

# VOLUNTEER INDUCTION HANDBOOK

VERSION 1.6





#### Disclaimer

This Volunteer Induction Handbook provides general advice only. It is not intended to be legal advice. While every effort has been made to ensure the information contained within this handbook is accurate at the time of publication, the publishers give no warranty as to its accuracy. If you require legal advice with regard to particular issues or questions, you need to access this through your own legal service provider.

Approved by Diocesan Leadership Group August 2020



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## DECREE OF THE BISHOP OF MAITLAND-NEWCASTLE

General Decree – Volunteering with the Catholic Diocese of Maitland-Newcastle

7/2018

The volunteer handbook arose out of a need for the Diocese to have a consistent, transparent, and verifiable process for the induction, formation, and ongoing management of people who wish to minister in their communities and the wider diocese. The handbook was compiled after consultation with stakeholders and the appropriate civil legal experts. It has been utilised *ad experimentum* for over twelve months.

I wish to thank you for volunteering within the Catholic Diocese of Maitland-Newcastle. By choosing to volunteer you are joining more than 10,000 volunteers across schools, parishes, agencies and diocesan programs. Part of your role as a volunteer is to ensure the safety and wellbeing of yourself and the wider community.

The Volunteer Handbook forms an integral part of the induction of volunteers and provides a valuable resource and support to confidently meet our requirements in terms of our duty of care and our civil compliance with legislation.

The handbook addresses specifically our responsibilities and duty of care towards those who volunteer. The handbook clearly states the expectations and requirements of those who choose to provide valuable services to the church and wider community.

The handbook establishes best practice for our compliance with the respective and appropriate legislative requirements which govern our civil interaction. It 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 volunteers are both understood and actioned.


It is a requirement of all volunteers to complete an induction and the documents that form the Volunteer Handbook. Failure to complete the induction and associated documents outlined in the handbook will result in refusal to engage in a volunteer relationship with the Catholic Diocese of Maitland-Newcastle.

I decree that the Volunteer Handbook and the associated induction is particular law for the Diocese of Maitland-Newcastle.

Given at Hamilton NSW on the 4th day of September 2018.

  
Most Reverend William Wright  
Bishop of Maitland-Newcastle



  
Elizabeth Doyle  
Notary

FOL18/6844/1

# The Vision, Mission, Principles and Teaching of the Catholic Diocese of Maitland-Newcastle



## Vision

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

## Mission

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

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

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

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

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



## Theological Principles

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

## Catholic Social Teaching

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

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

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

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

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

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



## Volunteer Induction

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 diocese safe and rewarding.

Induction will include:

- ▶ completion of required forms
- ▶ discussion about the contents of the volunteer handbook
- ▶ an introduction to your role.

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 the volunteer 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.

Organisational policies and procedures applicable to your role as a volunteer can be viewed at

**[www.mn.catholic.org.au/people/volunteer/](http://www.mn.catholic.org.au/people/volunteer/)**

We hope you will enjoy your induction and look forward to you joining our volunteer team.

## Volunteering

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

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

As a volunteer within the Diocese of Maitland-Newcastle you are a valued member of the community.

The aim of this handbook is to give you an introduction to volunteering and provide you with information about the types of services in which you are volunteering.

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

The Diocese of Maitland-Newcastle values the significant contribution

volunteers make to all our programs and services.

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

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

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

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

Written parental consent is essential for those under the age of 18 years, who wish to volunteer.



## Principles of Volunteering

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

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

*Reference: Definitions and Principles of Volunteering, Volunteering Australia*

## The National Standards for Volunteer Involvement

The standards provide a sound framework for supporting the volunteer sector in Australia. They are recognised within Australia as the best practice framework for volunteer involvement.

- ▶ **Standard 1:** Leadership and Management
- ▶ **Standard 2:** Commitment to Volunteer involvement
- ▶ **Standard 3:** Volunteer Roles
- ▶ **Standard 4:** Recruitment and Selection
- ▶ **Standard 5:** Support and Development
- ▶ **Standard 6:** Workplace Safety and Wellbeing
- ▶ **Standard 7:** Volunteer Recognition
- ▶ **Standard 8:** Quality Management and Continuous Improvement



## Volunteer Rights

The Diocese of Maitland-Newcastle believes that volunteers 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 fill a position previously held by a paid worker.
- ▶ Not to be asked to do the work of paid staff during industrial disputes.
- ▶ To have access to a grievance and complaints procedure.
- ▶ To be provided with an induction to the program, service or school.
- ▶ To have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988 and the Diocesan Privacy Policy.
- ▶ To be provided with sufficient training to carry out your volunteer role.

The Diocese of Maitland-Newcastle has a right to:

- ▶ Expect volunteers to represent the diocese and its agencies 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, students, parishioners programs and services. (Australian Privacy Principles (APPLC’s) – Commonwealth Privacy Act 1988).
- ▶ Require volunteers to support the ethos of the Diocese of Maitland-Newcastle.

## Code of Conduct

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

The Diocese of Maitland-Newcastle recognises our volunteers 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 diocesan 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.

Volunteers in the Diocese of Maitland-Newcastle:

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

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

# Safeguarding

Detailed information is available from the **Office of Safeguarding (OoSG) website**  
[www.officeofsafeguarding.org.au](http://www.officeofsafeguarding.org.au)

**The Office of Safeguarding is open during office hours**  
Monday to Friday P 4979 1390

## 1. Volunteer Screening

We take Safeguarding seriously. All volunteers undergo the appropriate form of screening, based on the role they are volunteering for, including:

- ▶ a Working with Children Check (WWCC)
- ▶ a National Police Check (NPC).

Your local volunteer supervisor can assist you in understanding the appropriate screening procedures that you will be required to undertake in your volunteering role.

If any concerns arise from the statutory screening, we will talk with you. Information obtained from a WWCC or NPC are highly confidential and protected by law. The diocese is subject to the National Privacy Principles.

