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### **3.14 Child Care Services Taree & Districts Inc.**

#### **Volunteers - Recruitment and Management Policy**

**Child Care Services Taree & Districts Inc. (CCSTD) believes that volunteer work in the community is a rewarding way to gain experience, learn what services have to offer, give back to the community and create job opportunities for students or community members wishing to gain employment.**

**From helping out with workplace programs to learning your way round an office, assisting with administration, volunteer roles are as diverse as the people who take them on.**

#### **The Purpose of the Policy**

CCSTD may utilise volunteers from time to time to support various programs and also support students with work placement. CCSTD is committed to ensuring that the recruitment, management and support of volunteers is carried out according to clear criteria and is directed towards the provision of quality services to participants and families.

Individuals doing vocational placement or Work Experience with CCSTD are regarded as volunteers with respect to this policy.

#### **Definitions**

**Vocational Placement** - a formal work experience arrangement that is part of an education or training course. The person must be doing "productive" work, must be receiving a meaningful learning experience, training or skill development and the main benefit is to the person doing the placement.

**Volunteer** - a person who does work for the main purpose of benefitting someone else, such as a charity or community organisation without the expectation of anything in return (including payment or training).

**Work experience** - when a person works to gain experience in a particular occupation or industry. The person must not be doing "productive" work, must be receiving a meaningful learning experience, training or skill development and the main benefit is to the person doing the placement.

#### **Requirements**

##### **Recruitment, Supervision and Management of Volunteers**

- All volunteers must be over 18 years of age, provide current Working With Children Checks and National Criminal Record Check
- CCSTD recruits volunteers to supplement programs, services or administration. Volunteers are not used to replace an existing employee or to perform activities that are integral to its purpose.
- The recruitment of volunteers within any division of CCSTD must be approved by the Manager.
- Volunteer staff do not have unsupervised contact with any participants and are directly supervised for all contact with people under the age of 18.
- Names of all volunteer staff are registered with CCSTD and appropriate contact details are kept on file.

- Volunteers are given clear (if necessary, written) descriptions of their roles and responsibilities and relevant policies.
- The ongoing monitoring of volunteers is undertaken by relevant program staff and managers.
- Managers may terminate a voluntary position at any time. Gross misconduct results in immediate removal from the volunteer's position.
- Volunteers (other than students on placement where the placing agency is responsible for insurance) are covered by Volunteers Insurance. For insurance purposes any incident or injury should be notified to management as soon as practical and an incident form completed.
- CCSTD endeavours to foster satisfaction for volunteers and offer appropriate induction and support. CCSTD provides volunteers with such training as is necessary for them to fulfil the requirements of the position.
- Clear lines of communication are to be maintained between volunteers and program staff. Volunteers are given appropriate feedback on their work performance.
- Volunteers have access to the same grievance and complaints mechanisms as employed staff.

### **Volunteers Working Directly with Participants and Families**

- Prospective volunteers are required to submit a cover letter and a resume stating why they would like to be considered for a voluntary position. Additional information may be requested for some roles. Volunteers do not need any formal qualifications however a genuine interest in a relevant field where voluntary work is available would need to be shown.
- Two referees who can attest to the person's character are also required and it is a normal procedure that these are checked prior to commencement.
- Volunteers are required to sign and adhere to CCSTD Privacy and Confidentiality Policy and sign a Code of Conduct Agreement.
- Voluntary staff are expected to ensure that their behaviours and actions in all other respects are in line with NDIS Guidelines and Quality Indicators.
- Volunteers may be required to complete relevant induction training or other education prior to volunteering.

### **Recognition of Contributions by Volunteers**

- Volunteers are treated with the same respect and dignity as paid employees of CCSTD. Child Care Services Taree & Districts Inc. recognises and appreciates the contributions of volunteer workers.
- Volunteers, including students will be issued with any requested progress reports or evidence based student placement statements. Written references are provided under the discretion of the work place supervisor.

### **Health and Safety of Volunteers**

- CCSTD ensures a safe and healthy workplace for volunteers. The prevention of injury and the provision of a safe workplace environment is covered in CCSTD Work Health & Safety Policy.
- Volunteers are to report any unsafe, unhealthy practices or situations to the manager as soon as possible.

## **Volunteer Expenses**

- A volunteer who has incurred expenses directly related to CCSTD or the program they are volunteering for will be reimbursed. Prior approval for such expenses must be obtained from the manager. Receipts must be presented for purchases made.
- No volunteer is to receive payment other than a nominal amount for reimbursement of expenses.

## **Relevant Legislation and Standards**

- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Privacy and Personal Information Act 1988 (NSW)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Mental Health Act 2007 (NSW)
- Ombudsman Act 1974 (NSW)
- NDIA National Quality and Safeguards Policy 2018
- Disability Discrimination Act 1992
- Anti-Discrimination Act 1977(NSW)
- Criminal Records Act 1991(NSW)
- Work Health and Safety Act 2011(NSW)
- Children and Young Persons (Care and Protection) Act 1998
- Fair Work Act 2009