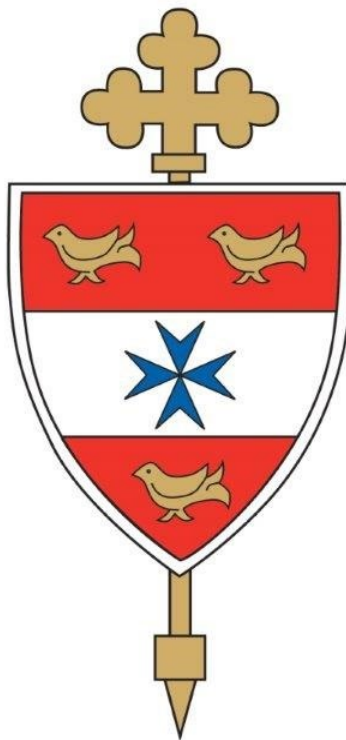


Welcome to Diocese of Cairns



Volunteer Handbook

Version 1 2022032

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1. WELCOME!

Thank you for your generosity in volunteering within the Diocese of Cairns. You are providing a special gift when you spend your time with us. Volunteers bring a rich and diverse mixture of culture, life experience and expertise. We sincerely hope you will have a positive and rewarding experience as a volunteer within the Diocese, and we thank you for the time you give in supporting the work of the Church.

Before you commence your volunteer work, there are several areas that we need to bring to your attention concerning volunteering with our organisation.

2. CATHOLIC DIOCESE OF CAIRNS

The Diocese of Cairns operates under The Roman Catholic Trust Corporation (RCTC) for the Diocese of Cairns whose sole trustee is the Bishop of Cairns. The RCTC for the Diocese of Cairns is the corporate parent entity of the Diocese which incorporates 23 parishes and the various agencies that deliver a range of services including education, welfare, childcare, pastoral care, outreach and other central services. The RCTC also has other connections with various ministries and Catholic groups within our Diocese.