## 2. Obligations to Protect – Reporting

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

The OoSG was established to support you in safeguarding children and vulnerable adults. If you are concerned for the safety, welfare or wellbeing of a child/vulnerable person, you should discuss your concerns with your volunteer supervisor or the HR Talent & Volunteer Manager or you can directly contact the OoSG (Ph 4979 1390).

The more concerned you are for a child's safety, the more urgent it is that you report your concerns to the OoSG. Preferably as soon as possible, certainly within 24 hours.

If you have concerns for the wellbeing of a vulnerable adult, you should talk with your volunteer supervisor. It's important

that the vulnerable adult's voice is heard and their right for self-determination is respected as much as possible. You can contact the OoSG for guidance (Ph 4979 1390).

The OoSG will ensure that any concerns that should be reported to authorities will be, including Police and statutory child protection departments. You can also choose to report to statutory authorities if you believe you should.

If you make a report in good faith, even if you are mistaken, you are protected.

## 3. Volunteers and the reportable conduct scheme

The Office of the Children's Guardian is responsible for overseeing the revised 'reportable conduct scheme'.

As a volunteer in the diocese that holds a working with children check for the purpose of their role, if it is alleged that you have committed a sexual offence or sexual misconduct against a child, ill-treatment of a child, neglect of a child, physical assault or behaviour that causes significant emotional or psychological harm to a child you will be reported to the Office of the Children's Guardian. You may also be reported for concealing child abuse or for having been convicted of certain offences against children.

The OoSG has a legal obligation to investigate alleged reportable conduct, overseen by the Office of the Children's Guardian. Allegations of abusive misconduct against vulnerable adults will also be investigated by the OoSG. The OoSG will ensure that volunteers are afforded procedural fairness.

If you are the subject of a 'sustained finding' it may affect your ability to continue volunteering with the diocese.

## 4. Mandatory Reporters

*Section 27, (1) a person in religious ministry, or a person providing religious-based activities to children.*

In NSW those who are mandatory reporters have a legislative requirement to report a suspicion of risk of significant harm (RoSH) to the Department of Communities and Justice (DCJ).

A mandatory reporter is a person who, in the course of his or her professional work or other paid employment delivers health care, welfare, education, children's services, residential services, or law enforcement, wholly or partly, to children.

On 1 March 2020 mandatory reporter groups NSW expanded to also include:

- ▶ a person in religious ministry, or a person providing religion-based activities to children (paid or unpaid)
- ▶ a registered psychologist providing a professional service as a psychologist.

## Volunteering in our Programs, Services and Schools

### Volunteer Registration

The volunteer forms provide the Diocese with adequate information and documentation to become a volunteer.

### Identification

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

### Safeguarding Induction

Volunteers are required to complete the safeguarding information module, 'Module 2: Induction for Volunteers', within the first six months of commencing.

### Insurance

As a benefit of offering your volunteer services within the Diocese of Maitland-Newcastle, you may be covered with Personal Accident for Volunteers insurance cover. The insurance policy is issued by Catholic Church Insurance (CCI). For details regarding the policy coverage, you can contact CCI general enquiries on 1800 011 028.

### Health Issues/Medication while volunteering

Never purchase, give or administer medication to anyone.

If you are concerned about the person's welfare or treatment, please speak to your volunteer supervisor.

You must advise the volunteer supervisor of any allergies you have. You need to be aware the people we support may themselves have allergies, particularly to nuts etc.

### Infection Control

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

If you have an infection or virus (eg flu) it is important to contact the volunteer supervisor or his/her delegate 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.

### Smoking

Smoking is not permitted in programs, services and schools.

### Excursions

Risk assessments are completed prior to all excursions. Volunteers will be advised of details of their role if they attend excursions.

### Personal Disclosures

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

### Giving Gifts

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



## Confidentiality and Privacy

### Confidentiality

While you are working as a volunteer you may receive or overhear confidential information regarding people we support – staff, students 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, students, family, friends or other volunteers – inside or outside the Diocese – is not acceptable or tolerated.

If you have an issue or concern, please discuss this with the volunteer supervisor.

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

### Privacy of Volunteers

Privacy laws protect personal information about volunteers (including photographs and video footage), and 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 the Diocese of Maitland-Newcastle, staff, students and other volunteers within the community. These relationships must, however, respect professional and Safeguarding boundaries.

## Work Health & Safety (WHS)

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

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

- ▶ Ensuring all officers, workers and visitors are aware of their responsibilities in relation to safety

and holding them accountable for providing and/or maintaining a safe and healthy workplace;

- ▶ Complying with the Work Health and Safety Act 2011 (NSW) and Work Health and Safety Regulations 2011 (NSW) 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; and
- ▶ Ensuring that the health and the conditions at the Diocese of Maitland-Newcastle workplaces are monitored for the purpose of preventing illness or injury.

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

## Specific Responsibilities of Workers

### Duty of Care

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

### Responsibilities

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

The diocese has a responsibility to:

- ▶ provide a safe and healthy working environment
- ▶ take action to identify and control hazards in the workplace
- ▶ supply personal protective equipment if required
- ▶ provide training information and instruction to operate safe working systems.

Volunteers have a responsibility to:

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

### Hazards

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

Hazards can be:

- ▶ physical – slippery floors, broken equipment
- ▶ chemical – cleaning products
- ▶ workplace design – poor lighting
- ▶ biological – exposure to germs, fungal spores etc
- ▶ psychological – bullying and harassment.

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

## Accidents/incidents

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

Where applicable, volunteers are covered by insurance during the course of their duties. There are some limitations with this insurance. For further details if you have any concerns, contact the Volunteer Manager on 4979 1145.

