

# VOLUNTEER INDUCTION HANDBOOK

VERSION 1.4





#### 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.



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Please return all volunteer documentation by email to  
**[volunteers@mn.catholic.org.au](mailto:volunteers@mn.catholic.org.au)**

## Website Links

Working with Children Check Fact Sheet No.9

**[www.kidsguardian.nsw.gov.au/Working-with-children/Working-With-Children-Check/Resources](http://www.kidsguardian.nsw.gov.au/Working-with-children/Working-With-Children-Check/Resources)**

Office of Safeguarding – Diocesan Safeguarding Services

**P** 02 4979 1390

**[www.mn.catholic.org.au/agencies-services/child-protection](http://www.mn.catholic.org.au/agencies-services/child-protection)**

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**[https://www.mn.catholic.org.au/volunteer-induction\\_handbook](https://www.mn.catholic.org.au/volunteer-induction_handbook)**



## 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

FOL18/6844/1



  
Elizabeth Doyle  
Notary

# 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.



## 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 are in turn, 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.

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

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



## 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 a role description.
- ▶ 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/church workers in performing their duties. The Code of Conduct sets out diocesan expectations of volunteers/church workers 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

## 1. Volunteer Screening

We take Safeguarding seriously.

You may be required to obtain a Working With Children Check (WWCC) depending on your volunteer role.

Your volunteer supervisor will guide you in the appropriate screening procedures that you will be required to undertake in your volunteering role.

All volunteers, workers and contractors exempt from a WWCC Clearance will be required to complete and submit, to the Volunteer Management team, the **Exempt from obtaining a WWCC Declaration Form**.

This form can be found on page 32 of this handbook. Proof of identification is required to complete this process.

Further information is available from Office of Safeguarding – Safeguarding Services 4979 1390 or visit the Diocese of Maitland-Newcastle website [www.mn.catholic.org.au/agencies-services/child-protection](http://www.mn.catholic.org.au/agencies-services/child-protection)

## 2. Obligations to Protect Children

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 Volunteer Manager within one business day from the time they become a disqualified person under the *Safeguarding (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 Volunteer Manager will also be forwarded to Office of Safeguarding.

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

Depending on the nature of the situation, the Volunteer Manager or his/her delegate may report or identify the concern to the Department of Family and Community Services (FaCS). A volunteer may also report suspected child abuse directly to FaCS.

## 3. Volunteers and the Ombudsman Act

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

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

The Diocese is committed to providing a safe environment for all vulnerable people. If you become aware that a reportable conduct allegation has been made against an employee or volunteer of the diocese you must report this to the Volunteer Manager or Office of Safeguarding immediately.

*Reporting Concerns for Children:*

[www.mn.catholic.org.au/media/829975/reporting\\_concerns\\_for\\_children\\_-\\_policy\\_procedures\\_-\\_3.1.pdf](http://www.mn.catholic.org.au/media/829975/reporting_concerns_for_children_-_policy_procedures_-_3.1.pdf)

*Investigations Policy:* [www.mn.catholic.org.au/media/829984/zs\\_investigations\\_policy\\_1-4.pdf](http://www.mn.catholic.org.au/media/829984/zs_investigations_policy_1-4.pdf)

# Volunteering in our Programs, Services and Schools

## Volunteer Registration

The registration form provides the Diocese with the information required to enable us to contact you or your emergency contact.

## Photograph/Video Permission Form

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

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

## Dress Code

Volunteers are not required to wear uniforms. We do require you wear comfortable non-slip, enclosed footwear and casual neat clothing suitable to your volunteer role. Some clothing, eg t-shirts may be offensive to other people. Please consider this when selecting an appropriate outfit. If your role requires you to use personal protective equipment (PPE), this will be supplied to you with instructions for use. Some programs, services and schools may have specific dress requirements.

## 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/church worker. The identification must be returned when you sign out following your volunteering role.

## Smoking

Smoking is not permitted in programs, services and schools.

## Photography

Volunteers are not permitted to take photos whilst undertaking their role, without the supervision of a diocesan employee. If unsure, volunteers should contact the Volunteer Manager for clarification prior to commencing any photographic activity.

## Training

The site induction process will vary. Local arrangements will reflect specific requirements of the site as identified by the volunteer supervisor (or his/her delegate).

