



SOUTH AUSTRALIAN COMMISSION  
FOR CATHOLIC SCHOOLS



# Induction Booklet for Volunteers



## **VISION STATEMENT**

***'A community on a journey with Jesus connected in faith, learning, justice and love for all creation.'***

**We invite students on a personal journey of their Catholic faith, which recognises the unique presence of God in all people. In partnership, we strive to inspire a passion for learning and equip students to make a positive difference in the world. With a generous and peaceful spirit, we actively participate in the care of God's creation. We foster a welcoming and inclusive community engaged in works of social justice.**

## Welcome

Thank you for your interest in becoming a volunteer at our school. Volunteers play an important role in the education of children and young people in partnership with the staff at Emmaus Catholic School. Volunteering helps provide quality care and education to our children and supports our Catholic faith to prepare students for more active participation in the world.

All volunteers must read and familiarise themselves with this induction booklet which addresses Work, Health and Safety, and Protective Practices. Together, these induction components aim to ensure the physical and emotional wellbeing of children and young people and the safety of our volunteers.

To support our commitment to the protection and care of all children and young people and the safety of all staff, all Emmaus Catholic School Volunteers are required to complete the 'Responding to Risks of Harm, Abuse and Neglect - Education and Care' (RAN-EC) Online Induction for Volunteers. Enclosed in the Volunteer Pack, you will find instructions on how to complete it online.

You must complete and sign all sections of the Volunteer Details Form. If you are not known to the school, you may be asked to provide two referees.

As a volunteer you will be required to:

- Read this Induction Booklet where you will be properly inducted, and comply with:
  - Code of Conduct for Volunteers in a Catholic School
  - Work, Health and Safety Information at Emmaus Catholic School
  - Duty of care and child protection, including mandatory notification
  - Responding to Risks of Har, Abuse and Neglect
  - Privacy information
- Complete all sections of the Volunteer Details Form and sign the Declaration.
- Provide a current and valid police clearance (WWCC and Catholic Clearance).
- Complete the Responding to Risks of Har, Abuse and Neglect – Education and Care (RRHAN-EC) Training for Volunteers online and provide a copy of the completion certificate to the school.

Once again, thank you for becoming a volunteer at our school and welcome to our community. We trust your experience as a volunteer will be rewarding for you.

## Package Contents

In this Induction Booklet you will find information relating to:

- Code of Conduct for Volunteers in Catholic Schools
- Work Health and Safety Information for Emmaus Catholic School
- Duty of care and child protection, including mandatory notification
- Responding to Abuse and Neglect
- Privacy Information
- Site map
- Useful Links

## Code of Conduct for Volunteers in Catholic Schools

*(adapted from the SA Commission for Catholic Schools (SACCS) Code of Conduct for Staff employed in Catholic Education SA, 2014)*

The purpose of the Catholic Schools' Code of Conduct is to articulate the standards of conduct which are required of volunteers in Catholic Education SA. This will assist all volunteers in Catholic Education SA to understand clearly the expectations of them as well as their responsibilities and obligations.

Catholic Education SA provides education as part of the mission of the Church. Fundamental to this mission is a respect for the value and dignity of each person. An environment based on these values will ensure that all members of the community feel safe and empowered in the performance of their work in the school. All members of the community in Catholic Schools, by their personal example, virtues, loving relationships, respect and acts love and justice, witness to the presence and activity of God with us.

Volunteers are expected to agree to and uphold appropriate standards of behaviour. These standards of behaviour include, to:

1. Support the Principal and staff in the development of a Christ-centred learning community and act consistently within the Catholic ethos and mission of the Catholic school.
2. Acknowledge and affirm success in individual and school achievement.
3. Support the school's policies. The Principal has the responsibility to implement these policies.
4. Treat all members of the school community with honesty, integrity, respect and courtesy.
5. Follow all relevant policies, guidelines and instructions with regard to the safety and wellbeing of children and young people.
6. Maintain appropriate professional boundaries around their behaviour towards children and young people.
7. Refrain from behaviour which constitutes bullying, discrimination or any form of harassment.
8. Respect and comply with all Federal, State and local laws.
9. Declare situations that may give rise to, or the perception of a conflict of interest.
10. Respect the privacy of others and others' personal and sensitive information.
11. Take reasonable care to ensure their own health and safety at work and avoid adversely affecting the health and safety of others; and
12. Present for volunteering in a timely manner, in attire appropriate to their role as a volunteer, and in a fit state to work.