3. CATHOLIC SOCIAL TEACHING

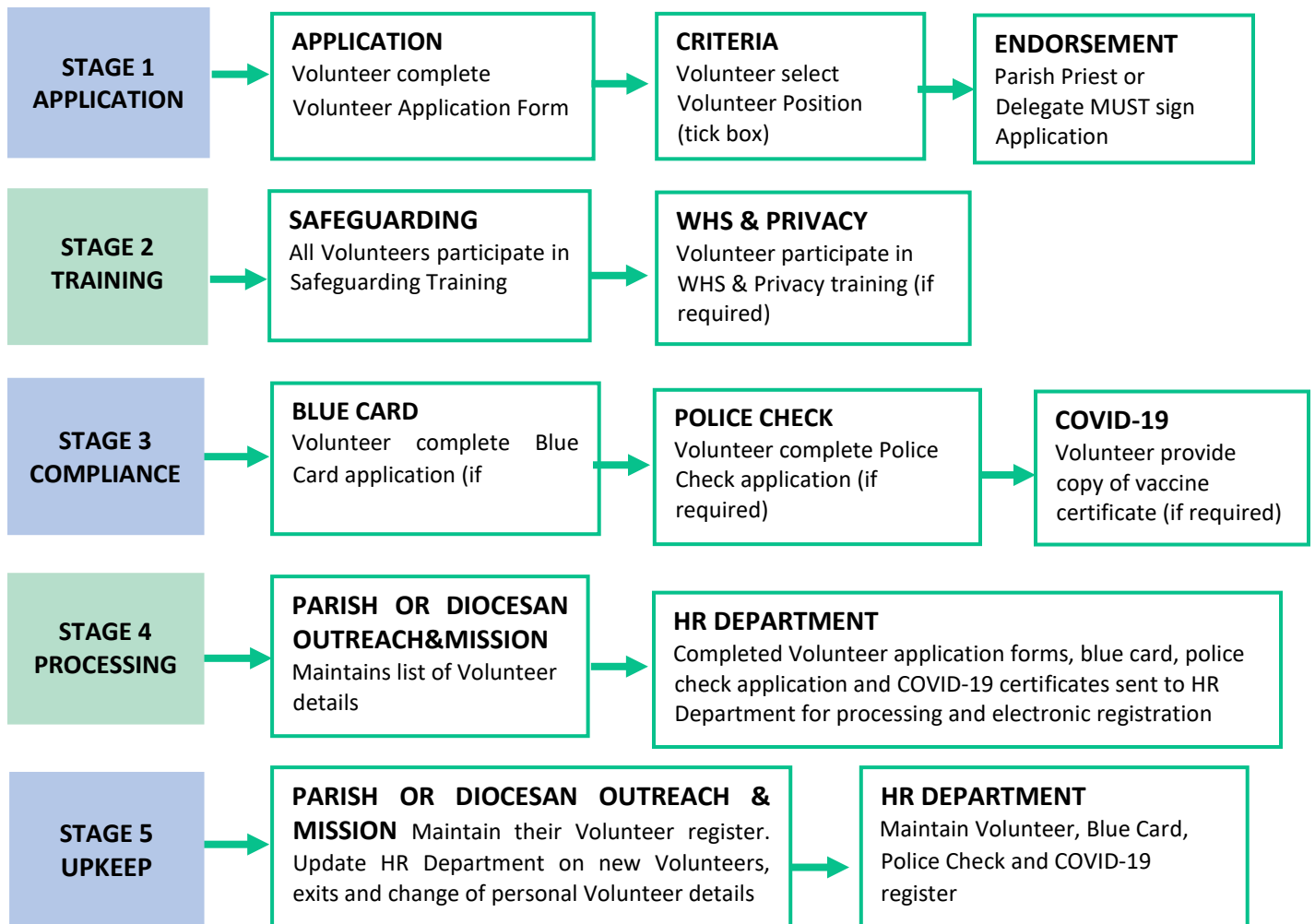
Volunteers, as well as all personnel in the Diocese, are required to conduct themselves within the key principles of Catholic Social Teaching. Catholic Social Teaching is the Catholic doctrines on matters of human dignity and common good in society. As a genuine occupational requirement, volunteer positions require that the volunteer's conduct and lifestyle align with principles of Catholic Social Teaching.

An easy guide to Catholic Social Teaching Principles



4. VOLUNTEER ENGAGEMENT PROCESS

VOLUNTEER ENGAGEMENT FLOWCHART



5. NATIONAL CATHOLIC SAFEGUARDING STANDARDS

Catholic Professional Standards Ltd and Australian Catholic Safeguarding Ltd acknowledges the lifelong trauma of abuse victims, survivors and their families, the failure of the Catholic Church to protect, believe and respond justly to children and vulnerable adults, and the consequent breaches of community trust. Australian Catholic Safeguarding Ltd is committed to fostering a culture of safety and care for children and vulnerable adults.

The Diocese of Cairns is committed to ensuring the recruitment and engagement of workers and volunteers meets the National Catholic Safeguarding Standards requirements.

6. DEFINITIONS

Volunteer

A volunteer is someone who:

- Performs a service willingly and without pay
- Voluntarily offers themselves for a service or undertaking
- Is acting in a voluntary basis (irrespective of whether the person receives out-of-pocket expenses or not)
- Completes a task routinely and is rostered regularly; or
- May be in a position of trust and responsibility, such as holding keys or involved with money or other resources.

Coordinator

A Coordinator will ensure there are adequate volunteers to fulfil the mission of the Church, and provide volunteers with induction support and training as required. A Coordinator will ensure that the volunteer feels welcome, has a safe working environment and is provided with information on organisational policy and procedures. A volunteer Coordinator will generally be the parish priest, parish secretary, Pastoral Care for the Aged Coordinator or State School Religious Instruction Coordinator. You will be told who your coordinator is.

7. PRINCIPLES, RIGHTS AND RESPONSIBILITIES

Principles of Volunteering

The Diocesan principles of volunteering are modelled on the National Volunteer Standards.