## Insurance

Policy overview

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

## 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.

## Excursions

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

## 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.

## Allergies

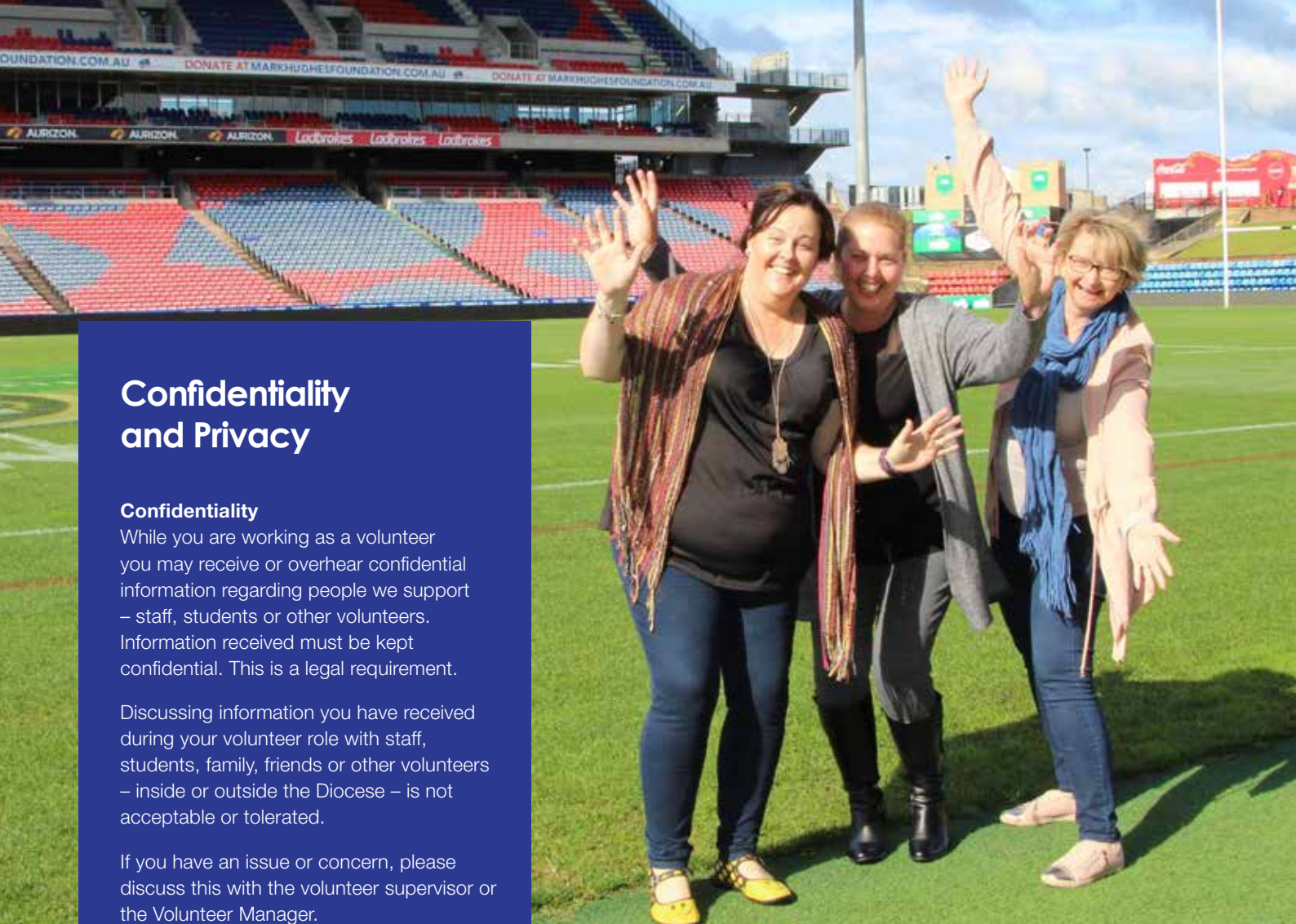
You must advise the volunteer supervisor of any allergies you have. You need to be aware the people we support may themselves have allergies, particularly to nuts etc.

## 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 or the Volunteer Manager.

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), 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.

## Volunteer Profile

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

The volunteer profile is an agreement between you and the Diocese. Specific roles require that you are able to perform certain duties. Training may be provided for special programs, or the role may require you to have these skills or experience already. Any training required will be discussed with you at your initial interview and will be included on your volunteer profile. If you are unable to do or do not feel comfortable doing, something that is part of your volunteer profile, you will be able to discuss this with us and come to a mutual agreement.

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

Your volunteer profile is in place to protect you and the diocese. Both parties must be happy with the outcome of your volunteer profile.

You should not sign a volunteer profile if you are not happy to do the required tasks.

# 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.

## Grievance/Harassment Management

### Grievance Policy

When you commence your volunteer role, we encourage you to talk to your volunteer supervisor about day-to-day requirements and procedures.

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

If you are not sure how to handle the problem or just want to talk confidentially, you can seek advice from the Diocesan Volunteer Manager.

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

grievance management:

- ▶ confidentiality
- ▶ fairness
- ▶ freedom from unfair repercussions or victimisation
- ▶ honesty
- ▶ resolution with the minimum of fuss
- ▶ timeliness.

If you are not happy with the outcome of your discussion with the Volunteer Manager, please refer to the Workplace Grievance Management Guide.

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

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

*A member of the HR team may be able to provide independent support. Please phone 4979 1121.*

*Please refer to the Worker Complaint form to lodge a formal grievance.*

*For more information please refer to the Diocesan Code of Conduct Policy.*

## Recognition and Support

The Diocese of Maitland-Newcastle recognises the valuable work of our volunteers.

Your volunteer supervisor will continue to discuss with you during the time you volunteer any issues you may have to see if you are happy and managing the tasks within your role.

Feedback is always welcomed by your supervisor and you are encouraged to discuss any concerns you may have with him/her.

