

## POLICY AND PROCEDURE

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<b>NAME:</b>	Volunteer Policy and Procedure December 2022
<b>UPDATE DUE:</b>	December 2024, or more often as circumstances require

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### Commitment to child safety

*Camberwell Girls Grammar School (CGGS) is a child safe organisation which welcomes all children, young people, their families and their participation. We are committed to providing culturally inclusive environments where all our students are safe and feel safe, and have confidence their voice is heard. We promote positive interactions between students and adults, and between students and their peers based on mutual trust and respect.*

*Child safety is a shared responsibility. Everyone engaged or employed by CGGS has a role to play in promoting child safety. All are aware of their responsibility to promptly raise issues or concerns about a child's safety or wellbeing. We have zero tolerance for child abuse and we take proactive steps to identify children who may be at risk or experiencing vulnerability to mitigate harm or distress.*

*Particular attention is given to the safety needs of Aboriginal or Torres Strait Islander students, those from culturally and linguistically diverse backgrounds, students with disabilities, international students, those unable to live at home and children and young people who identify as LGBTQIA+.*

*We regularly seek input from students, parents, carers, staff and volunteers in our child safe practices and communicate our policies and ongoing strategies following each systematic review.*

### Purpose

To establish processes to engage, screen, induct, supervise and manage Volunteers.

### Scope

The policy applies to all volunteers except for people under 18 years such as students who undertake volunteer work at Camberwell Girls Grammar School (CGGS).

CGGS recognises the valuable contribution that volunteers provide to our school community. The school seeks to develop meaningful strategies to engage with parents and the broader school community in order to maximise student learning.

The school takes a zero-tolerance approach to child abuse and is fully committed to ensuring that its policies, procedures and practices meet the Child Safe Standards as specified in Ministerial Order No. 1359 - Implementing the Child Safe Standards – Managing the risk of child abuse in schools and school boarding premises.

### Policy Commitment

Camberwell Girls Grammar School (CGGS) is committed to:

- Finding the right volunteers for the roles that need to be filled, after considering how volunteers can add value to the school and the school community programs
- Encourage volunteer applications from families from diverse backgrounds as applicable, including:
  - People with a disability;
  - Aboriginal and/or Torres Strait Islander people; and
  - People from culturally and linguistically diverse backgrounds
- Support volunteers to understand their responsibilities regarding child safety and feeling a sense of belonging in the school community
- Supervising volunteers to ensure they prioritise the safety of children

## Definition

**Volunteer:** A person who performs work without remuneration or reward for the school, may include a School Council member, members of the Parents & Friends Association, Old Grammarians Association, learning and support or camps and excursion assistants. Volunteer work involves:

**Child connected work:** is work performed by an adult in a school environment while children are present or reasonably expected to be present.

**Child Related work:** is work that usually involves (or is likely to involve) direct contact with a child (including oral, written or electronic communication as well as face-to-face and physical contact) that is a central part of that person's duties. Child-related work may be either paid or unpaid (voluntary). It does not include work that involves only occasional direct contact with children that is incidental to that person's work.

**Personal Information:** Information or an opinion about an individual (or an individual who is reasonably identifiable) whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not.

**Mandatory Reporting:** A child safety mechanism introduced as a result of the *Betrayal of Trust Inquiry into the Handling of Child Abuse by Religious and Other Non-Government Organisations to protect any child under the care and supervision from foreseeable harm*.

**Reportable Conduct Scheme:** A further child safety mechanism introduced as a result of the *Betrayal of Trust Inquiry*. The Reportable Conduct Scheme complements the Child Safe Standards and other existing child safety measures.

## Roles and Responsibilities

The **School Council** is responsible for ensuring that the policy is regularly reviewed and remains compliant with the relevant legislation and related procedures.

The **Principal** is responsible for:

- Communicating this policy to students, staff, parents and carers and the school community on our website, and in school and PFA newsletters to support us to maintain a child safe environment
- Ensuring that volunteers have obtained any relevant screening checks;
- Implementing processes and procedures for the induction, training and supervision of Volunteers, as appropriate;
- Providing and maintaining a school environment that is safe and free of risks to health and safety, so far as is reasonably practicable;
- Permitting or denying entry of any person to school premises, as appropriate;
- Taking action if a volunteer fails to comply with this policy

The **Child Safety Co-ordinator (Deputy Principal)** or the Child Safety Officers are responsible for:

- Supporting volunteers to focus on the safety needs of vulnerable students
- Providing induction or refresher training, information and support to volunteers on child safety matters, as needed
- Acting as a point of contact for volunteers about child safety concerns
- Reporting any non-compliances of this policy to the Principal

