



Helena College Volunteer Management Policy

This policy is applicable to:	Staff, Students & Parents	
Managed by:	CompliSpace	Current as at: September 2018
Contact position:	Risk and Compliance Manager	
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Volunteer Management

Volunteers & Volunteer Activities

A volunteer is a person who works without payment or financial reward for the College.

Volunteers make a considerable contribution to the College community by giving their time and sharing their skills and expertise with others. Examples of volunteer work within the College include:

- College Council membership;
- coaching and managing sporting teams;
- assisting with theatre and musical productions;
- canteen/barbeque duty;
- reading and learning support;
- assisting on excursions and overnight camps;
- assisting with College events and functions.

Volunteers may be members of the parent/guardian body, from the wider College or local community. When considering the role of volunteers in the College we consider both the risks associated with the health and safety of the volunteers themselves, as well as the welfare of our students.

Helena College's Policy

Helena College recognises the value of volunteers in contributing to the College community by giving their time and sharing their skills and expertise with others. Volunteers may have a wide range of interests, skills and abilities that are able to complement our programs, thus giving a wider range of interactions and experiences to our students.

It is our policy to:

- welcome the involvement of community members in providing assistance within the College;
- provide all volunteers with a safe working environment;
- ensure that the contribution of volunteers aligns with the College's vision and mission;
- provide appropriate support and/or instruction to volunteers to help them carry out their tasks at the College;



- ensure that volunteers understand and work within the guidelines of the College's Child Protection Programme;
- meet the requirements of all relevant legislation, particularly legislation that pertains to matters of workplace safety and child protection; and
- publicly recognise the contribution of volunteers within the College.

Volunteers and Safety

Under OSH legislation, the College is responsible for the health and safety of volunteers while they are carrying out activities authorised by the College. This includes:

- activities involving volunteers will be subject to the same process of risk assessment and management undertaken in relation to activities involving employees;
- the College will take all reasonable steps to eliminate or minimise the risks to health and safety to which volunteers may be exposed;
- volunteers will not be expected to take primary responsibilities for activities with significant foreseeable risks;
- volunteers will be provided with safety instructions covering identified hazards (if required), safe work procedures, emergency procedures including first aid, and procedures for notifying the College of hazards, incidents, and injuries;
- volunteers will be provided with the appropriate training and PPE;
- a nominated supervisor for each volunteer, as the main contact point for guidance, queries and feedback; and
- suitable insurance will be arranged to cover volunteers in case of injury while assisting the College.

Types of Volunteer Activities

Given the potential diversity of volunteer activities as well as the risks associated with these activities we categorise volunteers as either "Direct Contact Volunteers" or "Indirect Contact Volunteers". Refer to our Child Protection Programme.

Ultimately it is the responsibility of the Principal as to how a particular volunteer activity is categorised.

The distinction between the two types of volunteer activities determines the level of screening, induction and supervision that is required to be undertaken by the College as part of the Child Protection Programme.



Working with Children Checks

In certain circumstances volunteers (including parent volunteers) are required by law to have Working with Children Checks.

For more details as to the requirement for volunteers to have Working with Children Checks, refer to our policy Child Protection – Working with Children Checks.

General Guidelines for All Volunteers

Volunteers are required to:

- carry out tasks in a manner consistent with College expectations, including the maintenance of a professional, cooperative and confidential working environment;
- take reasonable care for their own health and safety and ensure they don't adversely affect the health and safety of others;
- carry out tasks within the role assigned and not to perform duties they do not have the skills to undertake;
- cooperate with the reasonable policies, procedures and instructions given by the College;
- refer all student concerns or behavioural issues to the College;
- notify the College as early as possible if they are unable to fulfil their volunteer commitment; and
- report all workplace safety incidents or injuries to the College.

Volunteers must not:

- work unsupervised with students unless the procedures for dealing with Volunteers set out below have been complied with;
- be involved in toileting students or assisting with change rooms/sick rooms;
- encourage affection from or dependency in students (e.g. giving presents, having intimate physical contact or intimate personal contact through written or electronic means such as email, letters, telephone, text messages, social media sites or chatrooms); or
- display bullying or intimidating behaviours towards students.