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

- ▶ A manual task “is any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry, or otherwise move, hold or restrain any animate or inanimate object”. As you can see from this definition,

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

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

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

## SUMMARY CLASSIFICATION TABLE OF Unpaid Helpers in the Diocese of Maitland-Newcastle

Part 4 Reportable Conduct <i>Children's Guardian Act 2019</i>	X	X	X	✓	✓	✓
Evidence of attending Safeguarding training	X	X	X	<b>Module 2: Induction for volunteers</b> Within 6 months of commencing role	<b>Parish - Course 2 Safeguarding in Parishes Elsewhere - Module 2: Induction for volunteers</b> Both within 6 months of commencing role	<b>Course 2: Safeguarding in Parishes</b> Within 6 months of commencing role
Volunteer Policy Declaration Form	X	X	X	✓	✓	✓
<i>Diocesan Code of Conduct</i> Declaration Form	X	X	X	✓	✓	✓
Site specific WH&S induction	X	X	✓	✓	✓	✓
[Volunteer] <i>Registration Form</i>	X	X	X	✓	✓	✓
<i>National Police Check Consent Form (NPC)</i> with proof of identity	X	X	X	✓	Dependent on specific role	Dependent on specific role
<i>Working with Children Check Clearance Form (WWCC)</i> with proof of identity	X	X	X	X	Dependent on specific role	✓
Provision of <i>Volunteer Handbook</i>	X	X	X	✓	✓	✓
<b>Visitor</b> A person with no or minimal current or ongoing relationship with the Diocese, who is attending for a particular purpose or for no defined reason. <i>E.g. A representative of the RSL coming into a school to present to the students on Armistice Day.</i>						
<b>Incidental Helper</b> A person who incidentally fulfils a function or role in a diocesan process or event. The incidental helper is distinguished from being a volunteer by the singular nature of the function or role and the unintentional or accidental nature of the person's participation. <i>E.g. An adult attending a school's sports carnival is asked to take the place of a volunteer who is unable to continue their assigned role.</i>						
<b>Parishioner-Helper</b> A person who is identifiable as a member of a parish undertaking activities that are minor in nature, not likely to convey status to other members of the congregation, only involves accidental contact with children and are directly related to liturgical celebration. <i>E.g. Altar server (acolyte), flower arranger or other decorations in the church/sacred site/celebratory area. Participant in the offertory procession, presentation of gifts.</i>						
<b>Volunteer (Close Family Member)</b> Classification specific to schools. A person who has a genetic or legal relationship with a school student enrolled at the school in which the person is volunteering. <i>E.g. A student's grandparent working in school canteen on a roster. A student's parent signs up to assist in the school's sports carnival.</i>						
<b>Volunteer (General)</b> A person who willingly performs a role or offers a service or ministry for the common good and without financial gain. Volunteer roles may be 'one off' but are usually ongoing. <i>E.g. A community member working in school canteen. Parishioner who volunteers as a collector or counter, sacramental team member</i>						
<b>Volunteer (Spiritual Officer)</b> A spiritual officer is a volunteer commissioned by the parish priest or other properly appointed diocesan cleric who undertakes identifiable ministries having some degree of autonomy (e.g. visiting parishioners in the community) which may be considered 'important' or conveying some additional status (importance or prominence in the community). <i>E.g. Eucharistic ministers (to the house bound, aged care facilities) and choir or musical coordinator.</i>						



# Registration Form



Social Services  
Hunter-Manning



Catholic  
Development Fund



## Volunteer Details

Title      Miss      Mrs      Mr      Other \_\_\_\_\_

Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ M / F

Address \_\_\_\_\_

Volunteer Area/Role (Add all roles if more than one) \_\_\_\_\_

Email \_\_\_\_\_

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

Preferred method of contact \_\_\_\_\_

## Emergency Contact Details

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

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

## Please identify the area in which you would like to volunteer

Parish \_\_\_\_\_

Diocese \_\_\_\_\_

School \_\_\_\_\_

St Nicholas Early Education \_\_\_\_\_

St Nicholas OOSH \_\_\_\_\_

Catholic Care Social Services \_\_\_\_\_

DARA \_\_\_\_\_

Signature \_\_\_\_\_ Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_





<b>Applicable to:</b>	All Volunteers of the Diocese of Maitland-Newcastle and its agencies
<b>Document owner:</b>	Talent and Volunteer Manager
<b>Approval date:</b>	August 2018
<b>Approved by:</b>	Chief Executive Officer
<b>Last review date/s:</b>	February 2016
<b>Next review date:</b>	August 2020
<b>Related document:</b>	<ul style="list-style-type: none"> <li>Volunteer Induction Handbook</li> <li>Code of Conduct Policy</li> <li>Privacy Policy</li> <li>Grievance Policy</li> <li>Summary Classification Table</li> <li>Dress Code Policy</li> <li>Record Management policy</li> <li>Conflict of Interest Policy</li> </ul>

## 1. Purpose

The Catholic Diocese of Maitland – Newcastle and its affiliated agencies (Catholic Schools Office, St Nicholas Early Education, CatholicCare, DARA and Parishes) engage volunteers in schools, programs, services and parishes. The diocese is committed to working within the national standards for volunteer involvement principles and Integrity in the Service of the Church.

- ▶ providing volunteers with appropriate induction
- ▶ ensuring volunteers' personal information is dealt with in accordance with the principles of the privacy act
- ▶ (where appropriate) providing volunteers with adequate training so that they can fulfil their volunteer role
- ▶ providing ongoing support and supervision
- ▶ providing volunteers with the opportunity to have their grievances and complaints adequately dealt with and by providing them with the opportunity to provide feedback in respect of their volunteer role.

## 2. Policy Statement

The diocese is committed to offering opportunities for individuals to be engaged and provide services to the community in a volunteer role.

### The diocese is committed to supporting volunteers by:

- ▶ endeavouring to provide a healthy and safe work environment
- ▶ providing insurance coverage in respect of volunteering activities
- ▶ familiarising volunteers with this policy and other policies that apply to their volunteering role

## 3. Definitions and Explanations

Refer to the Volunteer Induction Handbook which sets out a Glossary of Terms.