## Work Health and Safety

Work, Health and Safety training is essential for all employees and volunteers in the workplace. All workers and employees including volunteers and visitors are required to take reasonable care for both their own health, safety and welfare and the health, safety and welfare of others. Volunteers are considered to be workers under current WHS legislation.

This school places great value on the work done by volunteers. We aim to ensure that volunteers work in a safe environment and in a safe manner. Please help us to do so by reporting any hazards or safety issues to the office.

*You will be asked to sign off that you have completed a WHS induction for volunteers.*

### Volunteer Rights and Responsibilities

As a volunteer you have a number of rights you should be aware of:

- to work in a healthy and safe environment.
- to be provided with information that adequately describes your roles and responsibilities.
- be provided with an induction prior to commencement as a volunteer.
- to be provided with sufficient information, instruction and training for you to perform your tasks safely.
- to be provided with adequate supervision.
- who to speak to if you have any queries about any aspects of your work.

As a volunteer you also have responsibilities to:

- work safely.
- not affect the safety of others.
- observe all established Policies and Procedures.
- report any safety concerns.
- undertake Responding to Abuse and Neglect: Education and Care Training for Volunteers.
- undertake your mandatory notification obligations, as required.
- hold a current acceptable Police Clearance.

There are a number of important points relating to safety within our school that you should be familiar with:

- You are required to sign in using the iPad in the front office whenever you are on site, and you are required to wear a visitor's badge at all times.

### Safe Work

- You are only asked to do work which you can perform safely. If you feel that you can not do a job safely or have any safety issues, please discuss with your Supervisor/Leader immediately. We ask that volunteers don't take it upon themselves to complete any task that they have not been asked to do and follow all instructions given. We aim to ensure that volunteers work in a safe environment and in a safe manner.

### Emergency Procedures (In the case of an emergency, dial 000)

- Make yourself familiar with the emergency evacuation plan for the area you are working in.
- Should there be a need to evacuate a building, proceed via the safety route directed on the nearest emergency evacuation plan.
- In the case of a fire, do not re-enter the building until instructed to do so by the person in charge (Fire Warden).
- If you are in charge of an activity, you must organise the evacuation of people you are responsible for from the building, and check that all persons are accounted for.

- In the case of a 'Lock in', go to the nearest room and secure all doors and windows. Keep away from external windows. Wait for the all clear by the Principal or nominee.

### **Reporting**

- Should you see a hazard, or you are aware of something that might injure you or someone else, or you are involved in an injury, incident or near miss, please report the matter immediately to your Supervisor.

### **First Aid**

- First aid kits are located in the first aid room in the administration office. Each classroom has some basic first aid supplies.
- If you require first aid, please report to your First Aid contact person.

### **Medication**

- All volunteers are expected to manage their own health and wellbeing. If you are unwell, do not volunteer.
- Under no circumstances may a volunteer administer or provide medication for any student.

### **Equipment**

- This school provides equipment for your use. Volunteers are discouraged from bringing equipment from home. However, should this be necessary, please discuss this with your Supervisor/Leader.
- If using a computer on site, you must follow appropriate cyber safety and safe work protocols.

### **Chemicals**

- You must only use chemicals supplied by this school. The chemicals used by this school have been assessed for risk prior to use. Make yourself aware of the location of material safety data sheets prior to use. If you have any concerns or require personal protective equipment, to use any of these products please discuss with your Supervisor / Leader.

### **Working Alone and Security**

- For safety reasons volunteers are discouraged from working alone.
- Do not leave personal items unattended.
- If leaving the office/buildings outside of the working day, consider the personal safety of yourselves and others.

### **Health, Hygiene and Safe Work Practices**

- All volunteers are asked to observe relevant health/hygiene practices, especially relating to food preparation and service. For example, gloves, handwashing practices, use of tongs etc. Please do not volunteer if you are sick.