The **Community Relationships Coordinator** and **all other staff engaging volunteers** are responsible for:

- Ensuring engagement of all volunteers is processed through the CGGS Volunteer Sign Up process
- Ensuring all volunteers have received child safety training and ongoing refresher training.
- Preparing volunteer engagement packs

**Staff** are responsible for:

- Understanding the obligations of the volunteer under this policy
- Ensuring all engagement with volunteers is processed through the CGGS Volunteer sign up process and volunteers engaged in child related work are recorded in the Volunteer Register
- Ensuring the volunteer they have engaged has signed in on arrival and signed out on departure
- Monitoring volunteers under their supervision and providing guidance where needed
- Reporting any non-compliances of this policy to the Principal

**Volunteers** are responsible for and must:

- Familiarise themselves with the policies, procedures and codes of conduct referred to in the school's volunteer induction pack including but not limited to
  - Child Safety and Wellbeing Policy
  - School Community Code of Conduct (includes child safety)
  - Volunteer Code of Conduct
  - Complaints Management Policy
- Undertake the induction and child safety training including refresher training
- Report to reception and sign in on arrival and sign out on departure
- Behave in a way which is consistent with the ethos, values and philosophy of the School
- Be respectful and courteous in dealings with staff, students, parents and family members and members of the public
- Comply with any reasonable direction given by a member of staff
- Ensure that any Personal Information they become aware of because of their volunteer work, is managed sensitively and in accordance with the CGGS's Privacy Policy
- Immediately report any risks, hazards, incidents, accidents and injuries to the member of staff
- Immediately report any child safety or wellbeing concerns to a Child Safety Officer or member of staff. This includes reporting:
  - Any concern or suspicion about the physical, psychological or emotional health, safety or wellbeing of a student;
  - Any concern or suspicion about the inappropriate action or behaviour of any adult; and

## Selection and Engagement of Volunteers

CGGS recognises and acknowledges that volunteers provide a valuable contribution to the success of our school community.

CGGS has a planned approach to assist in finding the right volunteers for the roles that need to be filled. In planning for volunteers, CGGS will consider how volunteers can add value to the school and the school community, identifying the tasks that need completing to inform the scope of the volunteer role.

Parents who would like to sign up ready to assist when a call for volunteers is made or to assist with excursions in Junior School can lodge their interest by completing an online form. Volunteers will then be advised of the next child safety training date and asked to participate by the Child Safety Co-ordinator. Notifications of volunteer training will also be advertised in parent communications.

### Position Description

When CGGS has identified a role and the tasks associated, a position description will be written up outlining the responsibilities and inherent requirements of the volunteer role. The position description will then be approved by the Director of Human Resources and the position will be advertised on CGGS' volunteer website. Volunteers can respond to the role, noting any experience they have. Refer to Appendix 1 for a volunteer position description template available for use.

### Anti Discrimination Process

As Anti-discrimination legislation applies to volunteers, CGGS supports anti-discrimination in this process. The position description focuses on skills required for the role, rather than the personal attributes that may be desirable and affords all prospective volunteers the same questions and the recording of their responses in writing.

Discrimination is defined as treating someone unfavourably because of a personal characteristic which is protected by law. A 'personal characteristic' includes (but is not limited to) age, race, marital status, sex, religion, political belief, disability, sexual orientation and gender identity.

CGGS encourages volunteer applications from families from diverse backgrounds including people with a disability, Aboriginal and/or Torres Strait Island People, people from culturally and linguistically diverse backgrounds.

## Engagement Process

### *Stage 1: Application form*

The recruitment of volunteers is primarily coordinated by the Foundation Office, Junior School and through the Chief Financial and Operating Officer for School Council appointments. All prospective volunteers must complete the Volunteer Information Form (refer to Appendix 2) and provide evidence of a valid Working With Children's Clearance and proof of identity to the Foundation Office or to the staff member of the relevant department.

Volunteer applications will be considered on a case-by-case basis.

### *Stage 2: Interview process*

Volunteers may be interviewed prior to their engagement by the school. The interview is an informal discussion aimed at assessing the suitability of the person for the volunteer position, particularly their suitability to work with children. The interview will be conducted by the manager of the relevant department.

### *Stage 3: Screening checks*

To protect all our children alike, all current and new volunteers in the school will be screened, trained and inducted.

The school will conduct at least two (2) referee checks for all prospective volunteers engaged in Child-Related Work to assess their suitability to work with children.

All volunteers will be subject to a validated Working with Children Clearance and may be subject to additional screening during and after the engagement process at the school's discretion. These requirements will be made clear in the volunteer position description or at the time of discussing a volunteering role. Copies of Working with Children Clearances and any identifying checks will be kept securely on file by the Human Resources Department.