## 4. Scope

This volunteer policy applies to all volunteers engaged by the diocese including employees of the diocese who undertake volunteer roles.

## 5. Policy Context

This policy must be read in conjunction with:

- a. the Volunteer Induction Handbook;
- b. applicable diocesan policies and procedures.

## 6. Responsibilities

- ▶ All volunteers are responsible for complying with the volunteer policy.
- ▶ The Talent and Volunteer Manager is responsible for providing adequate resources and systems to enable volunteers to be effectively inducted into the organisation.
- ▶ Principals, managers and parish leaders are responsible for ensuring all volunteers have completed all relevant prescreening checks and inductions prior to commencing in a volunteer role.
- ▶ Principals, managers and parish leaders will support employees working with and providing support to volunteers.

## 7. Legislative/Professional Guidelines

Volunteering Australia recommends use of the National Standards for Volunteer Involvement as a best-practice guide for volunteer participation, and as a means of conducting volunteer programs.

The National Volunteer Standards are:

- ▶ Leadership and management
- ▶ Commitment to volunteer involvement
- ▶ Volunteer roles
- ▶ Recruitment and selection
- ▶ Support and development
- ▶ Workplace safety and wellbeing
- ▶ Volunteer recognition
- ▶ Quality management and continuous improvement.

## 8. Volunteer roles

Volunteers will only be recruited for designated volunteer roles.

Volunteer roles for each service, school or parish will be identified in consultation with the principal, manager or parish leaders.

Volunteer roles are outlined in the Summary Classification Table.

## 9. Employees and their family members as volunteers

The diocese accepts employees as volunteers provided that the volunteer service is “not within the course of their employment” i.e. their volunteering activity is outside the scope of their position of employee. This will usually mean that their volunteering activity will not be at the usual place of paid employment and during their usual working hours.

Family members of employees may volunteer for volunteer positions within the diocese providing they are not under the direct supervision of other members of their family or close friends of the family.

## 10. Volunteer exit

A volunteering arrangement between volunteers and the diocese may be terminated by the volunteer or the diocese at any time. Should a volunteer wish to cease volunteering they are requested to advise their volunteer supervisor to be made inactive on the Volunteers Database.

The diocese may elect to cease the services of any volunteer as a result of any breach of diocesan policy or procedure.

All diocesan property must be returned without delay upon cessation of a volunteer’s service.

## 11. Volunteer records

Volunteer records are stored electronically. Refer to the *Records Management Policy*.

## 12. Privacy

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable whether information or opinion:

- ▶ is true or not; and
- ▶ is recorded in a material form or not.

From time to time the diocese needs to collect personal information concerning volunteers. Volunteer personal information is held in a secure area and is dealt with in accordance with the Privacy Act. Refer to the Privacy Policy.

## 13. Payment

Volunteers will not be given payments, allowances or benefits in return for their volunteering but may be reimbursed for approved out of pocket expenses. Refer to the *Reimbursement form*.

## 14. Confidentiality

Volunteers are not to directly or indirectly reveal any confidential dealings or affairs of the diocese or the dealings or affairs of any of the people who access the services of the diocese which may come to their knowledge during their period of volunteering.

Volunteers are not to disclose confidential information to any other volunteer or employee not authorised to receive such information. A volunteer's obligations in this regard continues to apply after the cessation of their role without limit as to time.

## 15. Grievance

A grievance can be about a range of matters including bullying, discrimination, harassment or any matter which makes a person unhappy or angry. The grievance process to be followed is set out in the *Grievance Policy*.

## 16. Dress code

Volunteers will need to be appropriately dressed to carry out their volunteer role. Any required dress regulations for specific roles will be explained to the volunteer prior to commencing in their volunteering role. Refer to the *Dress Code Policy*.

## 17. Work, Health & Safety

Volunteers will be provided with information, policies and procedures relating to Work Health and Safety (WH&S) and any training they will be required to attend at their initial induction. Information may be provided to the volunteer on:

- ▶ Infection Control
- ▶ Safe food handling
- ▶ Accidents and incidents
- ▶ Hazards
- ▶ Duty of Care
- ▶ Signing in and out of facilities and service buildings.
- ▶ Harassment and Grievance Management

## 18. Safeguarding Children and Vulnerable Adults

Volunteers will promote and protect the safety, welfare and wellbeing of children and vulnerable adults with whom they work.

Volunteers will do this by:

- ▶ acting in accordance with legislation and diocesan policies and procedures

- ▶ upholding the diocesan code of conduct, particularly the *Safeguarding Commitment Statement*
- ▶ maintaining a duty of care for all children and vulnerable adults with whom they interact
- ▶ reporting concerns that they have for a child or vulnerable adult or the conduct of another worker, to their local volunteer supervisor, the HR Talent & Volunteer Manager or the Office of Safeguarding
- ▶ assisting external authorities and the Office of Safeguarding, in conducting inquiries into alleged reportable conduct or misconduct.

## 19. Volunteer screening

Volunteers who work in child-related areas are subject to Safeguarding legislation.

Volunteers with direct unsupervised access to children and young people under the age of 18 years of age must apply for a working with children check number.

Volunteers must undergo background checks prior to commencing at the diocese.

Screening may include:

- ▶ National criminal history check
- ▶ Working with children check number.

Volunteers are required to inform the diocese if they are charged with any criminal offence as soon as possible.

If required, National criminal history checks are paid for by the diocese and do not result in the volunteer incurring a cost.

## 20. Insurance

Volunteers who provide volunteer services and act within the course and scope of their volunteering role may be covered by insurance.

Volunteers can request information in respect of this insurance coverage.

Volunteers should ensure that they have adequate comprehensive insurance when using their own private vehicles in the course of volunteering.

A volunteer who is involved in an accident or is injured whilst volunteering must complete an *Incident Report form*.



