



CONTACTS:

Parish Office:
100 Power Road
P O Box 84
Doveton Vic 3177

Phone:
(03) 9792 4317

Email: doveton@cam.org.au

Website: <http://holyfamilydoveton.org.au>

**HOLY FAMILY PARISH DOVETON
VOLUNTEER HANDBOOK**

INTRODUCTION

(The word **Volunteer** will be used to include all volunteers, church workers, staff, clergy, contractors and students on placement).

Welcome and thank you for your generosity in offering to be a volunteer in our Parish community. You are providing a gift like no other when you spend your time with us. As a volunteer within the community of Holy Family Parish Doveton (**HFPD**), you are a valued member of our community.

This Handbook brings together information and to address specifically our responsibilities and duty of care towards those who volunteer in our parish. It also clearly states the expectations and requirements of those who choose to provide valuable service to Holy Family Church. It establishes best practice for our compliance with the respective and appropriate legislative requirements which govern our civil interaction.

This Handbook also provides a very practical guide for those in leadership or management roles to ensure the processes and necessary documentation relevant to the engagement and utilisation of volunteer services are both understood and actioned.

This Handbook has been designed to assist this process. It provides an information base from which HFPD can develop our individual policies, programmes and service delivery practice.

VOLUNTEER INDUCTION

Induction is essential to help you to work effectively from the very beginning. This section provides you with checklists which can be used to identify any gaps in your understanding of HFPD policies or your roles and responsibilities.

If a formal induction is not available, take the time to ask your programme leader or fellow workers any questions you may have about current practices and document them as you go – this way you will have a written record to consult later.

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

Induction will usually include:

- Completion of required forms
- Discussion about the contents of this Handbook
- An introduction to your role.

Specific Site Orientation

Part of your volunteer role may require specific experience(s) and/or training as necessary. All training required will be discussed with you prior to your accepting a volunteer role.

During your induction, you will be guided through this Handbook so you will have an opportunity to have any questions answered. We encourage you to ask questions and discuss the information to enable you to have a better understanding of your rights as a volunteer and also what is required of you as a volunteer.

Our HFPD policies and procedures are available on request, as well as on the HFPD Website and at the parish office/piety stall. We hope you will enjoy this process and look forward to your joining our volunteer team.

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

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is a legitimate way in which people can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

VOLUNTEER RIGHTS

HFPD believes that volunteers/ church workers have the following rights:

- To work in a healthy and safe environment – in accordance with Work Health and Safety Legislation.
- To be covered adequately by insurance.

- To be given a copy of the organisation’s Volunteer Policy and any other policy that affects your role.
- Not to be asked to do the work of paid staff during industrial disputes.
- To have a role description.
- To have access to a grievance and complaints procedures.
- To be provided with an induction to the program.
- To have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988 and the HFPD Privacy Policy.
- To be provided with sufficient training to carry out your volunteer role.

Holy Family Parish Doveton has a right to:

- Expect volunteers to represent the parish and specific programs positively.
- Expect volunteers to fulfil their volunteer role to the best of their ability.
- Discuss the volunteer’s performance with the volunteer.
- End the volunteering relationship if performance or adherence to direction does not improve with additional direction and training.
- Expect clear and open communication.
- Require volunteers to respect the privacy and confidentiality of information relating to people they may come into contact with, staff, programs and services. (National Privacy Principles (NPP) - Commonwealth Privacy Act 1988).
- Require volunteers to support the Code of Conduct of HFPD.

CODE OF CONDUCT

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

HFPD recognises our volunteers as one of its greatest assets. The purpose of the Code of Conduct is to guide and enhance the conduct of volunteers in performing their duties. The Code of Conduct sets out parish expectations of volunteers with respect to their personal conduct. It is intended to promote integrity and ethical behaviour, and to guide individuals’ dealings with members of the community.

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

Holy Family Parish Doveton values volunteers who:

- Are committed to justice and equity.
- Will uphold the dignity of all people and their right to respect.
- Are committed to safe and supportive relationships.