### *Stage 4: Training and Induction*

Prior to volunteers commencing any work with CGGS, volunteers will be expected to:

- Complete the mandatory child safety training
- Read the child safety policies and sign the declaration they have understood and will follow these policies
- Sign the School Community Code of Conduct (includes child safety)

Volunteers engaged at the school will receive induction appropriate to their role and responsibilities and be required to complete refresher training annually.

CGGS will also provide the volunteer with an induction booklet introducing them to the culture and expectations of volunteering at CGGS by the Foundation Office (or with the Deputy Principal / Head of Junior School if volunteering is in an educational capacity).

## Management of Volunteers

To support us maintain a child safe environment, before commencing any work with CGGS, volunteers will be expected to:

- Complete the child safety training and refresher training
- Familiarise themselves with the child safety policies referred to on the CGGS volunteer website
- Acknowledge they have read and will abide by the School Community Code of Conduct (includes child safety) which supplements this policy and outlines the behaviours and expectations of adults of the school community
- Receive induction appropriate to their role and responsibilities.

CGGS keeps a record of all volunteers who have completed training and induction to ensure everyone is appropriately trained. Refer to Appendix 3 for the volunteer induction checklist for use.

**Anyone who does not have a Working with Children Clearance is not able to volunteer at CGGS.**

## Process for maintaining the Volunteer Register

### Senior School:

The Volunteer Register for Senior School is kept by the Foundation Office.

The Deputy Principal will advise the Foundation Office of details regarding volunteers volunteering in an education capacity at Senior School.

The Foundation Office must enter details of Senior School volunteers on the Volunteer Register (separately noting if they are specifically engaged for the purposes of undertaking Child Related Work).

The Deputy Principal and the Foundation Office must forward to the Human Resources Department for safe keeping, the Volunteer's:

- screening evidence (Working with Children Clearance and driver's licence if identity evidence required)
- referee checks if required and
- completed induction checklist

### Junior School:

The Volunteer Register for Junior School is kept by the Junior School and administered by Junior School administration staff. The Junior School administration staff must enter details of Junior School volunteers on the Junior School Volunteer Register (separately noting if they are specifically engaged for the purposes of undertaking Child Related Work).

The Junior School Administration Staff must keep the following documents of the Volunteer for safe keeping:

- screening evidence (Working with Children Clearance and driver's licence if identity evidence required)
- referee checks if required and
- completed induction checklist

### School Council Volunteers:

A register of School Council volunteers and associated record keeping requirements including the above requirements is managed by the Chief Financial and Operating Officer.

## Process for Continued Suitability

### Assessment of Interactions

To ensure volunteers perform their role in a way that promotes child safety and wellbeing and to ensure their suitability and their interactions with children is appropriate, supervision may be conducted in some of the following ways:

- Checking in with students and families about a volunteer's performance and asking for feedback
- Regular face-to-face, phone or online meetings between volunteers and supervisors
- Formal or informal observation of volunteer activities
- Performance management meetings
- Regular communications with volunteers about child safety

## Termination

There may be several reasons for terminating a volunteer. For example, the volunteer may no longer be needed, or the volunteer's conduct or performance may be unsatisfactory. There is no notice period or other requirements to end a volunteer engagement. Depending on the role, it may be for a fixed period of time. Either party can end the engagement at any time. Where an engagement has ended CGGS will confirm that the arrangement has ended and keep a record of the documentation provided to the volunteer. Details will be kept on file for any other volunteering opportunities.

## Volunteer Complaints

Any complaints made by volunteers will be dealt with appropriately and in accordance with the school's Complaints Management Policy or Whistleblower Policy.

## Non Compliance with this Policy

The Principal has discretion to terminate the engagement of a volunteer for any reason.

If a volunteer fails to comply with this policy, CGGS may respond in a number of ways, depending on the nature of the breach, which may include:

- Issuing the volunteer with a warning (verbal or written) in relation to the breach and advising the volunteer of the consequences should a further breach occur;
- Limiting or banning the volunteer's access to school premises or from attending or being involved in school activities, functions or events;
- Terminating the engagement of the volunteer; or
- Reporting the behaviour to Victoria Police or any other relevant agency, as appropriate or required by law.

## Communication of the Policy

The school publishes its Volunteer Policy on the School website, in the Volunteer Induction Information Pack and on the School Policy System. This policy will be communicated to staff.