## Volunteer Policy Declaration



This form is to be completed by all workers of the Catholic Diocese of Maitland-Newcastle.

<b>Name:</b>	
<b>Department:</b>	
<b>Home Address:</b>	
<b>Date of Birth:</b>	

### Declaration

**I declare that:**

I have read, understand and agree to abide by the Volunteer Policy for workers of the Catholic Diocese of Maitland-Newcastle;

I am aware of the guidelines contained within this policy document and its implications for my conduct as I carry out my duties as a worker of the Catholic Diocese of Maitland-Newcastle.

**Signed:**  **Date:**

**Original signed declaration to be returned to Human Resources for placement in personnel file.**

Diocese of Maitland-Newcastle	Volunteer Policy Declaration	
Approval Date: August 2018	Approved by: Chief Executive Officer	Next Review Date: August 2020



**Social Services  
Hunter-Manning**



<b>Publication Date:</b>	September 2020
<b>Contact:</b>	Head of Human Resources
<b>Review Date:</b>	September 2021
<b>Status:</b>	Active

## 1. Introduction and Purpose

### Message from the Bishop

I am pleased to introduce the Catholic Diocese of Maitland-Newcastle (the Diocese) Code of Conduct which sets out the standards of conduct, professional and personal behaviour the Diocese requires of its workers to uphold and encourage a safe, supportive, productive and harmonious workplace.

Workers have a responsibility to uphold these standards including the teachings and values of the Catholic Church and to avoid by word, action or public lifestyle, behaviours which are contrary to those teachings and values.

The Diocese is committed to the delivery of services consistent with the principles and standards detailed in the resources *Integrity in the Service of the Church* supported by the definition of appropriate standards of professional and person conduct contained within this Code of Conduct.

The principles we follow are extensions of the five basic principles for Church workers being:

- ▶ a commitment to justice and equity
- ▶ upholding the dignity of all people and their right to respect
- ▶ a commitment to safe and supportive relationships
- ▶ outreach to those who are poor, alienated or marginalised
- ▶ striving for excellence in all their work.

## 2. Scope

This Code of Conduct applies to all workers of the Diocese. Workers include paid employees, religious, volunteers, contractors and students on work placements.

The Code outlines the obligations, responsibilities and standard of behaviour the Diocese requires of all workers, to uphold the values, integrity and reputation of the Diocese. It does not form part of an employee's contract of employment.

Workers are to make themselves familiar with the requirements of this document and ensure they comply with the behaviours and obligations outlined within it.

Failure to comply with the responsibilities and obligations outlined in this document may result in disciplinary action being taken and termination of employment or engagement. This could result in the notification to external agencies and/or criminal charges.

Certain sections of the Code reflect the requirements of legislation, and breaches of these conditions may be punishable under law.

### 3. Commitment to Safeguarding

The Diocese has a particular and abiding commitment to safeguard children and vulnerable adults, particularly those who participate in the life of the Diocese.

#### **Workers of the Diocese are expected to:**

- ▶ foster communities of safeguarding that recognise and uphold the dignity, diversity and rights of all children and vulnerable adults
- ▶ empower children and vulnerable adults to have their say and to be listened to
- ▶ encourage open communication with families and communities to enable them to participate in decisions about the safety of children and vulnerable adults
- ▶ foster safe and supportive relationships between diocesan workers, children and vulnerable adults
- ▶ be aware of the signs of abuse and neglect and the indicators of increased situational and individual risk
- ▶ respond to disclosures of abuse from a child or vulnerable adult appropriately, with care and support for the individual foremost
- ▶ ensure that concerns for the safety, welfare and wellbeing of children and vulnerable adults are reported to the Office of Safeguarding and external authorities
- ▶ give appropriate support to police and other statutory and Diocesan authorities in conducting inquiries into alleged abuse, in accordance with those canonical, statutory and other obligations relevant to a diocesan worker
- ▶ participate in safeguarding training in accordance with diocesan expectations
- ▶ support diocesan assessment and management of elevated risks to children or vulnerable adults
- ▶ act in accordance with diocesan policies and procedures in managing complaints
- ▶ contribute to diocesan compliance with the [National Principles for Child Safe Organisations](#) and the [National Catholic Safeguarding Standards](#).

### 4. Lawful Compliance

Workers must act lawfully and comply with all legislative, contractual and industrial requirements while engaged by the Diocese. Workers must comply with the Diocese's policies and follow all reasonable and lawful directions given by the Diocese.

### 5. Ethical Behaviour

#### **Workers of the Diocese are expected to:**

- ▶ respect the dignity, rights and views of others
- ▶ listen and seek to understand different points of view (this does not necessarily mean agreeing with the point of view)
- ▶ act respectfully at all times, including respecting cultural, ethnic and religious differences
- ▶ acknowledge the genuine contributions that others make
- ▶ express constructive feedback considerately and in a moderate tone
- ▶ not harass, bully or discriminate against colleagues, students, people we support or members of the community
- ▶ be courteous, fair, sensitive and considerate to the needs of others
- ▶ be honest and act with integrity at all times
- ▶ actively assist in managing workplace conflict that personally affects them or workers under their supervision to create positive and constructive outcomes.

### 6. Professional Behaviour and Development

#### **Workers of the Diocese are expected to:**

- ▶ maintain a high standard and quality of work
- ▶ maintain and develop knowledge and understanding of their area of expertise
- ▶ continuously seek to improve work performance and bring about improvements in the workplace
- ▶ exercise care, responsibility and sound judgement when carrying out their duties
- ▶ ensure procedural fairness is followed in all processes
- ▶ maintain adequate documentation to support any decision making
- ▶ take reasonable care of their safety and health
- ▶ take reasonable steps that their acts/omissions do not adversely affect the health and safety of others
- ▶ comply and cooperate with any reasonable instruction, policy or procedure, including with respect to work health safety matters
- ▶ refrain from carrying out their duties under the influence of alcohol, any illegal substance, or any drug which impairs work performance or poses a safety risk to themselves or others
- ▶ not ignore work duties or waste time during working hours
- ▶ not take or seek to take improper advantage of any

information gained in the course of their engagement

- ▶ not take or seek to take improper advantage of their position to benefit themselves or others
- ▶ not allow personal political views/affiliations or other personal interests to influence the performance of duties or exercise of responsibilities
- ▶ where relevant, adhere by any dress code requirements of the Diocese
- ▶ maintain confidentiality and privacy where required
- ▶ report to the Diocese any instance where the staff member believes they, or anyone within their workplace, has breached an obligation under this policy.