- Will reach out to those who are poor, alienated or marginalised.
- Will strive for excellence in all their work.

CHILD PROTECTION

1. *Volunteer Screening*

We take child protection seriously. All volunteers, staff, clergy, contractors and students on placement are required to obtain a Working With Children Check (WWCC) and where required, a National Police Check.

HFPD has an obligation under the law to investigate any of the above allegations even if the allegation relates to matters that occur away from your role as a volunteer. A sustained allegation under the Ombudsman Act 1974 may affect both your ability to continue as a volunteer or your ability to obtain a future WWCC.

Our programs and services are committed to providing a safe environment for all vulnerable people. If you become aware that a reportable conduct allegation has been made against an employee or volunteer of HFPD, you must report this to the Parish Priest or Child Safety Officer – Mrs Vina Fernandes via 0450 631 204 or email at <vinaffernandes@gmail.com>.

Volunteers are legally required to inform the Child Safety Officer if they have been charged with any criminal offences which may impact on their ability to perform in their role as a volunteer. Volunteers are required to inform the Child Safety Officer within one business day from the time they become a disqualified person under the Child Protection (Working with Children) Act 2012. This requirement includes any disqualification made against you external to the program or service in which you are volunteering. Your Child Safety Officer will guide you in the appropriate screening procedures that you will be required to undertake in your volunteering role.

2. *Obligations to Protect Children*

A volunteer who suspects a child has suffered harm from abuse or neglect is required to report the matter to the Parish Priest as soon as possible and certainly within 24 hours of becoming aware of the harm or risk of harm. Volunteers who have reasonable grounds for suspecting a child has suffered maltreatment, or that there is risk of significant harm, can lawfully make such a report without fear of legal repercussion.

Depending on the nature of the situation, the Child Safety Officer or a member of the Child Safety Committee may report or identify the concern to the Department of Human Services.

3. Volunteers and the Department of Human Services

As a result of being a volunteer in the HFPD you may be reported to the Department of Human Services if an allegation is received that you have engaged in “reportable conduct”. Reportable conduct is defined as any sexual offence, sexual misconduct (committed against a child or in the presence of a child), any physical assault, ill-treatment or neglect of a child or any behaviour that causes psychological harm to a child.

HFPD has an obligation under the law to investigate any of the above allegations even if the allegation relates to matters that occur away from your role as a volunteer/church worker. A sustained allegation under the Child Safety Act 2005 may affect both your ability to continue as a volunteer/church worker or your ability to obtain a future WWCC.

Our programs and services are committed to providing a safe environment for all vulnerable people. If you become aware that a reportable conduct allegation has been made against an employee or volunteer/church worker of the diocese you must report this to the Parish Priest or Child Safety Officer immediately.

WORKING IN OUR PROGRAMMES AND SERVICES

Volunteer Registration and Other Forms

1. Registration forms provide the agency with the information required to enable us to contact you or your emergency contact.
2. Induction Checklist
3. Code of Conduct Policy
4. Confidentiality Agreement.
5. Photograph/Video Permission Form.
6. Working With Children Check Exemption (if you have a VITS)
7. Incident Report Form
8. Hazard Report Form
9. Worker Complaint
10. Reimbursement Claim Form

Copies of your driver’s licence, car registration and other documents may be required depending on your volunteer role.

All personal and private information is stored securely and can only be accessed by the principal or delegate, consistent with the provisions of the Privacy Act (1988).

Photograph/Video Permission Form

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

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

Dress Code: Volunteers are not required to wear uniforms. We do require you wear comfortable non-slip, enclosed footwear and casual neat clothing suitable to your volunteer role. Some clothing, e.g. t-shirts may be offensive to other people. Please consider this when selecting an appropriate outfit.

If your role requires you to use personal protective equipment (PPE), this will be supplied to you with instructions for use.

The program may have specific dress requirements. For example, all Extraordinary Ministers of the Eucharist (EMEs) must be formally dressed. Please check with your EME Coordinator on the appropriate dress code.