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



## Registration Form



### 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

### Occupation, qualifications, skills & experience

Occupation

Qualifications

Skills

Previous work and/or volunteer experience

### Availability

Day Times Available

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

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

Parish

Diocese

School

St Nicholas Early Education

Catholic Care Social Services

DARA

Signature

Parent/Guardian Signature

Date

Privacy statement: all information collected is managed consistent with the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act (1988).



## Volunteer Policy



<b>Applicable to:</b>	All Volunteers of the Diocese of Maitland-Newcastle and its agencies
<b>Document owner:</b>	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>	Volunteer Induction Handbook Code of Conduct Policy Privacy Policy Grievance Policy Dress Code Policy Record Management policy Conflict of Interest Policy

### 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.

### 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

- ▶ providing volunteers with a volunteer profile
- ▶ 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.

### 3. Definitions and Explanations

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

Members of the diocese and affiliated agency advisory councils and boards are also volunteers.

The Volunteer Manager is a person employed by the diocese to manage the volunteer lifecycle and is the manager responsible for the oversight of all volunteer programs and engagement.

### 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 Volunteer Manager is responsible for providing adequate resources and systems to enable volunteers to be effectively inducted into the organisation.
- ▶ Principals, managers and parish priests 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 priests 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 or parish will be identified in consultation with the principal, manager or parish priest.

Volunteer roles will be clearly outlined in the volunteer profile.

### 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 submit a volunteer exit form to the Volunteer Manager.

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 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 Diocesan safeguarding policies and procedures;
- ▶ maintaining a duty of care for all children and vulnerable adults for whom they have responsibility;
- ▶ reporting any concerns that they have for a child or vulnerable adult or the conduct of another worker, to their volunteer supervisor, the Volunteer Manager or to the Office of Safeguarding; and

- ▶ assisting external authorities or the Office of Safeguarding, in conducting inquiries into alleged issues of concern for children and vulnerable adults.

### 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. If you are exempt from obtaining a working with children check number a declaration must be completed.

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

Screening includes:

- ▶ Reference check
- ▶ National criminal history check
- ▶ Working with children check number or declaration

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

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

### 20. Training

During the initial development phase of a volunteer program or volunteer role, the skills and qualifications required for the role are identified in the volunteer profile. Volunteers will need to possess the required skills to undertake a specific volunteer role. The diocese recognises that for certain roles training for volunteers is essential to ensure volunteers have the skills and knowledge to safely undertake their volunteer roles

In some circumstances specialised training may also need to be provided to volunteers participating in specific programs. Any training required to be undertaken by the volunteer will be discussed with the volunteer prior to the volunteer being offered the role.

### 21. 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. Such a request should be made to the Volunteer Manager.

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.

<b>Signed:</b>		<b>Date:</b>	
<b>Witness Name:</b>			
<b>Home Address:</b>			
<b>Witness Signature:</b>		<b>Date:</b>	

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

Diocese of Maitland-Newcastle	Volunteer Policy Declaration	Page 1 of 1
Approval Date: August 2018	Approved by: Chief Executive Officer	Next Review Date: August 2020



# Code of Conduct



<b>Publication Date:</b>	August 2018
<b>Contact:</b>	Head of Human Resources
<b>Review Date:</b>	August 2019
<b>Status:</b>	Active

## 1. Introduction and Purpose

### Message from the Bishop

I am pleased to introduce this update to 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, including termination of employment, termination of volunteering agreement, 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. 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.

## 4. 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.

## 5. Safeguarding of Children and Vulnerable Adults

The Diocese is committed to the safety, welfare and wellbeing of children and vulnerable adults, particularly those who participate in the life of the Diocese, whether in our faith communities, early education centres, schools, welfare services or other programmes.

### Workers have legal and moral obligations to actively protect children and vulnerable adults in the course of their work, by:

- ▶ acting in accordance with Diocesan safeguarding policies and procedures;
- ▶ maintaining a duty of care for all children and vulnerable adults for whom they have responsibility; and
- ▶ reporting any conflicts of interest that they may have in relation to their work-related responsibilities to children and vulnerable adults.

### Workers of the Diocese must report:

- ▶ a child or class of children, who are at risk of serious harm;
- ▶ workers who have a reportable allegation made

against them, or who have been charged or convicted of a reportable offence (against children or serious violence against adults);

- ▶ a worker engaged in child-related work without a Working with Children Check; or
- ▶ workers who are alleged to have seriously breached professional standards with children or vulnerable adults.

### Workers must support Diocesan investigations into allegations of abuse, reportable conduct or breaches of professional standards against children or vulnerable adults by:

- ▶ maintaining neutrality during the investigative process;
- ▶ maintaining strict confidentiality about the investigation;
- ▶ being a truthful witness in the investigation; and
- ▶ volunteering any information that they hold that is relevant to the investigation.

Workers must not take any detrimental action against any other worker, child or vulnerable adult for reporting a concern, participating in an investigation or otherwise protecting the safety, welfare and wellbeing of any child or vulnerable adult.

### Workers who fail to actively protect children or vulnerable adults in the course of their work or take adverse actions against those who do, will be considered to have committed serious misconduct which may result in:

- ▶ counselling;
- ▶ formal censure and warnings;
- ▶ withholding of an increment;
- ▶ demotion to a lower classification or increment;
- ▶ transfer to another more appropriate position;
- ▶ suspension; or
- ▶ termination of employment.

