Volunteer Compliance Procedure

Section 1 - Purpose

(1) The Catholic Diocese of Maitland-Newcastle (the Diocese) is supported by volunteer who provide essential skills, perspectives and generosity to assist the Diocese to carry out its vision and mission.

(2) The purpose of this procedure is to set out compliance obligations for engaging and managing unpaid helpers, which includes volunteer.

Section 2 - Scope

(3) This procedure applies to all volunteer of the Diocese and if decreed by the Bishop it will apply to parishes and unpaid helpers.

(4) This procedure will apply to employees of the Diocese in their volunteer capacity, where they undertake an additional role as a volunteer.

(5) This procedure does not apply to:

a. Student Placements which are managed in accordance with the Student Placement (Tertiary) Procedure.
b. Minors under the age of 16 years. They are not supported to volunteer with the Diocese.

Section 3 - Responsibilities

ROLE	RESPONSIBILITIES
The Bishop and Senior Leaders	• Allocate appropriate funding and resources to support the engagement and management of volunteer compliance.
Director of People & Culture	• Ensure consistent implementation and application of this procedure. • Develop mechanisms to deliver appropriate training and coaching related to this procedure. • Facilitate and establish appropriate governance and review of this procedure.
People & Culture	• Provide advice, coaching and training to managers, youth volunteer supervisors and volunteer on matters related to volunteer compliance. • Monitor compliance of the procedure in consultation with managers volunteer and youth volunteer supervisors. • Assess screening checks and volunteer documentation for validity and maintain accurate records. • Ensure documentation reflects the volunteer arrangement.
Safety & Risk	• Provide advice, coaching and training to managers, youth volunteer supervisors and unpaid helpers relating to any safety implications of volunteering upon request.
Directors	• Implement this procedure within their agency or team and ensure it is understood. • Authority to approve new volunteer roles.

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ROLE	RESPONSIBILITIES
Managers	• Comply with legislative obligations. • Ensure workers they manage are aware of and familiar with this procedure and any associated policies and guidelines. • Review, approve and make recommendations if required, in relation to this procedure, including breaches.
Volunteer Supervisor and Youth Volunteer Supervisor	• Authority to approve existing volunteer roles. • Ensure workers they oversee are aware of and familiar with this procedure and any associated policies and guidelines. • Ensure relevant assessments and documentation is reviewed and completed. • Demonstrate consistency and compliance with this procedure. • Maintain relevant volunteer placement records. • Be suitably skilled to carry-out the supervision and responsibilities of a volunteer/youth volunteer supervisor. • Oversee and manage the volunteer placement in accordance with this procedure and other relevant policies and procedures.
Volunteers including Unpaid Helpers	• Understand and comply with the requirements of this procedure and associated procedures. • Provide appropriate and timely information to support volunteering arrangements.

Section 4 - Approval

(6) A manager or employee may be approached by an individual to undertake volunteering with the Diocese or the Diocese may request individuals to participate in volunteering.

(7) Approval for volunteer roles must be authorised by an appropriate manager including where it is:

a. A new volunteer role, approval from the Director of Agency or Director of Shared Services;
b. An existing volunteer role, approval by the volunteer supervisor.

(8) In planning tasks to be undertaken for volunteer the following must be considered:

a. Work health and safety risks and compliance with work, health and safety requirements and responsibilities including the Work Health and Safety Policy.
b. The Code of Conduct and Safeguarding Framework Policy requirements.
c. Level of access to confidential, sensitive or person information (if any).

Section 5 - Screening, Clearances and Documentation

(9) An individual wishing to commence volunteering must complete all documentation contained in the volunteer registration form and submit to the Diocese prior to commencement. This includes any employees who may wish to volunteer with the Diocese.

(10) Where an individual may fit into multiple unpaid helpers or volunteer classifications, that individual must be subject to the highest standard of screening and induction applicable in accordance with the Unpaid Helper Categories Matrix – Parishes.