- Volunteering is a legitimate way in which people can participate in the activities of their community
- Volunteer involvement should be a considered and planned part of the growth of the Church
- Effective volunteer involvement requires leadership and a culture and structure that supports and values the role of volunteers
- Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices
- Volunteers have responsibilities, which include acting responsibly and being accountable for their actions to the people they minister to, in the Church
- Volunteering respects the values, practices and expectations of others and the Church.

Rights and Responsibilities

The Diocese adopts the Volunteering Queensland Rights and Responsibilities.

Volunteers have the right to:

- Be interviewed and engaged as a volunteer in accordance with equal opportunity and anti-discrimination legislation
- Receive information about the organisation

- Be provided with a role description
- Know to whom they are accountable
- Be recognised as a valued team member
- Be supported and supervised
- A healthy and safe working environment
- Be protected by appropriate insurance
- Say no if they feel they are being exploited
- Be reimbursed for approved out-of-pocket expenses
- Be advised of the travel reimbursement policy
- Be informed and consulted on matters which directly or indirectly affect them and their work
- Be made aware of the grievance procedure
- Induction, orientation and training
- Information about policies and procedures that affect their work
- Have their confidential and personal information dealt with in accordance with the Privacy Act 1988 (Cth).

Volunteers have a responsibility to:

- Be reliable
- Respect confidentiality
- Carry out the tasks defined in the role description
- Be accountable
- Be committed to the organisation
- Undertake training as requested
- Ask for support when they need it
- Give notice before they leave
- Value and support other team members
- Carry out the work they have agreed to do responsibly and ethically
- Notify the organisation as soon as possible of absences
- Adhere to policies and procedures

Catholic Diocese of Cairns Expectations

The Diocese expects volunteers to:

- Support the values and practices of the Diocese
- Fulfil their role to the best of their ability
- Follow any reasonable direction of their Coordinator
- Represent the Diocese and specific programmes positively
- Engage in open and respectful communication in all interactions
- Promote our commitment to safeguarding within the Church, especially to children and vulnerable adults
- Respect privacy and confidentiality of information relating to people they may come in contact with.

Volunteers are legally required to immediately 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.

If the Diocese recognises any deficiencies or contraventions of the above in relation to Volunteer's conduct, the Volunteer will be invited to discuss the concern. Where needed, additional direction, training or support will be provided.

Consistent contraventions may result in the cessation of the volunteering relationship at the Diocese's discretion.

We also note that we will investigate any complaint or issue concerning volunteer conduct as required and at the Diocese's complete discretion. We will advise the volunteer of any investigation.

8. CODE OF ETHICAL BEHAVIOUR

The Code of Ethical Behaviour aligns to the standards of behaviour set by the Diocese (and expected to be followed by all staff, including volunteers) across all ministries working with all people, especially with children and vulnerable adults.

The principles and standards demonstrated in practice by all volunteers are to:

1. Be committed to justice and equity;
2. Uphold the dignity of all people and their right to respect;
3. Be committed to safe and supportive relationships;
4. Respond with integrity to those who are poor, alienated or marginalised; and
5. Strive for excellence in the performance of their work.

Service, according to these principles, is life-enriching for both providers and recipients.

In addition to the Code of Ethical Behaviour, all volunteers are to adhere to the Diocesan Code of Conduct Policy.

9. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

As per the National Catholic Safeguarding Standards, the Diocese promotes the safety of children.

Statement of Commitment

The Catholic Diocese of Cairns will do everything in its power to provide a safe environment for children and vulnerable adults so as to minimise the possibility of any harm.

The Catholic Church is called by Jesus to give priority of place to the welfare and wellbeing of children and vulnerable adults. The voices of our most vulnerable in the Church should be heard and listened to so we see reality through their eyes.

The Catholic Diocese of Cairns believes that children and vulnerable adults are a gift from God with an intrinsic right to dignity of life, respect and security from physical, emotional, spiritual and psychological harm.