## Links to other Policies

- Child Safety and Wellbeing Policy
- Community Code of Conduct (including Child Safety)
- Respectful Workplace Policy

## Other Documents

- Volunteer Information Form
- Volunteer Position Description
- Volunteer Induction Checklist

## Legislative Requirements

- Education and Training Reform Act 2006 (Vic)
- Education and Training Reform Regulations 2017 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)
- Worker Screening Act 2020 (Vic)

## Standards and Guidelines

- Ministerial Order No 1359 – Implementing the Child Safe Standards – Managing the Risk of Child Abuse in Schools and School Boarding Premises

## Policy Review

The School is committed to the continuous improvement of its Volunteer Policy.

Unless otherwise stated, this policy remains in place until it is superseded by an amended version. This policy will be reviewed every two years or more often as circumstances require.

Next scheduled review date is December 2024.

## Version Control

Version No.	Date Approved	Author	Comments
1.0	4 September 2022	Risk and Compliance Manager	Initial version
2.0	5 December 2022	Risk and Compliance Manager	Inclusion of Volunteer Engagement Procedure within the one document

## Appendix 1:

# Volunteer Position Description Template

### Preliminary Information

Position Title:

Location:

Start Date:

End Date (if applicable):

Hours and Days required per week (if applicable):

### Purpose

[Insert information about the role and how it relates to the ethos and philosophy of the school].

### Supervision

You will report to [insert staff member].

### Duties and Responsibilities

In your role as [insert position title] your tasks will include:

- [insert]
- Other duties as directed by staff.

[Read and delete this text box]

Child Safe Standard 6 provides that schools must ensure that job advertisements have clear statements about the job's requirements, duties and responsibilities regarding child safety and wellbeing.

Camberwell Girls Grammar School (CGGS):

- Has zero tolerance for child abuse
- Actively works to listen to and empower children and young people
- Has practices and procedures to protect children from abuse
- Will take all allegations, concerns and disclosure of abuse seriously and respond to them in accordance with the school's policies and procedures
- Is committed to promoting the physical, emotional and cultural safety of all children and young people
- Is committed to providing a safe physical and online environment for all children.

### Skills, Qualifications or Experience Required

CGGS is looking for a volunteer with the following skills, qualifications and experience to fill this volunteer role:

- [Insert]

[Read and delete this text box]

The below text is included as a **sample only**.

- Experience in working with children and young people
- Understanding of appropriate behaviours when engaging with children and young people
- Understanding of culturally and linguistically diverse communities
- Ability to actively support the school's ethos and values
- Ability to follow the school's policies and procedures



- First Aid Certificate, Anaphylaxis Management Training, CPR certification, or Verifying the Correct Use of Adrenaline Auto Injector certification (or be willing to obtain)

## Screening checks

CGGS takes child safety very seriously.

For this reason, the school will need to collect the following information prior to your commencing in the role:

- Photo Identification (such as a Drivers Licence)
- Working with Children Clearance Check
- National Criminal Record Check
- Two (2) referees

## Contact

If you have any questions about this volunteer position, please contact [insert staff member] at [insert email address] or on [insert phone number].

I have read and agree to the above position description.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Appendix 2:

Volunteer Information Form

**PERSONAL DETAILS**

Title:

First Name(s):

Surname:

Address:

Mobile:

Email Address:

**EMERGENCY CONTACT INFORMATION**

Name:

Relationship:

Address:

Mobile:

Do you have any medical condition(s) that might affect your ability to volunteer? (If yes, please provide details below).

Yes

No

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**VOLUNTEER ROLE** (Please provide details of the volunteer position(s) that you are interested in)

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**AVAILABILITY** (Please indicate your availability)

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**EDUCATION** (Please provide details of any relevant education, qualifications, or skills)

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**PREVIOUS CHILD RELATED EMPLOYMENT OR VOLUNTEER WORK**

Employer's Name and Address:

Position:

Period of Work:

Duties:

Employer's Name and Address:

Position:

Period of Work:

Duties:

*Please provide details of all experience working with children or particular groups of children, including children with a disability and/or Aboriginal or Torres Strait Islander children. If more space is required, attach a separate sheet.*

**REFEREES**

Name:

Organisation:

Position:

Contact Number:

Email Address:

Name:

Organisation:

Position:

Contact Number:

Email Address:

**POLICIES**

School Community Code of Conduct (including child safety),

Child Safety and Wellbeing Policy

Child Safety Reporting Policy

Volunteer Policy

Privacy Policy

Occupational Health and Safety Policy

## DECLARATION

Please read each statement below. Please tick each box to acknowledge your acceptance of each statement.