### **Sunsmart**

- All volunteers are expected to follow our school sun smart procedures including wearing a hat when outdoors, during Terms 1, 3 and 4. See full policy and procedure for further information.

### **Smoking, Drugs, Alcohol and Your Health**

- This school is designated as a smoke-free workplace. There is no smoking in the buildings or on these grounds.
- Whilst on duty you should be in sufficient physical and mental health to be capable of complying with your duty of care to your colleagues and students;
- You should not be impaired in the carrying out of your duties by reason of alcohol, medication, or an illegal drug.

**Vehicles**

- Volunteers will not normally be asked to use their vehicle. If you use your car as part of your volunteer duties, please refer to the school's policies and procedures.
- If you drive a car as part of your volunteer duties, a current driver's license and compliance with registration insurance and safety requirements are required.

**Health, hygiene and safe****Housekeeping**

- Please leave all work areas clean and tidy. Please report any issues with work spaces.

**Amenities:**

- Drinking water is located in the staff room and in the Assisi Building.
- Bathroom facilities suitable for Volunteer use are located in the administration office area.

**Policies and Procedures**

- If you need to access any of our Policies or Procedures, eg Grievance, Bullying & Harassment, please see staff in the front office.

**Your Supervisor is your child's class teacher/APRIM/Principal.**

**Your First Aid Contact person is the staff member on duty at the administration desk.**



## Duty of Care and Child Protection (including mandatory notification)

As a volunteer you will play an important role in the education of our children in partnership with all staff of our school. In your relationship with children and young people, you are required to ensure that the physical and emotional welfare of children and young people is safeguarded, and that your own behaviour is guided by this duty of care.

**Please talk to your Supervisor, Leader or the Principal if you have any questions regarding your duty of care.**

Education and care professions rely on the fostering of positive relationships between adults and children and young people, in ways that do not compromise children's and young people's welfare.

Catholic Education SA have published a pamphlet called About Protective Practices, which will assist members of the community to maintain professional boundaries. The guidelines give examples of boundary violations in communication, personal disclosure, physical contact, place, targeting individual children and young people, role, and possessions.

As a Volunteer, you will find helpful guidance in managing professional boundaries in the guidelines on:

- Working in country/local communities
- Using social networking sites
- Working one-to-one with children and young people
- Managing privacy expectations
- Conducting home visits.

About Protective Practices address appropriate physical contact in a range of situations, including

- assisting or encouraging a child or young person
- good practices with school age children and young people
- good practices with children up to school age.

Non-physical intervention is the recognised means of managing the behaviour of children and young people. Use of verbal instructions is always preferred to physical intervention.

The guidelines address safe practices when it is legitimate to use physical restraint: that is only where a child's, young person's or adult's safety is threatened.

Education and care staff support children and young people with disabilities or additional needs through individual plans, which take various forms. These plans document the strategies that are to be used in supporting the child or young person, and will assist you to ensure your duty of care to the child or young person.

Conduct representing a breach of legislation includes:

- Child abuse and neglect
- Illegal behaviours
- Sexual harassment

If at any time during your work as a volunteer you are concerned about behaviour or safety of any student, please speak directly with the class teacher/APRIM/Principal.

## Responding to Abuse and Neglect

Your Induction will include the Responding to Risks of Harm, Abuse and Neglect - Education and Care (RRHAN-EC) Training for Volunteers online. All Volunteers are required to undertake this training. As part of the training you will receive:

- Information about your legal obligations as a Mandated Notifier
- Responding to Risk of Harm, Abuse and Neglect Education and Care (RRHAN-EC) training: Volunteers Handbook
- A certificate for completion of the course.

### What is Child Abuse?

Your training will include information on the four types of child abuse:

- (1) Physical abuse            (2) Sexual abuse            (3) Emotional abuse            (4) Neglect.

### Why report Child Abuse?

From time to time, volunteers working with children will experience children disclosing sensitive information. Children have limited power to protect themselves from abuse and will only be protected from abuse and neglect if responsible adults take action on their behalf. Reporting child abuse is the first step in stopping the abuse and protecting children from further harm.