## 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 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 staff member 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.

## 15. Further Information

Further information about this document can be sought from the Head of Human Resources, Diocese of Maitland-Newcastle on 02 4979 1148.



## Code of Conduct 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:**

1. I have read, understand and agree to abide by the 2018 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:**

**Witness Name:**

**Home Address:**

**Witness Signature:**  **Date:**

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

Diocese of Maitland-Newcastle	Code of Conduct Worker Declaration	Page 1 of 1
Issue Date: August 2018	Review Date: August 2019	Document Owner: Head of Human Resources

## NATIONALLY COORDINATED CRIMINAL HISTORY CHECK

2019 MODEL APPLICATION AND INFORMED CONSENT FORM

### Information about this form

#### Terms used in this form

<b>Nationally coordinated criminal history check</b>	Describes both: the checking process undertaken by the ACIC and police, and the result received by the accredited body. Commonly known as a 'police check'.
<b>You/the applicant</b>	Individual seeking a nationally coordinated criminal history check.
<b>Accredited body</b>	Organisation accredited with the ACIC and responsible for submitting your nationally coordinated criminal history check.
<b>Australian Criminal Intelligence Commission (ACIC)</b>	Australian Government agency responsible for facilitating access to nationally coordinated criminal history checks.
<b>Legal entity customer</b>	Organisation the accredited body may use to collect your application, including your informed consent. This may be your employer, benefits provider or issuing body.
<b>Third party</b>	Organisation the accredited body is required by law to disclose your personal information and police information to.
<b>Personal information</b>	Information about you, including any information contained in your identity documents.
<b>Police information</b>	Information released as part of a nationally coordinated criminal history check.

#### Who completes this form?

##### Accredited body

The accredited body or its legal entity customer pre-populates this form with information in these sections: **How to submit this form**, **Contact details** and **question D1**.

##### Applicant

You are required to provide your personal details and informed consent to complete this form. You must also provide your identity documents, as detailed in **Documents required**. If you are less than 18 years of age, this form must be completed by your parent or legal guardian. You are completing this form to obtain a nationally coordinated criminal history check.

#### What is a nationally coordinated criminal history check?

A nationally coordinated criminal history check is conducted with your informed consent to determine your suitability for employment, a position of trust or as required by legislation. A nationally coordinated criminal history check contains your personal information, and any relevant police information about you, according to the purpose of your nationally coordinated criminal history check.

### Privacy notice

#### How will my information be used?

##### The ACIC and Australian police agencies

The ACIC and Australian police agencies use the information on this form and the applicant's identity documentation:

- to disclose police information relating to you, to the accredited body named in question D1.
- to update records held about you
- for law enforcement, including purposes set out in the *Australian Crime Commission Act 2002* (Cth)

##### Accredited body

The accredited body or its legal entity customer uses the personal information collected in this application to request a nationally coordinated criminal history check and to assure itself of your identity.

The accredited body may have a legislative basis for the collection, use and disclosure of your personal information and police information to a third party. If applicable, third parties are listed in question D1. The ACIC recommends you seek more information about relevant legislation from the accredited body.

The accredited body or its legal entity customer must advise you if your personal information or police information will be transferred or supplied to a location outside Australia, known as the permitted offshore transfer arrangement. If this applies, the legal name and location of the overseas entity are listed in question D1. The ACIC recommends you seek more information from the accredited body listed in D1.

You can contact the accredited body for more information on how they handle your personal information using the contact details at the end of this section.

#### How is my national coordinated criminal history check result determined?

Police information is disclosed in accordance with applicable spent conviction legislation and information release policies of the Australian Government and state and territory governments.

These links may help you source information on spent convictions:

Australian Government	<a href="http://www.legislation.gov.au">www.legislation.gov.au</a>
Australian Capital Territory	<a href="http://www.legislation.act.gov.au">www.legislation.act.gov.au</a>
New South Wales	<a href="http://www.legislation.nsw.gov.au">www.legislation.nsw.gov.au</a>
Northern Territory	<a href="http://www.legislation.nt.gov.au">www.legislation.nt.gov.au</a>
Queensland	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>
South Australia	<a href="http://www.legislation.sa.gov.au">www.legislation.sa.gov.au</a>
Tasmania	<a href="http://www.thelaw.tas.gov.au">www.thelaw.tas.gov.au</a>
Victoria	<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>
Western Australia	<a href="http://www.legislation.wa.gov.au">www.legislation.wa.gov.au</a>

#### How do I dispute my result?

If you do not agree with the results of your nationally coordinated criminal history check, contact the accredited body or, if applicable, its legal entity customer, using the contact details on page 3 and tell them you want to dispute the result. The accredited body or its legal entity customer accepts and escalates all disputes.

1

Australian Criminal Intelligence Commission

UNCLASSIFIED

Version 3.0

**Providing incomplete, false or misleading information**

You must take reasonable steps to ensure you provide accurate, complete and up-to-date personal information. Withholding and/or providing misleading, or false information on this form is a Commonwealth offence and you may be prosecuted under the *Criminal Code Act 1995* (Cth).

If you become aware you have provided incorrect information you must contact the accredited body as soon as possible.

