaments or tendons
- Injuries from falling objects



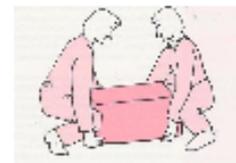
### 1. Identifying Manual Handling Hazards

Not all manual handling is hazardous. A manual task becomes hazardous when it involves one or more of the following:-

- Repetitive or sustained application of force e.g. typing, bricklaying, repetitive lifting and moving, pushing and pulling a trolley
- Repetitive or sustained awkward posture e.g. reaching sideways to move objects from one place to another, reaching and twisting to unload items from a trolley, bending over a desk or table, sustained sitting with no breaks
- Repetitive or sustained movement e.g. painting, typing
- Application of high force e.g. lifting and carrying heavy objects, operating hand tools with a tight squeeze, pushing or pulling an object that is hard to move
- Exposure to sustained vibration e.g. driving forklifts, using sanders or high pressure hoses
- Tasks involving handling people and animals e.g. tasks involving handling unstable or unbalanced loads

### 2. Safe Manual Handling Techniques

**2.1 Team Lifting** – Enlist the help of another person to lift the load



**2.2 Lifting Space** – Ensure there is enough room to turn around to prevent twisting





## Manual Handling Information Sheet

(This information sheet should be handed to new employees during Health and Safety induction)

**3.3 S.M.A.R.T Lifting technique** - This technique can be used to pick up small light loads from low levels.

<b>S.M.A.R.T Lifting Technique</b>	
<p><b>1. Size up the Load</b></p> <ul style="list-style-type: none"> <li>Assess the load (size, shape and weight);</li> <li>Assess whether the load needs to be moved;</li> <li>Where is it going to be placed? Check that there are no obstructions;</li> <li>Assess whether mechanical or human assistance is required.</li> </ul>	<p><b>2. Move the Load as close to the body as possible</b></p> <ul style="list-style-type: none"> <li>A load is heavier to lift or carry if it is not close to the body.</li> <li>The whole hand should be used to ensure a firm grip.</li> </ul>
<p><b>3. Always bend your knees</b></p> <ul style="list-style-type: none"> <li>Maintain balance.</li> <li>Keep feet apart and in a comfortable position.</li> <li>Minimise lower back bending.</li> <li>Bend knees preferable at as large an angle as possible but not at a right angle- use a semi squat in preference to a full squat.</li> </ul>	<p><b>4. Raise the load with your legs</b></p> <ul style="list-style-type: none"> <li>Achieve the lift smoothly and without jerkiness.</li> <li>Maintain the normal curvature of the spine to allow the force of the load to be distributed evenly from the spine to the pelvis.</li> </ul>
<p><b>5. Turn your feet in the direction that you want to move the load.</b></p> <ul style="list-style-type: none"> <li>Avoid unnecessary bending, twisting and reaching.</li> <li>Change direction by turning your feet and not your back.</li> <li>To set the load down, squat down, keep your head up and</li> <li>Let your legs do the work.</li> </ul>	
<p><b>6. Back Stretch</b> - if standing for long periods apply the Low Back Stretch if lower back starts to ache.</p> <p><b>Lower Back Stretch:</b></p> <ol style="list-style-type: none"> <li>Place hands on hips</li> <li>Lean back from top down</li> <li>Hold for 2 seconds</li> <li>Repeat 5 time</li> </ol>	