### When to report Child Abuse?

You are required by law to report child abuse and neglect when you form a suspicion on reasonable grounds:

- A child or young person tells you that s/he has been abused;
- Your own observation of the behaviour of a particular child or young person and/or injuries, or your knowledge of the child generally leads you to suspect that abuse is occurring;
- A child or young person tells you s/he knows someone who has been abused (the child may be referring to her/himself);
- Someone tells you of the abuse who is in a position to provide reliable information (perhaps a relative, friend, neighbour or sibling of the child/young person).

### What does the law say?

Volunteers are Mandated Notifiers and obliged by law to notify Families SA if they suspect on reasonable grounds that a child or young person has been or is being abused or neglected and they formed their suspicion in the course of their work (whether paid or voluntary) or in carrying out official duties. Volunteers must notify Families SA of their suspicion as soon as practicable after they form the suspicion.

### What do you do if you have suspicions or concerns?

You are not expected to act alone. Always seek guidance and work in partnership with the nominated staff member at the school (normally this would be the Principal or the person who inducted you as a volunteer). Your role as a volunteer means you are supported by professionals at the site in meeting your responsibilities as a mandated notifier.

### Child Abuse must be reported to Families SA

either online: [www.reportchildabuse.families.sa.gov.au](http://www.reportchildabuse.families.sa.gov.au)

OR

Child Abuse Report Line 131478

After Hours Crisis Care 131611

**Please note:** Your Responding to Abuse and Neglect – Education and Care certificate will need to be renewed every three years.

## Privacy Information and Confidentiality

In the course of your work as a volunteer, you may come across sensitive and confidential information. It is essential for you to maintain confidentiality and if concerned raise the issue with your Supervisor or the Principal.

### Privacy Information

1. In applying to provide services to the School, you will be providing Emmaus Catholic School with personal information.
2. If you provide us with personal information, for example your name and address or information contained on your resume, we will collect the information in order to assess your application. We may also make notes and prepare a confidential report in respect of your application.
3. You agree that we may store this information for the period of your volunteer work in the School.
4. The School's Privacy Policy sets out how you may seek access to your personal information and how you may complain about a breach of the APPs.
5. We will not disclose this information to a third party without your consent.
6. We will disclose your personal information as a matter of routine to the Catholic Education Office for good character screening purposes.
7. We are required to conduct a criminal record check, collect information regarding whether you are or have been the subject of an Apprehended Violence Order and certain criminal offences under Child Protection law. We may also collect personal information about you in accordance with these laws.
8. The School may store personal information in the 'cloud', which may mean that it resides on servers which are situated outside Australia.

If you provide us with the personal information of others, we encourage you to inform them that you are disclosing that information to the School and why, that they can access that information if they wish and that the School does not disclose the information to third parties, unless for screening purposes.

## Important Links:

**Catholic Education South Australia Protective Practices Information for School Volunteers pamphlet**

<http://www.emmaus.catholic.edu.au/files/f/10664/ProtectivePracticesPamphletfinal.pdf>

**Catholic Education South Australia Responding to Abuse and Neglect Education and Care – Information for Volunteers pamphlet**

[http://www.emmaus.catholic.edu.au/files/f/10665/RAN Information for Volunteers Catholic Education South Australia.pdf](http://www.emmaus.catholic.edu.au/files/f/10665/RAN%20Information%20for%20Volunteers%20Catholic%20Education%20South%20Australia.pdf)

**Responding to Abuse and Neglect – Education and Care Handbook**

[https://www.education.sa.gov.au/sites/g/files/net691/f/ran-ec\\_induction\\_session\\_for\\_volunteers\\_handbook.pdf](https://www.education.sa.gov.au/sites/g/files/net691/f/ran-ec_induction_session_for_volunteers_handbook.pdf)