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

Smoking: Smoking is not permitted on HFPD premises.

Photography: Volunteers are not permitted to take photos whilst undertaking their role, without the supervision of the church leader. If unsure, volunteers should contact the Volunteer Co-Ordinator for clarification prior to commencing any photographic activity.

Training: Free in-house or external training courses will be provided for paid and unpaid staff as part of their orientation program. This can include training across a wide variety of skill areas such as: Child Safeguarding, Emergency Relief, Identifying Depression, Mental Health First Aid, Cross Cultural Awareness, to name a few.

Insurance Policy overview: As a benefit of offering your volunteer services within HFPD, you have been provided with Personal Accident for Volunteers insurance cover. The insurance policy is issued by Catholic Church Insurance

(CCI). For details regarding the policy coverage, you can contact CCI general enquiries on 1800 011 028.

If you are unsure of anything, the Parish Priest will clarify any situation or information. The Parish Priest or his delegate may provide you with information in a number of ways. They may pass on messages through other staff, in writing, or by contacting you directly.

Make sure you pay attention to any information given to you as it may affect your role directly or indirectly.

Health Issues/Medication: Never purchase for, give medication or administer medication to another member. If you are concerned about the person's welfare or treatment, please speak to the Volunteer Co-Ordinator.

Infection Control: It is important to be aware of the risk of spreading infection. Preventing the spread of infection is especially important when working with children and the elderly.

If you have an infection or virus (e.g. flu) it is important to contact the Parish Priest or Volunteer Co-Ordinator, before going to your volunteer role, as it may be safer for you, and the people you may come into contact with, for you to recover fully before returning to your role.

You should check and maintain your own vaccination status for common childhood illnesses and tetanus.

Allergies: You must advise the Parish Priest or Volunteer Co-Ordinator of any allergies you have. You need to be aware the people we support may themselves have allergies, particularly to nuts etc.

Personal Disclosures: Under no circumstances should you give out your personal details to anyone other than your Parish Priest, Child Safety Officer/Volunteer Co-Ordinator or program leader. This includes your home address, contact number or email address. This is to protect your own privacy and safety.

STATEMENT OF TASKS

You will be provided with a volunteer position description which will include a task list. The position description will provide you with information about your role and will identify the person to whom you are responsible to.

The task list is an agreement between you and the programme where you are volunteering. Specific roles require that you are able to perform certain duties. Training may be provided for special programs, or the role may require you to have these skills or experience already. Any training required will be discussed

with you at your initial interview and will be included on your task list. If you are unable to do or do not feel comfortable doing, something that is part of your task list, you will be able to discuss this with the Volunteer Coordinator and come to a mutual agreement.

Your task list will be reviewed annually, or as required. At this time, you will have the opportunity to discuss your thoughts and ideas on the role you have been performing and have an opportunity to decide if you would like to try another volunteer role or need further information to carry out your present role.

Your task list is in place to protect you and the HFPD. Both parties must be satisfied with the outcome of your task list.

You should not sign a task list if you are not willing to do the required tasks.

CONFIDENTIALITY & PRIVACY

Confidentiality: There is a general expectation and legal responsibility for all workers in a community environment to work at all times with each other's best interest as the most important consideration.

While you are working as a volunteer, you may receive or overhear confidential information regarding people we support, staff or other volunteers. Information received must be kept confidential. **This is a legal requirement.** Discussing information you have received during your volunteer role with staff, family, friends or other volunteers, inside or outside the programmes and services, is not acceptable or tolerated and illegal.

If you have an issue or concern, please discuss this with the Volunteer Co-ordinator. Confidentiality also applies to the use of social media and email.

Privacy: Privacy laws protect personal information about volunteers (including photographs and video footage), people our volunteers may come into contact with through their role and staff. You may need to be told specific details about a child to enable you to carry out your volunteer role. We will only provide information that is necessary for your role. Not all volunteers you are working with may need to be aware of this information.