The Catholic Diocese of Cairns has established a policy to help protect children and vulnerable adults in our Church. This policy applies to all Church personnel within this Diocese including clergy, member of a religious institute, lay person or other persons who are employed by the Church, or appointed to voluntary positions or engage in other forms of pastoral ministry.

Note: The Catholic Church defines a vulnerable adult/person under its *Towards Healing* document is: A person who has recently suffered bereavement, marriage breakdown or other such adversity making them in particular need of pastoral support, or a person with a disability, mental illness or other impairment that makes it difficult for that person to protect themselves from abuse or exploitation.

10. VOLUNTEER SCREENING AND COMPLIANCE

The Diocese is committed to ensuring the appropriate appointment of volunteers in order to reduce risk of harm to the people we serve, the community and the Church. All volunteers will participate in Safeguarding training.

Some Volunteers will require a Blue Card and/or National Police Check and/or a the proscribed COVID-19 Vaccinations. Blue Cards and Police Checks are required to be renewed every 3 years.

Policy and Procedures on Safeguarding at found at <https://cairns.catholic.org.au/about/diocesan-policy-documents> . Printed copies can be provided upon request.

11. INDUCTION/TRAINING

Volunteers will be advised in writing of the duties they are to perform in their volunteer role. The induction will generally include:

- Completion and registration of required forms - including Volunteer Application and Declaration Form
- Discussion about the content of this handbook with your coordinator including having the availability to ask questions about its contents
- Safeguarding Essentials and other training as required
- Specific site orientation and responsibilities where necessary

12. WORKING IN OUR PARISHES, PROGRAMS AND SERVICES

Forms

At a minimum, you are required to complete and sign the Volunteer Application and Declaration Form. This is in addition to any Blue Card and or National Police check as required.

Policies, Procedures and Guidelines

The Diocese of Cairns has developed policies, procedures and guidelines to assist in the effective management of its business. Copies of the current policies, procedures and guidelines are available on the Diocesan website at <https://cairns.catholic.org.au/about/diocesan-policy-documents> . They are also available in hard copy on request.

Privacy and Confidentiality

The Diocese is committed to meeting its obligations under the Privacy Act 1988 (Cth) ("Privacy Act") and the Privacy Amendment {Enhancing Privacy Protection} Act 2012 (Cth), which includes the Australian Privacy Principles ("APPs") and provisions in relation to the personal information of individuals.

The Diocese, while conducting a diverse range of activities in order to fulfil its mission, may from time to time collect personal information to enable the Diocese to minister to the faithful and fulfil its canonical and civil law obligations under the Code of Canon law and under State and Commonwealth civil laws.

Privacy laws protect personal information about volunteers (including photographs or video footage). The information which is shared with volunteers about people they may be assisting as part of their role, can only be used in carrying out the volunteer's role. Such information must be treated as private and confidential.

If a volunteer is provided with any information which causes them to be concerned for the safety or wellbeing of a person, they should discuss the matter with their coordinator or the Human Resources Department. If a volunteer receives any information which may amount to a criminal offence, they should directly report the information to the Queensland Police Service.

While working, a volunteer may receive or overhear confidential information regarding volunteers, employees or other stakeholders. Such information must be kept confidential. Any breach of a volunteer's

responsibility to maintain confidentiality is taken seriously. Confidentiality requirements also apply to the use of social media and email.

Grievance/Complaint Management

All employees and volunteers have a responsibility to contribute to a harmonious work environment. The Diocese will ensure grievances and complaints are treated seriously and sensitively, having due regard to procedural fairness and confidentiality.

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

A person feeling aggrieved should seek resolution of the problem at the earliest time wherever possible.

The Diocese encourages volunteers to meet with the people involved in the conflict in the first instance to assist in resolving the conflict and finding common ground; seeking further advice from the relevant coordinator as appropriate or if in doubt.

If the issue cannot be resolved amicably, then the support of the coordinator should be sought.