## 7. Conflicts of Interest

A conflict of interest includes any circumstance, whether actual or perceived, arising from a conflict between the performance of a staff member's professional duties with the Diocese and their personal interests. Workers are to take all appropriate steps to disclose a conflict of interest (or potential conflict) to the Diocese as soon as the staff member becomes aware of it.

A conflict can arise when there is a reasonable expectation of a personal benefit, direct or indirect, for a staff member that could influence the performance of their duties. This benefit may be financial or non-financial.

Workers must take suitable measures to avoid, or appropriately deal with, any situation or relationship they may have where a conflict of interest could, directly or indirectly, compromise the performance of their duties.

A staff member may ask themselves the following questions to assist in identifying whether a situation or relationship is potentially a conflict of interest:

- ▶ Do I have personal interests that may conflict, or be perceived to conflict, with my position at the Diocese?
- ▶ Could there be benefits for me now, or in the future, that could cast doubt on my objectivity?
- ▶ How will my involvement in the decision or action be viewed by others?
- ▶ Does my involvement appear fair and reasonable in all the circumstances?

## 8. Gifts and Benefits

Workers must not solicit or accept gifts, benefits or hospitality which might be reasonably seen to either directly or indirectly compromise or influence their professional duties with the Diocese.

All gifts must be brought to the attention of the relevant manager who will decide how the gift should be treated, in line with the Diocese financial protocols and policies.

Generally gifts of a nominal value or moderate acts of hospitality offered as a genuine thank you by a client, may be personally retained as long as they have not been solicited by the staff member or could be seen to have comprised or unduly influenced the staff member's professional duties with the Diocese.

Gifts or hospitality offered as an inducement to purchase, provide information or treat some-one favourably are not acceptable regardless of their monetary value. Examples of inducement include a recruitment agency offering theatre tickets for each temporary person engaged.

Gifts, such as a Christmas hamper or a box of chocolates from a consultant, should be shared and made available for consumption by all workers. Consideration should also be given to donating such gifts to charity.

## 9. Secondary Employment

Staff members employed on a full-time basis must seek and obtain approval in writing from the Diocese prior to engaging in any secondary employment or business activity, including employment within a family company.

Part-time and casual staff members must also seek approval to undertake secondary employment from the Diocese if the employment may result in potential conflicts of interest that could adversely impact on the staff member's ability to perform their duties with the Diocese, including work, health and safety concerns, or where the secondary employment may affect the Diocese financial position, services or standing in the community.

Approval for secondary employment is still required when workers are on leave, including periods of leave without pay.

Where a staff member is already involved in secondary employment, they must provide details of the secondary employment to the Diocese and obtain the necessary approval.

Current and former staff members are to seek and obtain approval in writing from the Diocese to act in the capacity of a volunteer.

## 10. Social Media

Workers should not use social media in a manner which may bring the Diocese into disrepute. Refer to the Social Media Policy for the Diocese and associated documents in this regard.

## 11. Public Comment

Only authorised workers are permitted to make public statements or give interviews on behalf of the Diocese to a media representative.

## 12. Management and Resources

Workers must use the Diocese resources economically and ethically. Such resources include money, facilities, equipment (e.g. phones, computers, iPads, and fax machines), vehicles, services (e.g. internet) and any other property which is owned or is the responsibility of the Diocese. Workers also have a duty to ensure the Diocese resources are used only for their intended purpose, are well maintained and secured against theft or misuse.

Workers are fully accountable for the use of the Diocese work time and resources. Workers should not use the Diocese work time or resources for an outside interest, secondary employment or personal gain, such examples include the development of a new commercial idea or writing a book.

Workers have a duty to report to the Diocese any improper use, waste or abuse of resources, corrupt or fraudulent conduct or inadequate administration or accountability.

## 13. Protected Disclosures

In reporting any suspected improper use, fraud, waste or abuse of resources, corrupt conduct, inadequate administration or accountability, workers are entitled to seek support and protection when making such disclosures, and to be notified of the action taken in relation to the disclosure.

Workers are not entitled to protection for disclosures which, on investigation, are found to be vexatious or malicious allegations, and may be liable for disciplinary action as a result.

## 14. Confidentiality

Workers must not divulge, either during employment or after, any confidential information gained as a worker of the Diocese.

### **Workers of the Diocese are expected to:**

- ▶ Abide by the Australian Privacy Principles (APPs) found in the Privacy Act 1988 (Cth) in the conduct of their work
- ▶ Treat confidential and personal information about colleagues, volunteers, students, people we support and other members of the community respectfully
- ▶ Exercise caution and sound judgement in discussing other people's confidential and personal information
- ▶ Comply with relevant laws and regulations regarding the collection, dissemination, use and security of all such information
- ▶ Only use such information for work-related purposes
- ▶ Only communicate such information to those who need to know in order to perform their role.

### **Sharing of confidential and personal information with external persons or agencies may only occur:**

- ▶ within the established guidelines for such communication, or
- ▶ in accordance with any relevant legislation relating to the provision of such information.





## Code of Conduct Declaration



Social Services  
Hunter-Manning



Catholic  
Development Fund



This form is to be completed by all workers of the Catholic Diocese of Maitland-Newcastle.