(11) The volunteer registration form contains critical information to ensure compliance with relevant legislation, policies and procedures. The volunteer registration form gathers information including:

a. Relevant volunteer screening and clearance checks: such as a working with children check and/or police checks in accordance with the Safeguarding Framework Policy and Unpaid Helper Categories Matix – Parishes where relevant to the volunteer placement.
b. Code of Conduct declaration: to ensure the volunteer is aware of their obligations as they carry out their duties during the volunteer placement.
c. Personal details: such as contact information and emergency contact information.
d. Notification of any conflict of interest: in accordance with the Conflict of Interest Policy.
e. Details of volunteer experience: including key areas where experience is sought.

(12) The volunteer supervisor must provide the completed volunteer registration documentation to People & Culture at least seven (7) business days prior to the volunteer commencing to ensure suitable checks and assessments can be conducted.

(13) People & Culture in consultation with the volunteer supervisor must assess the documentation and maintain volunteer registration documentation.

(14) A volunteer must maintain ongoing compliance with relevant screening and clearance checks during the volunteer placement. If a volunteer's compliance status changes during the placement, the volunteer must notify the volunteer supervisor and the volunteer supervisor in consultation with People & Culture must undertake an assessment to determine ongoing suitability for volunteering.

Section 6 - Commencing Volunteering

(15) People & Culture must review documentation and arrange necessary checks, to confirm to the volunteer supervisor that all appropriate documentation has been completed, and that screening and clearance checks are satisfactory prior to commencement. A volunteer must not commence if this has not been confirmed.

(16) People & Culture will register the volunteer in the relevant system and following People & Culture confirmation, the volunteer supervisor can discuss commencement with the individual.

(17) The volunteer supervisor must follow the approved Diocesan process in providing volunteers with appropriate orientation, induction, training, instruction, and supervision.

(18) The volunteer supervisor must ensure that the volunteer is provided an appropriate orientation and induction in accordance with the Safety Training and Induction Procedure including completion of the WHS Level 2 Induction Checklist. The completed induction documentation must be provided to People & Culture, within the first week of the volunteer commencing.

(19) It is the responsibility of the volunteer supervisor to ensure the volunteer is aware of any relevant policies, procedures and guidelines that will apply to them, including but not limited to:

a. The Code of Conduct;
b. Safeguarding requirements; and
c. Work health and safety requirements.

(20) The volunteer supervisor should provide the necessary equipment, resources and training to the volunteer to undertake assigned tasks and activities. This may include where appropriate, the use of Diocese information technology and equipment in consultation with Technology Services and the ICT - Information Security Management Policy and associated procedures such as the ICT - Acceptable Use Procedure.

(21) The volunteer must raise any questions or concerns to the volunteer supervisor in a timely manner.

Section 7 - Youth Volunteers

(22) Additional requirements apply for youth volunteers to undertake volunteering activities at the Diocese.

(23) A risk assessment of the volunteer program, tasks or activities must be undertaken by the youth volunteer supervisor prior to accepting a youth volunteer application. The risk assessment should:

a. Assess and identify the duties that are appropriate for the youth volunteer.
b. Consideration of the Working with Children Check status of other volunteers who may be conducting volunteering activities where a youth volunteer will be present.

(24) A youth volunteer must obtain Parent or Guardian consent to undertake volunteer duties prior to commencement and provide this to the youth volunteer supervisor. The consent must include the specific tasks and activities the youth volunteer will undertake and the details of the allocated youth volunteer supervisor in accordance with the risk assessment.

(25) Youth volunteers are exempt from requiring a Working with Children Check in accordance with the Child Protection (Working with Children) Regulation 2013 (NSW). If a youth volunteer turns 18 during their period of placement, they must comply with the working with children check requirements relevant to their placement.