**Department for Child Protection**

<https://www.childprotection.sa.gov.au/reporting-child-abuse>

**Emmaus Catholic School**

<http://www.emmaus.catholic.edu.au/home>

**The Federation of Catholic School Parent Communities SA**

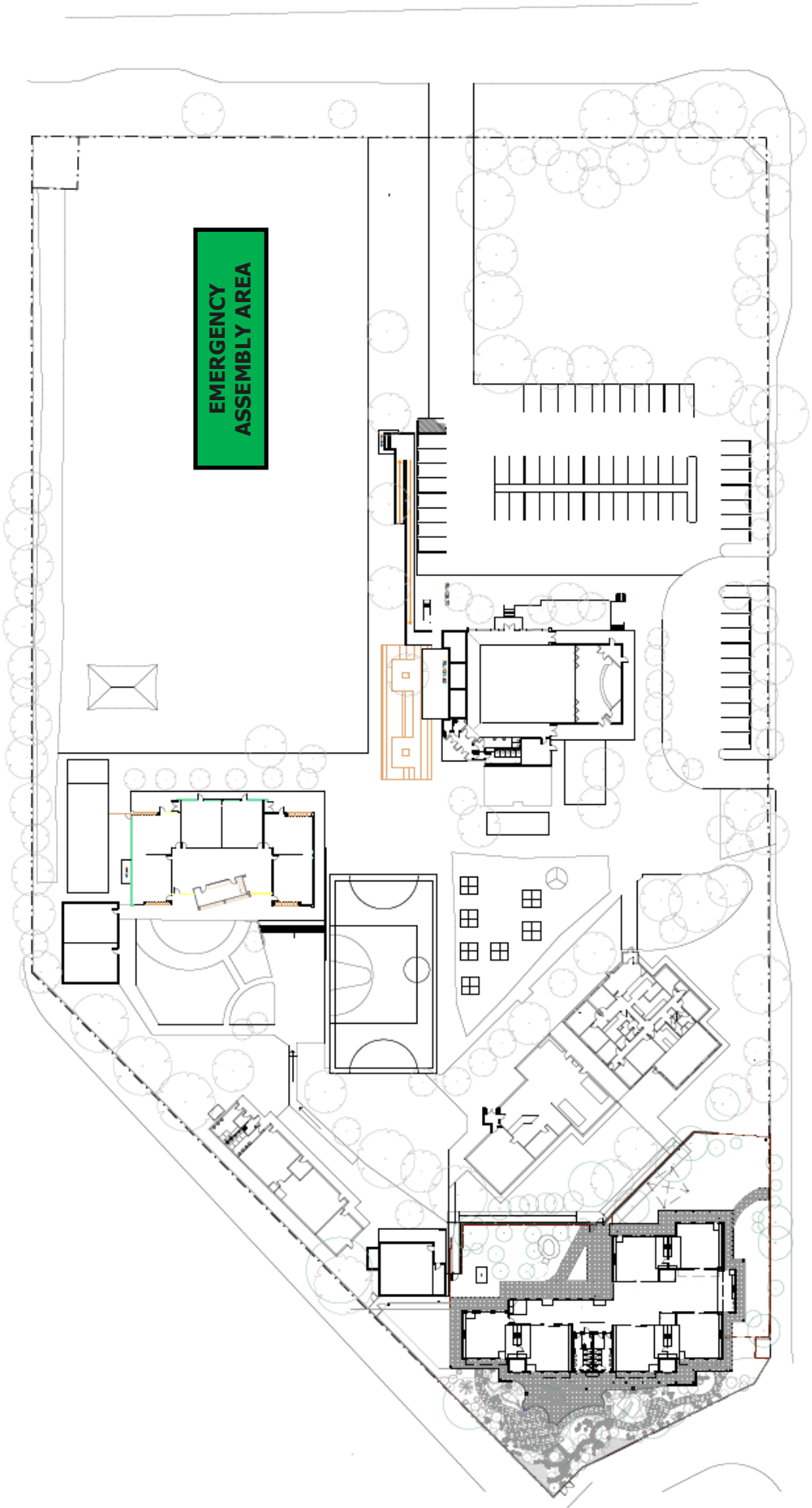
<https://www.parentfederation.catholic.edu.au/>

**Plink Account**

<https://www.plink.sa.edu.au/pages/signup.jsf>

**CESA Responding to Abuse Neglect and Care for Parent Volunteers pamphlet**

<https://online.cesa.catholic.edu.au/docushare/dsweb/Get/Document-25354/RAN-EC+Volunteers+Pamphlet.pdf>





## About

# Protective Practices

for staff in their interactions with children and young people:  
Guidelines for staff working or volunteering in education and care settings

## Information for School Volunteers

Phone: 8301 6600

**The Federation of Catholic School Parent Communities SA** is an active voice for families with children in South Australian Catholic Schools.