For further advice on handling such problems, particularly if there is a need for confidentiality, the volunteer can seek advice from either:

Executive Manager
Professional Standards and Safeguarding Office
Unit 3, 220 McLeod Street, North Cairns, QLD 4870
PO Box 5296 Cairns Qld 4870
E: safeguarding@cns.catholic.edu.au
P: 07 4050 9765

Human Resources Manager
Diocesan Finance and Administration
130 Lake Street Cairns Qld 4870
PO Box 625 I Cairns Qld 4870
E: hr@cairns.catholic.org.au
P: 07 4046 5620

All grievances and complaints will be managed according to the Diocesan Grievance and Feedback and Complaints Policy and Procedure.

Work Health and Safety (WHS)

The Diocese is committed to the safety and wellbeing of all our staff, clergy, volunteers, clients, associates and communities. The Diocese will aim to maintain a safe and healthy workplace for all workers and ensure hazards and risks to health and safety will be eliminated or minimised, as far as is reasonably practicable. The Diocese is committed to complying with the *Work Health and Safety Act 2011* and other relevant legislation.

Volunteers have a responsibility to:

- Work safely, following safe work procedures;
- Work within limits of your role description;
- Not harm others or place them at risk of harm;
- Report any hazards, near misses, mishaps or injuries.

Volunteers must work in their range of comfort and ability; and in line with their role description.

Accidents/incidents

All accidents and incidents that occur whilst volunteers are undertaking their role must be reported to their coordinator. The Diocesan WHS Manager must be advised as soon as practicable and an Incident Report completed.



Hazards

A hazard is anything that has the potential to cause injury or illness or property damage. Hazards can be, but are not limited to, the following:

- Physical – slippery floors, broken or unsafe equipment;
- Chemical – cleaning products;
- Workplace design – poor lighting;
- Biological – exposure to germs, fungal spores;
- Psychological – bullying and harassment.

Reporting a hazard can prevent someone from being injured. It is important that if a volunteer notices or is made aware of any hazard, they should notify their coordinator immediately.

Critical Incidents

The Diocese recognises the affect critical or traumatic incidents can have on staff members, volunteers and the community and aims to minimise these by providing appropriate and adequate support. Critical incidents can be an event or series of events that are sudden, overwhelming and often dangerous to either one or others. In the context of a critical incident, debriefing by a qualified critical incident counsellor is a process that will be offered to assist or enhance natural recovery following a stressful incident. Debriefing assists participants to emotionally process the incident and is useful in identifying any participants who may require further support or formal counselling so as to explore issues that may arise.

Who can you notify?

Queensland Police	1311 444 (PoliceLink) policelink@police.qld.gov.au	Child Safety Services	Regional Intake Service 1300 384 062 1800 177 135 (after hrs)
Professional Standards and Safeguarding Office	P: 07 4050 9765 safeguarding@cns.catholic.edu.au	STOPline	1300 304 550 doc@stoline.com.au
QLD Professional Standards Office	1800 337 928 psqld@catholic.net.au	Office of Public Guardian	1300 653 187 adult@publicguardian.qld.gov.au

What if something goes wrong whilst volunteering?

**In the case of a life-threatening or serious emergency call the Ambulance, Police, or Fire brigade on: 000
Contact the relevant coordinator as soon as practical to report the situation.**

Self-Care

The Diocese acknowledges that volunteers may have or will experience adversity or other concerns that may impact their wellbeing. The Diocesan Human Resources Department can provide volunteers with information on how to access support such as counselling services. Volunteers are encouraged to contact the Diocesan Human Resources Department via hr@ Cairns.catholic.org.au or 4046 5620 with enquires on self-care.

Dress Code

Volunteers are expected to dress appropriately for the position that they hold. If the role requires volunteers to use personal protective equipment (PPE) or specific attire, this will be discussed prior to commencing in the role. Clothing should always protect the volunteer from the sun if working outside (i.e. long sleeved shirt with collar); apply and reapply sunscreen and wear a wide brimmed hat.