**Documents required****Minimum identity requirements**

You must provide four documents with your completed form to confirm your identity:

- **one commencement of identity document** to confirm your birth in Australia or arrival in Australia
- **one primary use in the community document** to show the use of your identity in the community; and
- **two secondary use in the community documents**

The accredited body or its legal entity customer will use these documents to verify your identity with the personal information you have provided on this form. The personal information contained in your identity documents will be used to conduct a nationally coordinated criminal history check, as you consent to in Section D.

The documentation you provide must include evidence of your full name, date of birth and a photograph of you. If a photograph is not provided on the identity documents presented, a passport-style photograph certified by a person listed in Schedule 2 of the *Statutory Declarations Regulations 1993* (Cth) can be accepted in addition to the four required documents.

**Commencement documents**

- full **Australian birth certificate** (not an extract or birth card)
- current **Australian passport** (not expired)
- Australian visa** current at time of entry to Australia as a resident or tourist \*
- ImmiCard** issued by Department of Home Affairs (previously the Department of Immigration and Border Protection) that enables the cardholder to prove their visa and/or migration status and enroll in services
- certificate of identity** issued by Department of Foreign Affairs and Trade (DFAT) to refugees and non-Australian citizens for entry to Australia
- document of identity** issued by DFAT to Australian citizens or persons who have the nationality of a Commonwealth country for travel purposes
- certificate of evidence** of resident status.

\* A Visa Entitlement Verification Online (VEVO) record may be provided. If you are a New Zealand citizen on a Special Category Visa, you can request your VEVO details from the Department of Home Affairs via their website.

**Primary documents**

- current **Australian drivers licence**, learner permit or provisional licence issued by a state or territory, showing a signature and/or photo and the same name as claimed
- Australian marriage certificate** issued by a state or territory (church or celebrant-issued certificates are not accepted)
- current **passport** issued by a country other than Australia with a valid entry stamp or visa

- current **proof of age** or **photo identity card** issued by an Australian Government agency in the name of the applicant, with a signature and photo
- current **shooters or firearms licence** showing a signature and photo (not minor or junior permit or licence)
- for persons under 18 years of age with no other Primary Use in Community Documents, a current **student identification card** with a signature or photo.

**Secondary documents**

- certificate of identity** issued by DFAT
- document of identity** issued by DFAT
- convention travel document secondary** (United Nations) issued by DFAT
- foreign government issued documents** (for example, drivers licence)
- Medicare card**
- enrolment with the Australian Electoral Commission**
- security guard or crowd control photo licence**
- evidence of right to an Australian government benefit** (Centrelink or Veterans' Affairs)
- consular photo identity card** issued by DFAT
- photo identity card** issued to an officer by a police force
- photo identity card** issued by the Australian Defence Force
- photo identity card** issued by the Australian Government or a state or territory government
- Aviation Security Identification Card**
- Maritime Security Identification card**
- credit reference check**
- Australian tertiary student photo identity document**
- Australian secondary student photo identity document**
- certified **academic transcript** from an Australian university
- trusted referees report**
- bank card**
- credit card.**

**Names**

All names under which you have been or are currently known will be included on the nationally coordinated criminal history check. If you are concerned about the disclosure of details relating to your previous known names, please contact the accredited body through which you are submitting your check for a nationally coordinated criminal history check for assistance.

**Change of name**

If you provide identity documents using a former name, you must provide evidence of your name change. This means providing a change of name certificate issued by the Australian Registry of Births, Deaths and Marriages or an Australian marriage certificate issued by a state or territory, in addition to your four identity documents. **Church or celebrant-issued certificates are not accepted.**

**Special provisions for proof of identity**

The ACIC recognises that in exceptional circumstances you may not be able to meet the minimum proof of identity requirements. Please contact the accredited body who will assess your ability to meet the requirements and determine the most suitable method to confirm your identity.

## How to submit this form

Before submitting this form, ensure all sections are complete and that you have signed and dated the form.

Submit your completed form and identity documents using these instructions:

## Contact details

You can contact the accredited body or its legal entity customer for more information on the nationally coordinated criminal history check process, how your personal information is handled and how you can dispute your result.

### Accredited body

Catholic Commission for Employment Relations

### Contact details

Level 14  
133 Liverpool St Sydney NSW 2000

### Legal entity customer (if applicable)

Trustees of the RC Church of Maitland Newcastle

### Contact details

841 Hunter Street  
NEWCASTLE WEST NSW 2300

## Section A – Personal information

### A1. Please read this before answering the following questions.

You must disclose all names you have been known by throughout your life, including your primary name, name before marriage (maiden name), and other previous names and/or alias names.

All names that you submit as part of your nationally coordinated criminal history check, will appear on the check result. If you are concerned about the disclosure of previous name, please contact the accredited body.

With each additional name you provide, you must include your family name, first given names and other given names (if applicable).

#### Example:

When Lucianne was born, she was given the first name Lucianne, second given name Jane and surname of Jones. When she was married, she changed her surname to Smith. Lucianne commonly uses the name Lucy when introducing herself in the community.