(26) A nominated youth volunteer supervisor must be allocated to a youth volunteer and is responsible for monitoring the safety and tasks undertaken by the youth volunteer when conducting volunteer tasks.

(27) The youth volunteer supervisor may delegate another suitable volunteer to who provides written agreement to support a youth volunteer when undertaking volunteer duties.

(28) Youth volunteer tasks or activities may only be conducted during standard business hours (Monday to Friday).

Section 8 - Training, Supervision and Feedback

(29) Volunteers must always be provided suitable supervision for volunteering activities where required. It is the responsibility of the volunteer supervisor to allocate appropriate supervision and communicate this to the individuals involved.

(30) The volunteer supervisor should provide regular feedback to support the volunteer and take action to discuss any concerns.

(31) The volunteer supervisor should ensure the volunteer does not undertake or is not instructed to undertake tasks or activities outside of the scope of their volunteer activity or their capability.

(32) During the course of volunteer activities, systems and devices may be used for surveillance in accordance with Workplace Surveillance Policy.

Section 9 - Requirements of Volunteers

(33) Volunteers with the Diocese must comply with any legislative obligations and must act in accordance with the Diocese's policies, procedures and guidelines.

(34) Volunteers must:

a. Respect and uphold the ethos and teachings of the Catholic Church and the values of the Diocese.

b. Carry out all lawful and reasonable instructions and conduct their activities under direction from the volunteer supervisor.
c. Not divulge or communicate, either during volunteer activities or after, any confidential or sensitive information gained or exposed to as a worker of the Diocese, so far as may be reasonably necessary.
d. Complete training and induction as requested
e. Promptly raise with the volunteer supervisor, any changes to the volunteers' circumstances relevant to their volunteering role or any concerns identified.
f. Report all hazards, incidents or injuries as soon as practicable to the volunteer supervisor.
g. Comply with the Safeguarding Framework Policy and understand their responsibilities to ensure the safeguarding of children and vulnerable persons.

Section 10 - Insurance

(35) Volunteers are covered by Diocese public liability insurance when undertaking activities as a volunteer and when directed by the Diocese.

(36) Volunteers may elect to obtain personal insurance to cover volunteer activities. It is the individual volunteer's responsibility to obtain insurance that is appropriate to their circumstances.

Section 11 - Travel and Motor Vehicle

(37) The Diocese may make available a motor vehicle if appropriate to complete the required volunteer activities in accordance with the Motor Vehicle Management Policy.

(38) A volunteer using a private motor vehicle to complete volunteer activities where required, must be in accordance with the Motor Vehicle Management Policy.

Section 12 - Varying or Ceasing Volunteering

(39) The Diocese at its discretion may vary or cease an individual volunteering at any time. Written notification must be provided to the volunteer. Due to the discretionary nature there is no requirement for the Diocese to provide any reasons for varying or ceasing individual volunteering.

(40) A volunteer already undertaking volunteer activities with the Diocese may request to conduct volunteer activities in another volunteer role or agency. Appropriate notification to People & Culture to ensure screening, clearance and documentation in accordance with this procedure must occur prior to varying the volunteer activities.

(41) A volunteer must notify the volunteer supervisor if they no longer want to continue involvement as a volunteer with the Diocese.

Section 13 - Misconduct and Grievances

(42) Any grievance or misconduct may be managed in accordance with the Workplace Grievance Management Procedure and Workplace Investigation and Disciplinary Procedure.

Section 14 - Privacy and Personal Information

(43) Any information collected for volunteering must be managed in accordance with the relevant legislation and the Privacy Policy as amended from time to time.

Section 15 - Notations

(44) If there is any inconsistency between a policy document in existence before the commencement of this procedure, and a policy document developed after the commencement of this procedure, the later applies to the extent of the inconsistency.

Section 16 - Document Review

(45) This procedure will be reviewed when there is a legislative change, organisational change, delegations change, technology change or at least every 3 years to ensure it continues to be current and effective.