<b>Name:</b>	
<b>Department:</b>	
<b>Home Address:</b>	
<b>Date of Birth:</b>	

### Declaration

**I declare that:**

1. I have read, understand and agree to abide by the Code of Conduct for workers of the Catholic Diocese of Maitland-Newcastle;
2. I am aware of the guidelines contained within this policy document and its implications for my conduct as I carry out my duties as a worker of the Catholic Diocese of Maitland-Newcastle.

**Signed:**

**Date:**

**Original signed declaration to be returned to Human Resources for placement in personnel file.**

Diocese of Maitland-Newcastle	Code of Conduct Worker Declaration	
Issue Date: September 2020	Review Date: September 2021	Document Owner: Head of Human Resources

(a) In this document 'schools' includes Catholic systemic schools, St Nicholas Early Education Centres or OOSH care.

The Diocese of Maitland-Newcastle ('Diocese') recognises the invaluable contribution that volunteers gives. The Diocese also takes safeguarding of children and vulnerable adults very seriously. As part of your engagement with the Diocese as a volunteer, you need to undergo the appropriate form of statutory screening.

This form will determine what statutory screening processes you will need to undergo to volunteer in school. Some of the information you are asked to give in this form talks about what roles you intend or believe you will be volunteering for in the coming years. Please answer to the best of your ability, we recognise that your circumstances and therefore your intentions may change.

## SECTION 1. Identification and Declaration

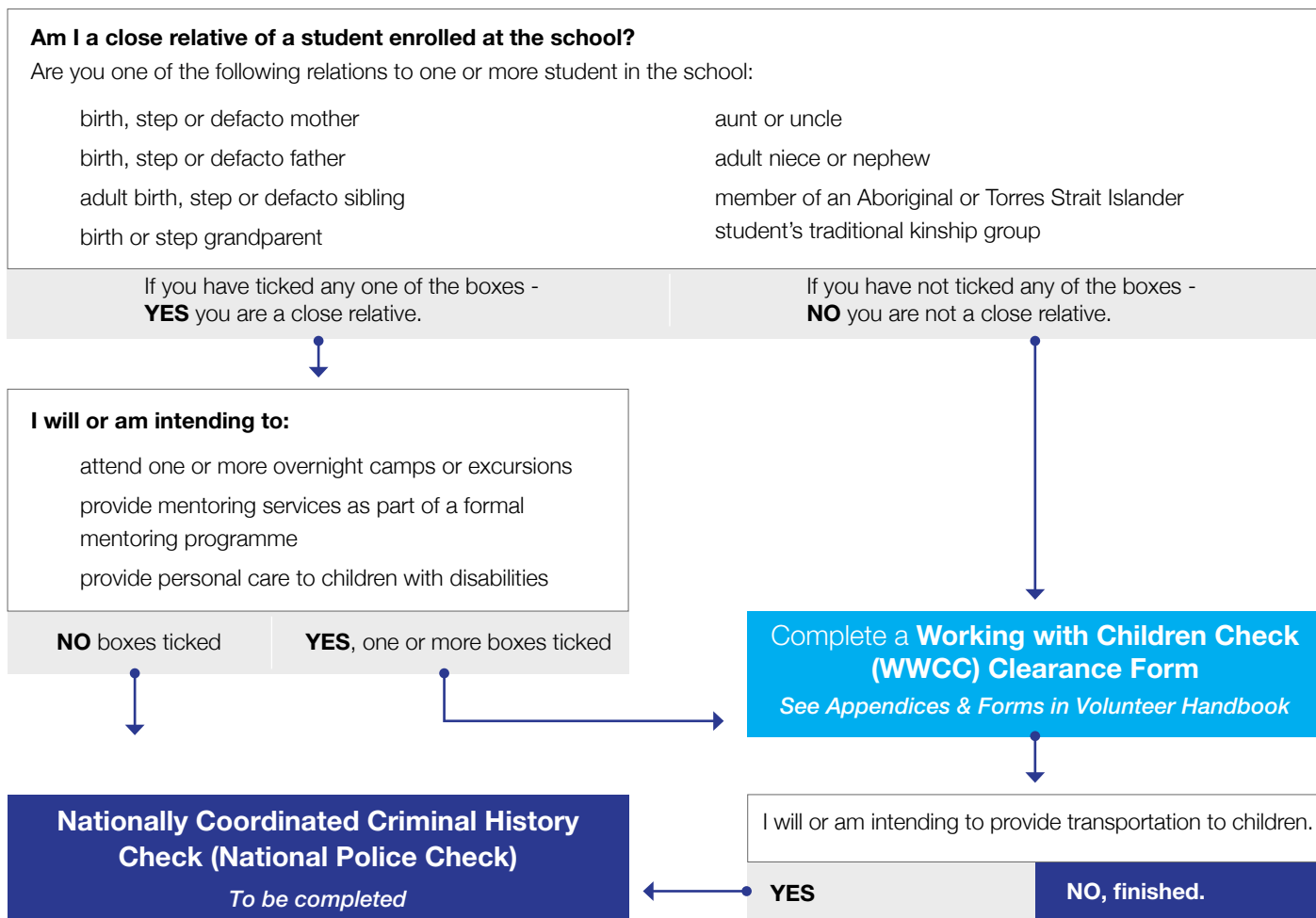
I  born   
of   
declare that the information I provide in this 'Statutory Screening Selection Tool' is accurate to the best of my ability and reflects my genuine intentions.

I understand that should my circumstances change and I begin or cease volunteering with children, I must advise my local volunteer supervisor or the Talent and Volunteer Manager or the Office of Safeguarding as soon as possible.