As such, Lucianne has four known names—her current name, maiden name, the alias name she used before she got married and the alias name she uses now. Lucianne needs to provide all four names when completing this form, as follows:

**Current name:** Smith, Lucianne Jane  
**Maiden name:** Jones, Lucianne Jane

**Alias name:** Smith, Lucy Jane  
**Previous name:** Jones, Lucy Jane

### Primary name

Family name

First given name(s)

Other given name(s)

### Previous known name (if applicable)

Family name

First given name(s)

Other given name(s)

Name Type Maiden ☐ Alias ☐ Previous ☐

### Previous known name (if applicable)

Family name

First given name(s)

Other given name(s)

Name Type Maiden ☐ Alias ☐ Previous ☐



If more room is required, please list on a separate sheet, sign and attach to this form.

**Additional sheet attached?** Yes ☐ No ☐

### A2. Please read this before answering the following question.

You must select the gender that best describes how you identify yourself within the community.

The gender details that you submit as part of your nationally coordinated criminal history check, will be the gender that appears on the check result.

The ACIC's processes are aligned with the Australian Government *Guidelines on the Recognition of Sex and Gender*. If these Guidelines affect you and you would like additional information specifically regarding this, please contact the ACIC directly at [npcs@acic.gov.au](mailto:npcs@acic.gov.au)

Your gender

M ☐ (Male)

F ☐ (Female)

X ☐ (Indeterminate/intersex/unspecified)

### A3. Please read this before answering the following questions.

If you cannot provide all these details, contact the accredited body or its legal entity customer.

Your date of birth

/	/	
---	---	--

Your place of birth

Suburb/town

--

State/territory

--

Country

--

**A4. Please read this before answering the following questions.**

Provide your current and previous residential addresses for the past *five years*.

If you cannot provide full details, provide as much information as possible. If you are unsure how to complete this section contact the organisation that gave you this form.

Current residential address

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From	/	/	
------	---	---	--

Previous residential address 1

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From	/	/	
------	---	---	--

Previous residential address 2

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From	/	/	
------	---	---	--

Previous residential address 3

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From	/	/		To	/	/	
------	---	---	--	----	---	---	--



If more room is required, please list on a separate sheet, sign and attach to this form.

**Additional sheet attached?** Yes ☐ No ☐

**A5. Please read this before answering the following questions.**

If you have an *Australian* drivers licence and/or an Australian firearms licence, you must provide the licence number and the state or territory that issued your licence.

If you have a *foreign* drivers licence and/or a firearm licence you must provide the licence number and the country that issued your licence.

If you have a passport, you must provide the passport number and the country that issued your passport.

Drivers licence number (if available)

--

Issued by (state/territory)

--

Firearm licence number (if available)

--

Issued by (state/territory)

--

Passport number (if available)

--

Issued by (country)

--

**Section B - Purpose of the nationally coordinated criminal history check**

The purpose for your nationally coordinated criminal history check helps determine what police information is disclosed on your result.

**B1. Please read this before answering the following question.**

For question B1, provide the following information:

1. position title, occupation, volunteer role or entitlement being sought
2. proposed place of work (name of organisation or type of workplace or industry)
3. location of the role (town and state/territory)

Acronyms must not be used – except for the state/territory.

*Example:* Case worker, Youth Housing Facilities, Canberra, ACT.

*Example:* volunteer in canteen, St Bebes, Canberra, ACT

Your position title, occupation, volunteer role or entitlement

Your proposed place of work (name of organisation or type of workplace or industry)

The location of your work (town and state/territory)

## B2. Please read this before answering the following question.

For question B2, indicate whether you will have supervised/unsupervised contact with vulnerable groups as part of the role you are applying for.

**Vulnerable groups means:**

- a child,
- an adult who is disadvantaged or in need of special care, support or protection because of age, disability or risk of abuse or neglect.

**Contact means** direct or indirect face-to-face contact, phone contact or any type of communication over the internet.

**Supervision means** in the presence of an adult who is responsible for the safety or care of the vulnerable person.

**Unsupervised means** you will not be in the presence of an adult who is responsible for the safety or care of the vulnerable person.

Select the statement that best describes the role you are applying for:

Supervised contact with vulnerable people ☐

Unsupervised contact with vulnerable people ☐

No contact with vulnerable people ☐

## Section C – Type of nationally coordinated criminal history check

### C1. Please read this before answering the following question.

You may request a volunteer check if you will hold a position or perform a role where you will not receive any salary, benefits or financial gain. This includes students undertaking compulsory vocational placements.

Volunteer check type must not be selected for the Australian Government's Work for the Dole Scheme.

**You must be able to validate the charity organisation or volunteer position to support your selection of the volunteer type.**

What is the check type?

Standard ☐

Volunteer ☐

## Section D – Informed consent

### What is informed consent?

Your informed consent is needed before an accredited body can request a nationally coordinated criminal history check for you.

Your informed consent means you:

- have read and understood the information provided in this form about how your personal information and any police information relevant to you will be handled and disclosed
- provide your permission for the accredited body to request a nationally coordinated criminal history check on your behalf
- provide your permission for the accredited body to disclose your information to any organisation listed in D1 of this form.

