

Rationale

SDN Children's Services is committed to partnerships with families and the strengthening of communities. Volunteering opportunities in SDN can strengthen connections between SDN, families and community members and contribute to SDN’s capacity.

We value the participation of volunteers in the provision of services and activities that support SDN’s viability. At the same time, we take seriously our responsibility for the safety and wellbeing of children, families, staff members, and volunteers; and our responsibility to protect SDN’s reputation as a provider of high-quality services.

Scope

This policy, and its associated documents, applies to the entirety of SDN Children’s Services and the entirety of its wholly owned subsidiaries.

This policy applies to anyone providing services to SDN Children's Services in a voluntary or unpaid capacity with the exception of SDN’s Board of Directors and tertiary students working with SDN on work placements (see *Student Placements Policy*).

Services provided in a voluntary capacity may include people assisting with excursions, fundraising activities and any other voluntary unpaid activity.

Policy

Volunteer work will be provided on an ad-hoc basis by SDN service users, people who have an association with SDN, or who are recommended by a person who has an association with SDN. All volunteers will have been ‘cleared’ as a result of the verification of their Working with Children Check (WWCC) Number or Working with Vulnerable People (WWVP) Registration Card prior to the start of their volunteer work in the SDN service. Please refer to *Working with Children and Vulnerable People and Police Checks Procedure* (nb. volunteer checks are free for WWCC).

SDN is responsible for the work of volunteers and any consequences that might arise directly from that work. Therefore, managers will assess the potential risks involved each time they plan to use a volunteer. Risk may be to the safety of the volunteer, staff members, children, or risk to SDN’s business activities and therefore, managers will do everything possible to protect health and safety of volunteers. High risk activities are not permitted.

Risks to be considered:

- legal actions which deplete the organisation's finances
- legal actions personally against the Board, senior staff members or volunteers

- adverse publicity affecting the organisation's reputation
- physical or psychological harm to volunteers, staff members and/or children.

Where volunteers provide equipment, they will meet Icare standards, e.g. electrical equipment must meet the appropriate Australian standard (ASN 3760.2003).

Volunteers will be given access to a copy of the *Volunteer Management Policy, Child Protection and Wellbeing Policy* and associated procedures and other relevant SDN information so that they are aware of their responsibilities.

Volunteers in SDN Children’s Therapies will complete the NDIS Worker Orientation Module and additional NDIS related training required as part of their induction.

Volunteers will not have access to sensitive information.

Volunteers will not be requested to use their private vehicle during the course of their work for SDN. SDN does not foresee a circumstance where personal expenditure by volunteers would be necessary.

SDN will hold Volunteer Insurance in the event a volunteer sustains an injury during the course of their work with SDN. Work Health and Safety/Injury Management Consultant will manage the claim appropriately.

SDN will maintain a record of all volunteer activities for each day on which a volunteer undertakes volunteer activity with SDN. This record will include the full name, address and date of birth of each volunteer and a declaration/agreement signed by the volunteer regarding our confidential information. The records will be sent to HR for record keeping.

In the case of SDN Children’s Education and Care Centres, the Regulatory Authority may give a prohibition notice to a volunteer who is in any way involved in the provision of an approved education and care centre if it considers that there may be an unacceptable risk of harm to a child or children if the volunteer were allowed to remain on the education and care centre premises or provide education and care to children.

An allegation of reportable conduct can be made against volunteers.

SDN will retain the right to refuse offers of volunteer activities and to end volunteer activities at any time without the requirement to provide a reason for that refusal.

Related SDN Documents

Policies

- GI-HLP-1.09: Privacy
- GI-HLP-1.10: Code of Conduct
- SD-HLP-2.02: Child Protection and Wellbeing
- SD-OP-2.24: Interactions with Children
- HR-HLP-3.03: Code of Conduct for Interactions with Children

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- HR-OP-3.19: Student Placements
- WHS-HLP-4.01: Work Health and Safety
- WHS-OP-4.04: Injury Management

Procedures

- SD-PRO-2.02-01: Reporting an Allegation of Possible Reportable Conduct
- SD-PRO-2.02-02: Responding to Concerns about Risk of Harm
- HR-PRO-2.02-03: Working with Children and Vulnerable People and Police Checks

Forms/Templates

- WHS-FRM-1.06-01: Risk Assessment Form
- HR-FRM-3.18-01: Volunteer/Student Record

Relevant Legislation/Regulation

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Education and Care Services National Law Act 2010, section 166, 175 and 182
- Education and Care Services National Regulations 2011, regulations 145 (1) and (2)(d), 149, 156(1), 168 (2)(i)(iii), 177(1)(f) and 183(1)(a), (1)(b) and (2)(g)
 - National Quality Standard, standard 4.1 and 4.2, elements 2.3.4, 4.2.1, 7.3.1 and 7.3.5
- Children and Young Persons (Care and Protection) Act 1988
- Children and Young People Act 2008
- Children Legislation Amendment (Wood Enquiry Recommendations) Act 2009
- Children’s Court Act 1987
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Commission for Children and Young People Act 1988
- Community Services (Complaints, Reviews and Monitoring) Act 1993
- Ombudsman Act 1974
- Working with Vulnerable People (Background Checking) Act 2011
- NDIS Practice Standards and Quality Indicators
- NDIS Incident Management and Reportable Incident Rules 2018
- National Disability Standards

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Other Reference/Related Document

- Australian Standard (ASN 3760.2003)

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