Phone: 08 8301 6685

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**This pamphlet complements guidance provided in the following resources and induction materials:**

- **Protective Practices for Staff in their Interactions with Students**  
Guidelines for Schools, Preschools and Out of School Hours Care  
[www.decd.sa.gov.au/docs/documents/1/ProtectivePracticesforSta.pdf](http://www.decd.sa.gov.au/docs/documents/1/ProtectivePracticesforSta.pdf)  
.....
- **Catholic Education SA Responding to Abuse and Neglect - Education and Care** (formerly Mandatory Reporting)  
<https://online.cesa.catholic.edu.au/docushare/dsw/b/Get/Document-25354/RAN-EC+Volunteers+Pamphlet.pdf>  
.....
- **Responding to Abuse & Neglect** education and care induction session for volunteers: **2015-2017 Volunteer's handbook** (for use in the induction program)  
<http://www.decd.sa.gov.au/speced2/pages/childprotection/>

*In particular, refer to pages 11-14 for information on maintaining professional boundaries with children/young people and examples of boundary violations.*

Catholic Education SA

Michael Kenny

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## Duty of Care

Volunteers play an important role in the education of our children in partnership with the staff of our schools.

In their relationship with children and young people, all staff (including volunteers) are required to ensure that the physical and emotional welfare of children and young people is safeguarded, and that their own behaviour is guided by this duty of care.

## Professional boundaries

Education and care professions rely on the fostering of positive relationships between adults and children and young people, in ways that do not compromise children's and young people's welfare.

The *Protective Practices Guidelines* will assist volunteers to maintain professional boundaries. The Guidelines give examples of boundary violations in :

- Communication
  - Personal disclosure
  - Physical contact
  - Place
  - Targeting individual children and young people
  - Role
  - Possessions
- Information is included in the *Responding to Abuse and Neglect: Education and Care (RAN:EC)* induction session for Volunteers.

## Guidance for staff in managing professional boundaries

Volunteers will find helpful guidance in the *Guidelines* on:

- Working in country/local communities
- Using social networking sites
- Working one-to-one with children and young people
- Managing privacy expectations
- Conducting home visits

## Appropriate physical contact and non-physical intervention in managing behaviour

The *Guidelines* address appropriate physical contact in a range of situations, including

- assisting or encouraging a child or young person
- good practices with school age children and young people
- good practices with children up to school age.

Non-physical intervention is the recognised means of managing the behaviour of children and young people. Use of verbal instructions is always preferred to physical intervention.

The *Guidelines* address safe practices when it is legitimate to use physical restraint: that is where a child's or young person's or adult's safety is threatened.

## Working with children and young people with additional needs or disabilities

Education and care staff support children and young people with disabilities or additional needs through individual plans, which take various forms. These plans document the strategies that are to be used in supporting the young person, and will assist staff to ensure their duty of care to the child or young person.

## Policies and Legislation

Conduct representing a breach of legislation includes:

- Child abuse and neglect
- Illegal behaviours
- Sexual harassment

The school or site where you volunteer will have policies and/or procedures which may be relevant to your induction to ensure the safety and protection of children, young people, volunteers and staff, and that the volunteer experience is enjoyable, respectful and satisfying.

These will include:

- *Responding to Abuse and Neglect: Education and Care (RAN:EC)* induction
- Work, Health and Safety
- Behaviour Education
- Prevention and management of bullying
- Excursions and camps



## Responding to Abuse and Neglect Education and Care

### Information for School Volunteers

Phone: 8301 6600

Catholic Education SA

Michael Kenny

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The Federation of Catholic School Parent Communities SA is an active voice for families with children in South Australian Catholic Schools.