### How do I provide my informed consent?

An important aspect of providing informed consent is that you understand what you are consenting to. It is important that you read the consent statements in question D2 and, where required, get clarification from the accredited body or its legal entity customer, to ensure complete understanding. You must then sign and date this form at D2, to give your informed consent.

### Important: Please read this information about question D1.

The accredited body is required to complete the details at D1 before providing the form to you.

D1 provides the details of the organisations to whom your personal and police information will be disclosed to.

In question D2, you will provide your informed consent for your personal and police information to be disclosed to the ACIC, Australian police agencies, law enforcement agencies, and any organisations detailed in question D1.

### D1. Organisations to whom the applicant's personal and police information will be disclosed

#### Accredited Body

Accredited body (legal name)

Catholic Commission for Employment Relations

Address

Level 14 /133 Liverpool St Sydney NSW 2000

Preferred contact details

02 9390 5255

ABN

60 601 410 789

#### Legal entity customer or related government entity

Legal entity customer or related government entity (legal name)

Trustees of the RC Church of Maitland Newcastle

Address

841 Hunter Street NEWCASTLE WEST NSW 2300

Preferred contact details

ABN

62 089 182 027

**Third parties (as required by law)**

Third party 1 (legal name)

ABN

Third party 2 (legal name)

ABN

**Permitted offshore transfer arrangements**

Overseas entity (legal name)

Location (Country)



If more room is required, please list on a separate sheet, sign and attach to this form.

**Additional sheet attached?** Yes ☐ No ☐**D2. Please read this before answering the following question.**

You must provide your name, read each statement carefully and then print your name, sign and date to provide your informed consent.

**Applicant's consent to submit a nationally coordinated criminal history check**

I,

Family name

First given name(s)

Other given name(s)

1. acknowledge that I/the applicant understand the information on this form.
2. acknowledge that the accredited body named in D1 is collecting information in this form to provide to the Australian Criminal Intelligence Commission (ACIC) and police agencies, for a nationally coordinated criminal

history check to be conducted for the purpose outlined in Section B of this form.

3. have fully and accurately completed this form, and the personal information I/the applicant, have provided relates to me/the applicant, and contains the full name and all names previously used by me/the applicant.
4. acknowledge that withholding and/or providing misleading or false information on this form and in any supplied identity documents is a Commonwealth offence and may lead to prosecution under the *Criminal Code Act 1995* (Cth).
5. acknowledge that personal information that I/the applicant provided on this form and on the supplied identity documents may be disclosed to the accredited body named in Section D of this form (including contractors, legal entity customers, related bodies or third parties named in D1 of this form in Australia or overseas, if applicable).
6. acknowledge that any information sent by mail or electronically, in relation to this form, including identity documents, is sent at my/the applicant's risk and I/the applicant, am aware of the consequences of sending information in these ways.
7. acknowledge that I/the applicant am aware that I/the applicant am providing consent for a nationally coordinated criminal history check to be conducted using all personal information provided in this form and provided in supplied identity documents.
8. understand and consent to police information relating to me/the applicant, being disclosed in accordance with the purpose identified in Section B of this form, and applicable legislation and information release policies (including spent convictions legislation described in Australian Government and state or territory legislation).
9. give consent to:
  - a. the ACIC and police agencies using and disclosing my/the applicant's personal information that I/the applicant, have provided in this form and personal information contained in my supplied identity documents to conduct a nationally coordinated criminal history check.
  - b. the ACIC disclosing the police information sourced from the police agencies to other approved bodies and the accredited body named in D1 of this form.
  - c. the accredited body named in D1 of this form disclosing to the legal entity customer, third parties and any permitted offshore transfer arrangements also detailed in D1, my/the applicant's personal information and police information to assess my/the applicant's suitability for the purpose identified in Section B of this form.
10. acknowledge that it is usual practice for my/the applicant's personal information and police information to be used by police agencies and the ACIC for law enforcement, including purposes set out in the *Australian Crime Commission Act 2002* (Cth).

# NATIONALLY COORDINATED CRIMINAL HISTORY CHECK – FORM 1

NATIONALLY COORDINATED CRIMINAL HISTORY CHECK | 2019 MODEL APPLICATION AND INFORMED CONSENT FORM

## Applicant

Print name

Signature

	Date / /
---	-------------

## Parent or legal guardian

(where the applicant is under the age of 18)

Print name

Signature

	Date / /
---	-------------

## Authorised agent

(person responsible for the applicant, such as a legal representative)

Print name

Signature

	Date / /
---	-------------

## Section E - Office use only

Accredited body or its legal entity customer declaration.

**E1.** What is the nationally coordinated criminal history check category for this check?

*For example: Employ/probity/licence.*

## E2. Collected Identity Documentation

### 1) Commencement of identity document:

Type of document collected:

Name as it appears on the identity document:

Document identifier number:

### 2) Primary use in the community document:

Type of document collected:

Name as it appears on the identity document:

Document identifier number:

### 3) Secondary use in the community document:

Type of document collected:

Name as it appears on the identity document:

### 4) Secondary use in the community document:

Type of document collected:

Name as it appears on the identity document:

### 5) Change of name document (if applicable):

Type of document collected:

Previous name as it appears on the document:

Current name as it appears on the document:

## E3. The accredited body or its legal entity customer declares that:

- The correct *check type* has been selected for this check and they have verified the legitimacy of this claim.
- They are satisfied as to the applicants' identity and have verified the linkage between the Applicant and the claimed identity.