Status and Details

Status	Current
Effective Date	16th December 2025
Review Date	16th December 2028
Approval Authority	Director People & Culture
Approval Date	12th November 2025
Expiry Date	To Be Advised
Unit Head	Eve Youman Director People & Culture
Enquiries Contact	Eve Youman Director People & Culture --- People and Culture

Glossary Terms and Definitions

"Conflict of interest" - Also known as a conflict of duty refers to situations where a conflict arises between a public or professional duty and a private interest or duty owed to another organisation or group (including volunteering). This conflict could influence the performance of official duties and responsibilities. Such conflict generally involves opposing principles or incompatible wishes or needs. Conflicts of interests can be: • Actual - involves direct conflict between your current duties and responsibilities and existing private interests; or • Potential - where a person has a private interest that could interfere with the performance of their official duties and responsibilities in the future; or • Reasonably perceived - where a reasonable person could perceive that your private interests are, or are likely to, improperly influence the performance of your duties, irrespective of whether this is the fact.

"Unpaid helpers" - A term used to capture the spectrum of people who provide services and support to the many ministries and activities of the Diocese without remuneration. There are a number of classifications for unpaid helpers to assist in differentiating the degrees of engagement and oversight that are applied. There are three classifications of unpaid helpers who are not considered 'diocesan workers': • Incidental Helper; • Parishioner Helper; and • Visitor. There are three classifications of 'volunteers' in the Diocese who are considered 'diocesan workers' and, unless otherwise stipulated in specific sections or paragraphs, to which this Framework applies: • Volunteer (Close family member); • Volunteer (General); and • Volunteer (Spiritual Officer).

"Grievance" - A grievance is any issue or concern raised by a worker that involves interpersonal conflicts, disagreements about perceived unfairness, discrimination, or breaches of policies, procedures, and/or conduct standards. Examples include but are not limited to: • Interpersonal conflict and disagreements between workers. • Disagreements about how work is allocated or managed. • Disagreements regarding the application of organisational policies. • Issues of discrimination, unfairness, or administrative decisions perceived as unreasonable.

"Misconduct" - Misconduct is improper behaviour in the workplace that is inconsistent with employee obligations or duties. Misconduct may or may not be deliberate. Examples of misconduct may include, but are not limited to: • Failure to comply with legislation, a policy, procedure, or reasonable directive of the Diocese. • Failure to comply with professional obligations. • Acting outside of delegation and/or responsibility of position. • Disclosing confidentiality inappropriately, or misuse of confidential information. • Unauthorised absences and/or repeated lateness. • Dishonest practices. • Behaviour that a reasonable person would not view as appropriate the workplace, such as swearing at colleagues or clients. • Matters that impact an employee's ability to perform the inherent requirements of their role such as not holding, or letting lapse the required licences, clearances, registrations

or qualifications to perform the role. Medical related matters will typically be managed in accordance with the Fitness for Work Policy and associated procedures. • A pattern of behaviours when taken together amount to misconduct.

"Student Placement" - A student placement refers to a vocational placement that is: • undertaken with an employer for which a person is not entitled to be paid any remuneration; and • undertaken as a requirement of a tertiary education or training course, subject or module; and • delivered by an Educational Institution.

"Volunteer" - A person who willingly gives their time and effort for the common good, without expecting financial gain.

"Youth volunteer" - A person aged 16 - 17 years old volunteering with the Diocese.

"Volunteer Supervisor" - The allocated volunteer, manager or supervisor responsible for overseeing and managing a volunteer placement.

"Youth Volunteer Supervisor" - The allocated volunteer, manager or supervisor who is suitably cleared to oversee a youth volunteer and is responsible for managing a youth volunteer placement.

"Working with Children Check" - The Working with Children Check is a requirement for anyone who works or volunteers in child-related work in NSW. It involves an online registration process with the Office of Children's Guardian and a relevant clearance being issued if deemed appropriate.