Therefore, this information needs to be treated as private and confidential.

We hope you will become a valuable member of the team, providing support for many in our community. To achieve this aim you need to develop a relationship with the people throughout HFPD, staff and other volunteers within the community. These must, however, respect professional and child protection boundaries.

HFPD Privacy and Confidentiality Policy.

HFPD Workplace Internet, Email and Network Usage Policy.

HFPD Social Media Policy.

HFPD Conflict of Interest Policy

WORKPLACE & OCCUPATIONAL HEALTH & SAFETY

HFPD is committed to ensuring the health, safety and welfare of its workers (i.e. employee, contractor or subcontractor, employee of labour hire company, outworker, apprentice or trainee work experience student and volunteer), visitors and the public in workplaces and also the health and safety of those who may be affected by its operations.

In securing workplace health and safety, HFPD promises to pursue best practice in Work Health and Safety (WHS), fulfil its statutory duties with regard to WHS and through continual improvement, strive to prevent injuries and illnesses in the workplace.

HFPD accepts that it must adopt high standards of WHS Management and will aim, as far as practicable, to achieve this through the following objectives:

- Ensuring all staff, workers and visitors are aware of their responsibilities in relation to safety and holding them accountable for providing and/or maintaining a safe and healthy workplace.
- Complying with all relevant Work Health and Safety (WHS) Act and Regulation 2011 including applicable Standards and Codes of Practice so far as is reasonably practicable.
- Adopting a pro-active risk management approach to workplace health and safety as an integral part of overall business operations;
- Consulting with and involving workers in decisions impacting on their health and safety.
- Considering the health and safety impacts of our business decisions, including purchasing, equipment design and organisational change.
- Providing and maintaining safe systems of work including premises, plant, structures, substances, equipment and systems that are safe and without risks to health.
- Providing relevant information, instruction, training and supervision as may be necessary to enable workers and visitors to work in a manner which will minimise risk of injury or ill health.
- Ensuring that the health and the conditions at HFPD workplaces are monitored for the purpose of preventing illness or injury.

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

SPECIFIC RESPONSIBILITIES OF VOLUNTEERS

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

When does duty of care override confidentiality? HFPD has a duty of care to others who may be **severely harmed by a worker's action or a failure to act**. Examples of this would be:

A child at risk: A volunteer notices signs that a child may be being abused e.g. marks indicating someone may have been hitting them. Should they ignore it? No. Such an observation must be reported to a Child Safety Officer. Otherwise, it is a breach of duty of care.

An obligation not to conceal a completed or intended crime. A parishioner reveals that they robbed the local pizza restaurant where the manager got stabbed. Disclosure may be required when in the person's interest.

Where the person is suicidal. There may be a duty to warn a third party who is in danger.

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

HFPD has a responsibility to:

- Provide a safe and healthy working environment
- Take action to identify and control hazards in the workplace
- Supply personal protective equipment if required
- Provide training information and instruction to operate safe working systems.

Volunteers have a responsibility to:

- Work safely, following safe work procedures
- Work within the limits of their role description
- Not put others at risk
- Report any hazards, near misses, mishaps or injuries.

Hazards:

A hazard is anything that has the potential to cause injury or illness or property damage.

Hazards can be:

- Physical – slippery floors, broken equipment
- Chemical – cleaning products
- Workplace design – poor lighting
- Biological – exposure to germs, fungal spores etc.
- Psychological – bullying and harassment.

Reporting a hazard can prevent someone from being injured. It is important that if you notice or are made aware of any hazard, you notify the Parish Priest or the OH&S Officer immediately.

Accidents/incidents: All accidents and incidents that occur whilst you are undertaking your volunteer role must be reported to the First Aid Officer. The First Aid Officer must be notified to assist you with any immediate first aid or more serious injury requiring medical support or hospital care.

Where applicable, volunteers are covered by insurance during the course of their duties. There are some limitations with this insurance.