Phone ☎ 08 8301 6685

#### Complimentary Resources:

- **Responding to Abuse & Neglect Volunteer's Handbook-Induction**  
[http://online.cesaneet.adl.catholic.edu.au/docu/share/dsweb/Get/Document-25173/20150113\\_RAN-EC+Volunteers+Handbook+2015+to+2017\\_KM.pdf](http://online.cesaneet.adl.catholic.edu.au/docu/share/dsweb/Get/Document-25173/20150113_RAN-EC+Volunteers+Handbook+2015+to+2017_KM.pdf)
- **Protective Practices for Staff in their Interactions with Students**  
Guidelines for Schools, Preschools and Out of School Hours Care  
[www.decd.sa.gov.au/docs/documents/1/ProtectivePracticesforSta.pdf](http://www.decd.sa.gov.au/docs/documents/1/ProtectivePracticesforSta.pdf)
- **Catholic Education SA**  
Responding to Abuse and Neglect - Education and Care (formerly Mandatory Reporting)  
<http://online.cesaneet.adl.catholic.edu.au/docu/share/dsweb/View/Collection-5128>

For more information

[www.families.sa.gov.au/pages/protectingchildren/](http://www.families.sa.gov.au/pages/protectingchildren/)



## Core Messages

Volunteers play an important role in the education of our children in partnership with the staff of our schools.

- **Enjoy** your volunteering with children and young people and the contribution you make to their safety, wellbeing and learning.
- **Refer** any concerns you have about children, young people or adults at the school to the nominated staff member as soon as possible.
- **Respond** in a listening way if children/young people share concerning personal information with you. Showing you care is very important to their well being. Do not make any observations to the child about what they have shared. Talk with the nominated staff member as soon as possible.
- **Confidentiality** is critical.
- **Respect** the sensitivity of the personal information you have, by not discussing it with people other than the nominated staff member.

## What is Child Abuse?

Child abuse can occur through someone doing something hurtful or by someone not doing something to provide for or protect a child.

There are four types of child abuse:

- (1) Physical abuse is characterised by physical injury resulting from practices such as: hitting, punching, kicking, throwing, shaking (particularly young babies), burning, biting, pulling hair, alcohol or other drug administration.
- (2) Sexual abuse occurs when someone in a position of power uses their power to involve the child in sexual activity.

(3) Emotional abuse tends to be a chronic behavior directed at a child whereby a child's self esteem and social competence is undermined or eroded over time. This may include: devaluing, ignoring, rejecting, corrupting, isolating, terrorising, chronic or extreme spousal abuse in a child's presence.

(4) Neglect is the failure to provide a child with their basic needs such as food, shelter, clothing, hygiene, education, adequate supervision, medical, dental care, forcing a child to leave home or allowing chronic truancy.



## What does the law say?

Volunteers are obliged by law to notify Families SA if they suspect on reasonable grounds that a child or young person has been or is being abused or neglected and they formed their suspicion in the course of their work (whether paid or voluntary) or in carrying out official duties.

**Volunteers must notify Families SA of their suspicion as soon as practicable after they form the suspicion.**

## Why report Child Abuse?

**From time to time, volunteers working with children will experience children disclosing sensitive information.**

Children have limited power to protect themselves from abuse and will only be protected from abuse and neglect if responsible adults take action on their behalf. Reporting child abuse is the first step in stopping the abuse and protecting children from further harm.

## When to report Child Abuse?

**You are required to report child abuse and neglect when you have suspicion on reasonable grounds**

- A child or young person tells you that s/he has been abused;
- Your own observation of the behavior of a particular child or young person and/or injuries, or your knowledge of the child generally leads you to suspect that abuse is occurring;
- A child or young person tells you s/he knows someone who has been abused (the child may be referring to her/himself);
- Someone tells you of the abuse who is in a position to provide reliable information (perhaps a relative, friend, neighbor or sibling of the child/young person).

## What do you do if you have suspicions or concerns?

**You are not expected to act alone**

Always seek guidance and work in partnership with the nominated staff member at the school (normally this would be the Principal or the person who inducted you as a volunteer).

**Your role as a volunteer means you are supported by professionals at the site in meeting your responsibilities as a mandated notifier.**

**Child Abuse must be reported to Families SA either online:**

**[www.reportchildabuse.families.sa.gov.au](http://www.reportchildabuse.families.sa.gov.au)**

**OR**

**Child Abuse Report Line 13 14 78  
After Hours Crisis Care 13 16 11**