- I declare that the information given is true and correct.
- I understand that I may be required to participate in an interview and selection process and undertake screening checks.
- I understand that I will perform all duties on a voluntary basis and will not be paid for my work.
- I confirm that I have read and understood the School Community Code of Conduct (including child safety)
- I confirm that I have read and understood Child Safety and Wellbeing Policy
- I confirm that I have read and understood the Child Safety Response and Reporting Policy
- I agree to complete any induction or training required.
- I understand that CGGS may cease the volunteer arrangement at any time.

Signed:

Date:

### **Please attach:**

- **A copy of your proof of identity (e.g. driver's licence) and**
- **Working With Children Clearance card**

## Appendix 3:

### Volunteer Child Safety Training and Understanding

Name of Volunteer:

Date Child Safety Training was completed:

<b>Child Safety Training completed which includes</b> <ul style="list-style-type: none"><li>• Recognising the indicators of harm and abuse (including family violence)</li><li>• Identifying and managing child safety risks (online and physical risks)</li><li>• Responding to child safety and wellbeing issues, including complaints and concerns about child abuse</li><li>• Building a culturally safe environment for students</li><li>• Understanding diverse students and vulnerable students</li><li>• Facilitating child-friendly ways for students to express their views, participate in decision-making and raise concerns</li><li>• The strengths of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal students</li></ul>	<input type="checkbox"/>	
<b>Policies and Procedures</b> <ul style="list-style-type: none"><li>• School Community Code of Conduct (includes Child Safety)</li><li>• Child Safety and Wellbeing Policy</li></ul> <p>Declaration that these documents have been read and understood (via the webpage sign up or via sign in at reception (LinkSafe)</p>	<input type="checkbox"/>	
<b>Screen Checks completed and evidence provided</b> <ul style="list-style-type: none"><li>• Working with Children Clearance</li></ul>	<input type="checkbox"/>	

Child Safety Training to be filed with Volunteer's induction and screening evidence

## Appendix 4:

### Child Related Volunteer Induction Checklist

Name of Volunteer:

Date:

Topic	Completed	Follow up Required?
<b>Introduction</b> <ul style="list-style-type: none"> <li>Welcome to school</li> <li>Background and history of the school</li> <li>Summary of school's ethos, values and philosophy</li> </ul>	<input type="checkbox"/>	
Workstation prepared and relevant occupational health and safety considerations undertaken	<input type="checkbox"/>	
Walk through of the school and available facilities (including emergency procedures, first aid facilities, toilets and lunchrooms)	<input type="checkbox"/>	
Meeting with supervisor (this is the person the volunteer should go to if they have any concerns, feedback or questions about their role)	<input type="checkbox"/>	
<b>Security Information</b> <ul style="list-style-type: none"> <li>Sign-in and sign-out procedures</li> <li>Access, use and management of confidential information</li> </ul>	<input type="checkbox"/>	
<b>OHS and Emergency Management</b> <ul style="list-style-type: none"> <li>Report any Occupational Health and Safety hazards to your supervisor</li> <li>Procedures for an Evacuation whilst on the School Grounds</li> <li>Procedure for an Incident whilst on School Grounds</li> </ul>	<input type="checkbox"/>	
<b>Child Safety Training completed which includes</b> <ul style="list-style-type: none"> <li>Recognising the indicators of harm and abuse (including family violence)</li> <li>Identifying and managing child safety risks (online and physical risks)</li> <li>Responding to child safety and wellbeing issues, including complaints and concerns about child abuse</li> <li>Building a culturally safe environment for students</li> <li>Understanding diverse students and vulnerable students</li> <li>Facilitating child-friendly ways for students to express their views, participate in decision-making and raise concerns</li> <li>The strengths of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal students</li> </ul>	<input type="checkbox"/>	
<b>Policies and Procedures</b> <ul style="list-style-type: none"> <li>School Community Code of Conduct (includes Child Safety)</li> <li>Child Safety and Wellbeing Policy</li> <li>Procedures for managing complaints and concerns, including the Complaints Management Policy and Whistleblower Policy</li> <li>Privacy Policy</li> </ul> <p>Declaration that these documents have been read and understood and the required screening checks have been verified</p>	<input type="checkbox"/>	

<p><b>Screen Checks completed and evidence provided</b></p> <ul style="list-style-type: none"> <li>• Working with Children Clearance</li> <li>• Any other identity checks</li> </ul>	<input type="checkbox"/>	
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Checklist to be filed with Volunteer's screening evidence

## Appendix 5:

### Child Related Work Volunteer Pack Inclusion

- Welcome Letter
- Position Description (if applicable)
- School Community Code of Conduct (includes Child Safety)
- Volunteer Policy and Procedure
- Child Safety and Wellbeing Policy
- Child Safety Response and Reporting Policies