Smoking

Smoking is not permitted whilst undertaking your volunteer work or on parish, ministry or agency grounds, unless outdoor areas have been identified as a 'designated smoking area'.

Photography

Volunteers are not permitted to take photos (such as the people being ministering to, children or young people) without their or their guardian's consent. Volunteers are also not permitted to publish any photographic or video media, related to volunteer work, on social media or any other platform without the approval from the relevant coordinator. If unsure, volunteers should contact the coordinator prior to taking any photographs.

Insurance

The Diocese insurance policy includes Personal Accident coverage for appointed volunteers. Coverage is limited by the diocesan insurer for volunteers over the age of 80 years of age. The relevant coordinator will consult volunteers in this age category on a case-by-case basis regarding insurance coverage, including conducting an individual risk assessment.

Health Issues/Medication

It is Diocesan policy that volunteers are never to purchase, give or administer medication to another person, in their role as a volunteer. If there is any concern about a person's welfare or treatment, the volunteer must immediately speak with their coordinator. In an emergency 000 should be called and advice from the operator should be heeded. Volunteers must advise their coordinator of any allergies and/or health conditions that may impact their ability to perform the duties of their position.

Infection Control

Volunteers must be aware of their own health and how that may impact on other people, especially on children or the elderly. If a volunteer has an infection or virus (for example; the flu) it is important to contact the coordinator before undertaking work, especially if there is any considered risk in spreading the infection. The Diocese recommends that volunteers check and maintain their own vaccinations status as appropriate.

All volunteers are to adhere to the COVID-19 procedures and Policy whilst engaging in Diocesan volunteering activities.

Personal Disclosures

To protect personal privacy and safety, volunteers should exercise caution in giving out their personal details to anyone other than their coordinator; including home address, contact number or email address.

Giving and Receiving Gifts

Volunteers are discouraged from giving or receiving substantial gifts between people to whom they minister; including money or personal items. This is to protect volunteers and others from any allegations or perceived wrongdoing. If volunteers are unsure or worried about what might be considered a substantial gift or what might offend a person, they are to speak with their coordinator.

13. OUTREACH MINISTRY

It is imperative that your Coordinator or Parish Priest is aware of a volunteer's visiting schedule and that a means of communication can be maintained between both parties at all times. Volunteers may be exposed to a range of hazards when working in the private homes of other people. To minimise these risks:

- Gather information about the house to be visited regarding access to and the layout of the property
- Be aware of the presence of unrestrained domestic or other animals
- Be aware of the presence of other people in the home whose behaviour may be aggressive or affected by substances
- Avoid carrying cash or valuables;
- Preferably, go in two.

14. ENDING THE VOLUNTEER RELATIONSHIP

A volunteer may refrain from volunteering at any time. If the volunteer no longer wishes to carry out the role, they must:

- Provide the coordinator reasonable notice
- Return any confidential information
- Return any identification badges, etc. and resources

A volunteer may be asked to leave if:

- There are no further activities that are required to be done
- A volunteer fails to maintain appropriate standards of conduct
- A volunteer lacks the necessary skills or capacity for the position
- A volunteer breaches safety or confidentiality guidelines
- A volunteer breaks the law
- If it becomes necessary to deal with inappropriate conduct on the part of a volunteer, it may be necessary to conduct a workplace investigation and to take the appropriate action as per relevant Diocesan Policy and Procedure.

15. THANK YOU

Volunteers play a vital role in fulfilling the mission of the church and make a significant contribution to our parishes, schools, programs and services.

Thank you for your gift of time and desire to serve.

A Safeguarding Prayer

Lord Jesus,
May we welcome the kingdom of God
anew into our hearts and lives,
embracing discipleship and openness to others.

You call us to walk with integrity in the service of others.
May our service be filled with kindness,
and respect for all God's people,
giving special protection to children and the vulnerable.

May we seek the truth,
Listen to those wounded by abuse,
and choose to act with compassion and justice.

Give us the strength,
to serve humbly and faithfully,
and to love one another
as we are so loved by You.

Amen.