## Staff member

Print name

Signature

	Date / /
---	-------------



## Working with Children Check (WWCC) Clearance



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

☐ 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.

<a href="#">Click here to attach a scanned image of your signature</a>	
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.

<b>Human Resources</b>	
Cleared:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Verification Date:	<input type="text"/> Expiry Date: <input type="text"/>



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



## Exempt from obtaining a WWCC Declaration Form



### Section 1: Applicant's Identification Details

I,

of

born  declare that I'm 'working for'

### Section 2: Statement by Applicant

I do not have a WWCC Clearance Number and am exempt from requiring one or am not seeking to be engaged in child-related work; therefore, I state that:

- ☐ I have not been charged with an offence relating to children or young people.
- ☐ I have not been the subject of a police investigation relating to children or young people.
- ☐ I have not had disciplinary action taken against me in a workplace regarding my interaction with a child or young person.
- ☐ I am not a "prohibited person" on the Child Protection Register under the *Child Protection (Offenders Registration) Act 2000*. I know it is an offence for a prohibited person to apply for, attempt to obtain, undertake or remain in child-related employment, or to sign this declaration.
- ☐ I am not a "disqualified person" as defined in section 18 of the *Child Protection (Working with Children Act) 2012*. I understand that it is an offence for me to undertake child-related work if I have been convicted of the offences detailed in that section of the Act (the offences include indecent assault, murder of a child, sexual intercourse with a child, grooming, possession of child abuse material, intentional wounding to a child, and attempts to commit such offences).
- ☐ I understand that when I turn 18 years of age, I need to apply for and obtain a valid NSW Working with Children Check (WWCC) Clearance Number (employee or volunteer as appropriate) from the Office of the Children's Guardian (OCG) and provide it to the Catholic Diocese of Maitland-Newcastle, and I give consent for the Diocese to verify my Clearance with the OCG. I will provide 100 points of identification when I submit my Clearance number to the Diocese.
- The date I turn 18 will be: \_\_\_\_\_ (please fill in the date)

### Section 3: Declaration by Applicant

- I understand the Diocese does not tolerate ill-treatment of children and that I am expected to adhere to behaviour standards in my role- such as *Integrity in the Service of the Church* or any Code of Conduct that applies.
- I have read and understood the information above and know that it is expected that I have checked the definitions in the *Child Protection (Working with Children) Act 2012* if I am uncertain whether I am a disqualified person.
- I understand that providing false or misleading information on this document can result in disciplinary action and will be considered during any future applications by me for engagement with the Diocese of Maitland-Newcastle.

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

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

### Section 4: Validation of Applicant's Identity

**N.B.:** Identification must be sighted and checked by an employee of the parish/school/CSO/CatholicCare/Chancery and then certify that it has been sighted by filling in this section and signing underneath. DO NOT MAKE or RETAIN COPIES of a person's identity documents.

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: \_\_\_\_\_

ALL information on this form must be checked as correct, particularly spelling of names and dates of birth. Please complete the information required on a blank form, using clear PRINT (not script/running writing). Ensure that the applicant and diocesan worker signs the form. Once completed submit this first page only to Catholic Dioceses of Maitland – Newcastle (scanned as attachment to an email). E-mail: [wwcc@mn.catholic.org.au](mailto:wwcc@mn.catholic.org.au)

## Parent/Guardian Consent Form

**The Parent/Guardian consent form is to be read and completed.**

I, the undersigned, am the parent/guardian of the child/young person named below and give permission for my child/young person to volunteer as a, \_\_\_\_\_, in the (parish or organisation) \_\_\_\_\_

I understand and acknowledge the nature of the roles which are typically performed by volunteers and which may be performed by my child as a volunteer.

I agree/do not agree to the Catholic Diocese of Maitland-Newcastle using my child/young person's photograph/video for, but not limited to, promotional marketing, and/or media use across specific media channels. These may include, but are not limited to, MNnews.today, Aurora and social media.

I understand I may revoke this permission at anytime by advising the Catholic Diocese of Maitland-Newcastle in writing.

I agree/do not agree with the child/young person named below being given emergency medical treatment and/or transportation if necessary in the event of an accident, injury or sudden illness while engaging in a volunteering role.

I, the undersigned agree to accept financial responsibility for any such medical treatment.

I, the undersigned acknowledge that I have read this release and fully understand its contents.

The parent and guardian consent form will remain effective for the duration that the child/young person is a volunteer within the Catholic Diocese of Maitland-Newcastle.

### Child/young person's details:

Name of child/young person	
----------------------------	--

### Parent/Guardian details:

Name of parent/guardian			
Signature		Date	
Relationship to child/young person			

### Emergency contact details:

Name			
Contact details			
Relationship to child/young person			

### Volunteer Supervisor details:

Volunteer Supervisor Name			
Signature		Date	

<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>Volunteer Manager</b>	The Volunteer Manager manages all elements of volunteering within the diocese. The Volunteer Manager supports Volunteer Supervisors through the recruitment, placement and retention of volunteers. The 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.