Procedures for Dealing with Indirect Contact Volunteers

Given that Indirect Contact Volunteer Activities (such as those assisting with the College's Saturday canteen or at a College function) are often arranged informally through teachers, class parents or team managers it may not always be practical to provide these volunteers with a detailed induction.

To minimise risks associated with activities undertaken by Indirect Contact Volunteers, the College:

- publishes a Volunteer Code of Conduct on the College's website and SEQTA;
- provides appropriate induction and training for the volunteer work;
- provides appropriate supervision and instruction; and
- provides appropriate First Aid and Critical Incident (Emergency Situations) Response procedures for any activities being undertaken on College grounds or on organised College excursions.

Procedures for Dealing with Direct Contact Volunteers

Given the potential risks associated with Direct Contact Volunteers the College has developed the following procedures:

- The College regularly reviews the volunteer activities that it offers and maintains a register of all volunteer activities that are considered to be Direct Contact Volunteer Activities. Refer to Direct Contact Volunteer Activities Register;
- Teachers and staff are required to be familiar with the nature of Direct Contact Volunteer Activities and must not offer or permit volunteer opportunities without following these procedures;

The College screens all Direct Contact Volunteers by:

- requesting appropriate background information, including details of relevant skills and experience where necessary;
- verifying the information provided including undertaking reference/referee checks; and
- conducting Working with Children Checks as required by the Working with Children (Criminal Record Checking) Act 2004 (WA).



All approved Direct Contact Volunteers are required to:

- comply with the College's Volunteer Code of Conduct at all times;
- undergo induction training; and
- be assigned a supervising teacher who will oversee the volunteer's inaction with students at all times.

The College may terminate the volunteer's work at any time without notice.

Record Keeping

The College will as a minimum maintain the following records:

- a copy of the background information provided by the Direct Contact Volunteer including details of reference checks completed by the College;
- a copy of the volunteer's Working with Children Check (if applicable);
- the name of the volunteer's supervising teacher/staff member;
- a copy of any complaints that have been raised against the volunteer; and
- the work undertaken by the volunteer including details of any unscheduled activities and off-site excursions.

Staff Responsibility

All staff are responsible to:

- follow the guidelines as set out in this policy;
- not permit a Volunteer to perform volunteer activities unless the volunteer has been approved in accordance with the procedures set out in this policy;
- provide induction training to Volunteers where requested to do so;
- properly supervise any Volunteers where they have been nominated as the supervising staff member; and
- immediately report any matters of concern relating to volunteers.



Implementation

This policy is implemented through a combination of:

- staff training and/or awareness;
- identification of volunteer activities;
- publication of information in relation to volunteer activities including the Volunteer Code of Conduct;
- effective induction training and supervision;
- effective complaints handling procedures;
- effective incident notification procedures; and
- initiation of corrective actions where necessary.

Discipline for Breach of Policy

Where a staff member breaches this policy Helena College may take disciplinary action, including in the case of serious breaches, summary dismissal.

Where a volunteer breaches the Volunteer Code of Conduct, the College may ban the individual concerned from engaging in further volunteer activity on behalf of the College.

Related Policies

Staff and Student Professional Boundaries
Child Abuse - Definition and Key Risk Indicators
Child Protection – Mandatory Reporting of Sexual Abuse
Child Protection - Reporting Grooming Behaviours
Child Protection – Working with Children Checks
Critical Incident (Emergency Situations) Response
First Aid

Related Documents

Volunteer Code of Conduct

Reference Material

Safe Work Australia - The Essential Guide to Work Health and Safety for Organisations that Engage Volunteers
Safe Work Australia - The Essential Guide to Work Health and Safety for Volunteers
Safe Work Australia - Fact Sheet - How volunteer organisations can comply with the model Work Health and Safety Act
Safe Work Australia - Fact Sheet - Volunteer 'officers' and their duties under the model Work Health and Safety Act
Safe Work Australia - Fact Sheet - Volunteers and the model Work Health and Safety Act