



## College Guideline

<b>Policy no:</b>	MSBC:022
<b>Approval date:</b>	2023
<b>Previous review dates:</b>	2018, 2023, 2025
<b>Next review date:</b>	2028
<b>Author:</b>	Principal

## Volunteers

### Purpose

This guideline is intended to outline the management of volunteers and volunteer programs at Mount St Bernard College (MSBC).

### Guideline or Procedure

#### National Standards for Volunteering

Volunteering Australia has developed the following eight National Standards for involving volunteers in not-for-profit organisations:

##### 1. Policies and procedures

An organisation that involves volunteers shall define and document its policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.

##### 2. Management responsibilities

An organisation that involves volunteers shall ensure that volunteers are managed within a defined system and by capable personnel with the authority and resources to achieve the organisation's policy goals.

##### 3. Recruitment

An organisation that involves volunteers shall plan and have clearly documented volunteer recruitment, selection, and orientation policies and procedures that are consistent with non-discriminatory practices and guidelines.

##### 4. Work and the workplace

An organisation that involves volunteers shall clearly specify and control the work of volunteers and ensure that their place of work is conducive to preserving their health, safety and general well-being.

##### 5. Training and development

An organisation that involves volunteers shall ensure that volunteers obtain the knowledge, skills, feedback on work, and the recognition needed to effectively carry out their responsibilities.

##### 6. Service delivery

An organisation that involves volunteers shall ensure that appropriate processes and procedures are established and followed for the effective planning, control, and review of all activities relating to the delivery of services by volunteers.

## 7. Documentation and records

An organisation that involves volunteers shall establish a system and have defined procedures to control all documentation and personnel records that relate to the management of volunteers.

## 8. Continuous improvement

An organisation that involves volunteers shall plan and continually review its volunteer management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.

### **Recruiting volunteers**

MSBC has a clear sense of what they are seeking to achieve with volunteer programs. Programs at MSBC are inclusive, promote engagement, wellbeing and student leadership.

Tasks cater for a variety of skills and aptitudes such that the school is not discriminatory in the presentation of the volunteer program.

Clear role descriptions and expectations will be provided. MSBC realises that most volunteers appreciate having a clear understanding of the role and responsibilities rather than a vague sense of 'helping out'.

MSBC will apply a thorough risk assessment to all volunteer activities to ensure volunteers are not exposed to unnecessary or avoidable risks. MSBC's commitment to a safe and healthy workplace extends to all volunteers.

MSBC will provide an application form for new volunteers and agreements/new volunteer application form. The form includes personal contact and duty of care requirements but also provides volunteers with an opportunity to identify skills that might be useful for the school.

### **Induction and training**

Induction training may take the form of a briefing session and/or induction booklet.

The topics will include:

- Requirements for Suitability Card for Child Related Employment (Blue Card) or Volunteer Suitability Declaration
- Sign-in/Sign-out requirements, Name Tags
- School safety procedures (fire, lockdown etc)
- Student Protection – Handbook for Volunteers and/or PowerPoint (CES)
- Code of Conduct for Parents and Volunteers (CES)
- Dress code (see OLHOC's – Attachment 1)
- Requirements for confidentiality (See OLHOC's – Attachment 2)
- Social and Emotional Learning at the school and the requirements for volunteer behaviour
- A staff point of contact for volunteer questions, concerns, grievances
- Work Health and Safety considerations (including special areas such as the tuckshop and use of equipment during working bees).

### **Blue Cards (Suitability for Child-related Employment)**

Blue Cards are required for all volunteers who are not parents of children attending MSBC. Volunteers not required to hold a current Blue Card will be asked to sign a Volunteer Suitability Declaration (CES). MSBC retains a record of Blue Card and Suitability Declarations and their expiry dates. A person who is not a parent or have an exemption, and does not hold a current Blue Card, is not able to volunteer at the school until a valid Blue Card has been verified.

## **Volunteers and full-time staff**

Volunteers are not intended to take the place of paid staff. Nor should they be used to take the place of paid staff during industrial disputes and staff shortages. They should not be asked to undertake tasks previously undertaken by paid employees. Usurping the role of staff carries the risk of creating enmity between paid staff and volunteers.

Volunteers should complement the role of paid staff. The tasks undertaken by volunteers should add value to the life of the school, assist in the provision of services that the school would not otherwise be able to provide and provide opportunities for the volunteers to participate in the school community.

Examples of this might include assistance with junior years numeracy and reading programs, helping with excursions and school camps, helping with sports days and training, involvement in liturgies and other religious activities of the school, working bees for school landscaping, mentoring and general classroom assistance, and tuckshops.

## **Insurance coverage**

School volunteers are covered under Catholic Church Insurance's Voluntary Workers Personal Accident Insurance. Lump sum benefits are provided for accidents and typically it covers death, permanent disablement and other listed events.

The insurance covers limited medical expenses although CCI makes clear it is not a registered health fund. CC Insurance cannot pay any benefit claimable under Medicare nor can it pay "the gap". It should be pointed out to volunteers that this insurance is not a substitute for health insurance. Please see [www.ccinsurance.org.au/insurance/products/personal-accident-voluntary-workers.htm](http://www.ccinsurance.org.au/insurance/products/personal-accident-voluntary-workers.htm)

## **Considering the needs of volunteers**

MSBC supports and recognise volunteers by:

- Providing adequate safe places for volunteers to work including access to toilets and areas for breaks
- Considering professional development and training opportunities available through the school
- Providing a reference or statement of service, if requested
- Re-imbursing (approved) out of pocket expenses such as petrol, travel and material needs
- Providing necessary equipment and clothing (eg gloves, safety glasses) for volunteers to undertake their work

## **Acknowledging volunteer contributions**

MSBC will use both formal and informal approaches to show appreciation for the contribution made by volunteers. This can be achieved through school media (websites and newsletters), events such as school assemblies and morning teas, or awards for outstanding contributions.

## **Enquiries**

Principal

## **Reflection**

[www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

[www.fnqvunteers.org](http://www.fnqvunteers.org)

Positive notice Blue Cards for Child-Related employment – [www.ccypcg.qld.gov.au](http://www.ccypcg.qld.gov.au)

## **See also (Related Policies and Guidelines)**

- CES Volunteer Suitability Declaration
- Code of Conduct for Staff
- Student protection handbook (CES)