Common injury exposures (hazardous manual tasks, heights work and slip/trip/fall). A manual task “is any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry, or otherwise move, hold or restrain any animate or inanimate object”.

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

Volunteers must work within their range of comfort and ability when undertaking manual tasks and not expose themselves or others to the risk of injury. If you have an existing injury or condition that could impact on your role, you need to inform the Parish Priest or Volunteer Co-Ordinator so that we are aware of the condition and provide you with assistance. You are also responsible for not doing any activity which could exacerbate your injury or condition.

GRIEVANCE/HARASSMENT MANAGEMENT

Grievance Policy

When you commence your volunteer role, we encourage you to talk to your Parish Priest or Volunteer Co-Ordinator about day-to-day requirements and procedures.

A grievance is a real or perceived cause for complaint. A grievance can be about discrimination, harassment or any other related decision or behaviour which that person sees as unfair, upsetting or unjust.

If you are not sure how to handle the problem or want to talk confidentially, you can seek advice from the Archdiocese via (03) 9926 5677.

Your grievance will be discussed with you following the listed principles of grievance management:

- Confidentiality
- Fairness
- Freedom from unfair repercussions or victimisation
- Honesty
- Resolution with the minimum of fuss
- Timeliness.

If you are not happy with the outcome of your discussion with the Parish Priest or Volunteer Co-Ordinator, please refer to the Grievance Policy.

Remember, if we do not know about a problem, we will not be able to assist you to resolve it.

Issues should be dealt with as soon as possible and with the appropriate person. Discussing an issue with other volunteers or staff not directly involved in the issue will not resolve the issue effectively.

*Please refer to the HFPD Complaint form to lodge a formal grievance.
For more information please refer to the HFPD Code of Conduct Policy.*

RECOGNITION AND SUPPORT

HFPD recognises the valuable work of our volunteers. Your Parish Priest or Volunteer Co-Ordinator will continue to discuss with you during the time you volunteer, any issues you may have to see if you are happy and managing the tasks within your role.

Please be aware that feedback is always welcomed by your Parish Priest and you are encouraged to discuss any concerns you may have with him.

Reimbursement

As a volunteer/church worker, you will not be paid for your services. **Reimbursement for travel to and from your volunteer role is not permitted.**
(Refer to *Reimbursement Claim form*).

HOLY FAMILY PARISH DOVETON GUIDING PRINCIPLES

Principle 1: Access and equity

HFPD maximises access for all people and ensures equity in the delivery of all its services and programmes. No parishioner will be discriminated against on the basis of gender, race, age, religion, sexual preference, marital status or disability.

Principle 2: Parishioners dignity, respect and rights.

HFPD respects and upholds the dignity and rights of each person or family visiting or attending our church, school or any of the programmes conducted on site.

Principle 3: Cultural appropriateness

HFPD embraces and responds appropriately to cultural diversity. HFPD is sensitive to cultural and linguistic backgrounds and demonstrates respectful, culturally practices. A greater degree of sensitivity and empathy is required when working with Aboriginal and Torres Strait communities and well as Culturally and Linguistically Diverse [CALD] communities, in particular those who are recently arrived migrants, refugees and asylum seekers.

Principle 4: Safety and practice

HFPD provides a safe and dignified environment to each person or family visiting or attending our church, school or any of the programmes conducted on site.

Principle 5: Community Relevance and responsiveness

HFPD is relevant and responsive to the needs of our church and school community. People with physical and intellectual disabilities often find it extremely difficult to access services. Barriers created by inappropriate attitudes,

poor knowledge or skills in relation to people with disabilities are also powerful in preventing or impairing access. Bringing about awareness of these issues will be discussed in training.

Principle 6: Accountability

All staff and volunteers are accountable to the Parish Priest, their programme leaders, the Archdiocese and to the Australian Government in matters of Child Safety, Workplace OH&S.

We hope you will have a positive and rewarding experience as a volunteer with Holy Family Parish Doveton and we thank you for the time you will give in supporting our parish.