Signed   
Witnessed

Date   
Witness Name

**Please submit the completed document to Human Resources at [volunteers@mn.catholic.org.au](mailto:volunteers@mn.catholic.org.au)**





# Working with Children Check (WWCC) Clearance

<b>First Name</b>	
<b>Surname</b>	
<b>Date of Birth</b>	
<b>Home Address</b>	
<b>Location of Work (Agency/School)</b>	
<b>Position title</b>	
<b>Commencement Date</b>	
<b>WWCC Number</b>	

Volunteer  
  Employee  
  Contractor \_\_\_\_\_  
BUSINESS NAME

I, \_\_\_\_\_ have conducted a Proof of Identity Check for the person named above OR I have known the applicant for a minimum of 12 months and can attest to their identity.

      
Signature     Date

### Next Steps

- ▶ ALL information on this form must be checked as correct, particularly spelling of names and dates of birth (incorrect details will delay processing time).
- ▶ Surname provided MUST match against surname registered on WWCC.
- ▶ Please complete ALL information required.
- ▶ Once completed submit this email to [wwcc@mn.catholic.org.au](mailto:wwcc@mn.catholic.org.au)

### Processing Period

Please note that it may take up to 5 business days for a WWCC verification or renewal to be processed during peak periods, however the team will do it's best to process checks in 2 business days.

Once a WWCC has been verified the form will be returned with confirmation of clearance and verification date.

**Human Resources**

Cleared:  Yes    No

Verification Date:      Expiry Date:



[www.mn.catholic.org.au](http://www.mn.catholic.org.au)



The Catholic Diocese of Maitland-Newcastle engages VerifyNow to process National Criminal History Checks.

VerifyNow is accredited with the Australian Criminal Intelligence Commission and is a digital employment screening platform.

**How does it work:**

- ▶ Human Resources receives your pre employment application or volunteer handbook.
- ▶ Human Resources will enter your contact details into the VerifyNow portal.
- ▶ You will then receive an email from VerifyNow with your login details.
- ▶ You will be asked to enter your postcode to access the VerifyNow platform.
- ▶ Complete the screening application.
- ▶ Read how your information is used and handled.
- ▶ Please complete the screening application as soon as possible — no later than 5 business days.

You can contact VerifyNow via [support@verifynow.com.au](mailto:support@verifynow.com.au) or 02 5114 3311.

# Glossary of Terms

<b>Code of Conduct</b>	A code of conduct is a set of rules that underpin professional practice, behaviour expectation and provision of care.
<b>Compliance</b>	Compliance is either a state of being in accordance with established guidelines or specifications, or the process of becoming so. The definition of compliance can also encompass efforts to ensure that organisations are abiding by both industry regulations and government legislation.
<b>Confidentiality</b>	Confidentiality is an obligation that restricts an individual or organisation from using or disclosing information about a person without their consent.
<b>Diocese</b>	Refers to the Catholic Diocese of Maitland-Newcastle.
<b>Duty of Care</b>	A moral or legal obligation to take reasonable steps to ensure the safety or well-being of others.
<b>Governance</b>	Governance is the oversight and control of an organisation. This may involve setting goals, direction, limitations and accountability framework.
<b>Grievance</b>	A grievance is a real or perceived cause for complaint. A grievance process is followed.
<b>Guidelines</b>	Guidelines are general instructions or a suggested course of action. Guidelines state the organisation's general intent and treatment of specific issues. However, they are flexible and can be adapted to meet the needs of particular situations.
<b>Handbook</b>	A book giving information such as facts about a particular subject or instructions.
<b>Hazard</b>	A hazard is any situation that has the potential to cause (or lead to) harm to people or property. A hazard report is a form that records information about risks and hazards.
<b>Incident</b>	An instance of something happening; an event or occurrence.
<b>Induction</b>	Induction explains all the important things you need to know about an organisation/workplace.
<b>Insurance</b>	An arrangement by which an organisation/business undertakes to provide a guarantee of compensation for a specified loss, damage, illness or death in return for payment of a specified premium.
<b>Integrity</b>	The quality of being honest and having strong moral principles.
<b>Policy</b>	A course or principle of action adopted or proposed by an organisation or individual.
<b>Privacy</b>	Freedom from unauthorised disclosure of one's personal data or information. Privacy also refers to a person restricting access to their space, possessions and themselves.
<b>Procedures</b>	A procedure is a document which clearly states the steps to be taken and methods to be used in completing specific tasks.
<b>Program</b>	An organised service or activity.
<b>Responsibilities</b>	A duty or obligation to perform satisfactorily or complete a task that one must fulfil.
<b>Rights</b>	The rights of citizens to political and social freedom and equality.
<b>Services</b>	The action of helping or doing work for someone.
<b>Supervisor</b>	A supervisor is a person who leads and supervises workers.
<b>Technology Services</b>	Technology Services is an umbrella term that includes any communication device or application, encompassing radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications.
<b>Training</b>	A process by which someone is taught the skills that are needed for an art, profession or job.
<b>Volunteer</b>	A volunteer is someone who willingly performs a task or offers a service or ministry for the common good and without financial gain.
<b>Talent and Volunteer Manager</b>	The Talent and Volunteer Manager supports Volunteer Supervisors through the recruitment, placement and retention of volunteers. The Talent and Volunteer Manager ensures quality documentation is maintained and monitors compliance.
<b>Volunteer Supervisor</b>	A Volunteer Supervisor is an appointed person who leads and supervises volunteers within the diocese and or its agencies.
<b>Vulnerable Adult</b>	A person 18 years or older who: <ul style="list-style-type: none"> <li>▶ suffers from a physical disability of sufficient severity to make that person dependent on another for assistance in managing every day activities; or</li> <li>▶ has a pre-existing diagnosed mental illness; or</li> <li>▶ has a developmental delay or other cognitive disability to a moderate or profound degree; or</li> <li>▶ is frail aged.</li> </ul>
<b>Work Health and Safety (WHS)</b>	Work health and safety (WHS) refers to the legislation, policies, procedures and activities that aim to protect the health, safety and welfare of all people in the workplace.
<b>Workers</b>	Workers include paid employees, religious, volunteers, contractors and students on work placement.