

A large, light blue decorative wreath composed of leaves and branches, framing the central text. Inside the wreath are various white icons representing communication (envelopes, speech bubbles, thumbs up), community (people icons, hearts), and industry (gears, a house).

VOLUNTEER/S SAFEGUARDING HANDBOOK

Version II – October 2023

VERSION II – OCTOBER 2023

MARONITE EPARCHY OF AUSTRALIA, NEW ZEALAND AND OCEANIA

Level 2, 40 Alice Street Harris Park NSW | PO Box 385 Strathfield NSW 2135 Australia | ABN: 41 627 619 405

Telephone: +61 2 8831 0000 | Facsimile: +61 2 8831 0099 | Website: www.maronite.org.au

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EPARCHY VISION STATEMENT

The Maronite Eparchy of Australia, New Zealand and Oceania is a portion of the People of God entrusted to the Bishop to be nurtured by him, with the cooperation of the priests. In this Church, the one, holy catholic and apostolic Church of Christ truly exists and functions as a community of believers, who live out their faith.

EPARCHY MISSION AND VALUES

All people are made in the image of God and are worthy of respect. The services of workers for the Church have their origins in the Gospel and in particular in Jesus' statement that he had come that all might have life, "life in all its fullness" (John 10;10)

The following guiding principles reflect that belief.

- i.) Church workers are committed to justice and equity;
- ii.) Church workers uphold the dignity of all people and their right to respect;
- iii.) Church workers are committed to safe and supportive relationships;
- iv.) Church workers reach out to those who are poor, alienated or marginalized;
- v.) Church workers strive for excellence in all their work.

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

CODE OF CONDUCT: Integrity in the Service of the Church

Scope

The Code of Conduct (Integrity in the Service of the Church) applies to all The Maronite Eparchy of Australia New Zealand and Oceania's (**the Maronite Eparchy**) employees whether permanent, temporary, full-time, part-time, casual or volunteer. It also applies to every contractor, consultant or any other person who exercises power, manages resources or represents the Maronite Eparchy.

Responsibilities

Each employee / volunteer has a responsibility to serve guided by the principles in the Maronite Eparchy Mission and Values and observe the Code of Conduct (Integrity in the Service of the Church). Each employee / volunteer is expected to reflect on and uphold the Christian ethos and the Maronite Eparchy values in all relationships and actions.

Safeguarding

The Maronite Eparchy is committed to safeguarding children and vulnerable adults. Our Policy reflects our Catholic belief that every human being has dignity that we recognize as coming directly from God's creation of male and female in God's own image and likeness.

It is mandatory for all employees and volunteers to attend Safeguarding Level One training annual seminar. This training is delivered annually and at other times, as required.

THE ROLE OF THE MARONITE EPARCHY

The Maronite Eparchy will endeavour to:

- i. Treat employees and volunteers fairly and honestly;
- ii. Promote the Mission and Values of the organisation and ensure that it is understood and adhered to by all employees / volunteers;
- iii. Provide the necessary training and development opportunities to assist employees and volunteers in meeting their role requirements;
- iv. Abide by relevant work-related legislation, Codes of Practice, Operational Guidelines and organisational Policies;
 - i. Complete the Volunteer Checklist and Volunteer Task Description forms enclosed in this handbook to maintain accurate records of Maronite Eparchy volunteers and to ensure personnel possess adequate qualifications;
 - ii. Provide a safe work environment;
 - iii. Ensure employees and volunteers have access to the Maronite Eparchy Policies and relevant industrial instruments;
- iv. Investigate any reported breaches to the Code of Conduct (Integrity in the Service of the Church) in accordance with the principles of natural justice;
- v. Provide appropriate recognition and reward for the work performed by employees and volunteers; and
- vi. Inform employees and volunteers of the Code of Conduct (Integrity in the Service of the Church) and ensure that it is understood and complied with.

ROLE OF THE VOLUNTEER

All Maronite Eparchy volunteers are expected to:

- i. Carry out their work in an honest, diligent and competent manner in accordance with the Maronite Eparchy established Operational Guidelines, Mission and Values, Codes of Practice, legislation, policies and procedures applicable to their position and duties including; but not limited to, Safeguarding Manual, Workplace Health & Safety Manual, Conflict of Interest, Privacy and Confidentiality Policies;
- ii. Disclose any information regarding their prior personal or professional history that may impede on their ability to perform the position they are inducted into, e.g. criminal charges, professional misconduct;
- iii. Treat all people with courtesy and respect;
- iv. Use their position in a fair and unbiased way, not taking or giving any improper advantages;
- v. Comply with lawful and safe work directives concerning the performance of their duties;
- vi. Maintain safe work practices and a concern for the welfare of other employees, volunteers and members of the public;
- vii. Accept responsibility for their actions, and be accountable for the consequences;
- viii. Avoid behaviour or situations which may reflect negatively on the Maronite Eparchy, or cause others to question their loyalty to the organisation;
- ix. Report any breaches to the Code of Conduct (Integrity in the Service of the Church)
- x. Maintain an exemplary standard of personal attire and grooming; and
- xi. At all times act in the best interests of the organisation and its clients
- xii. Have good communication skills, with the ability to inspire others and appropriately manage their behaviour.
- xiii. Have an awareness and application of workplace health and safety within the church.
- xiv. A volunteer may be directed to carry out such duties that are within their limits, skills, competence and training.
- xv. Participate in all relevant training and induction programs;
- xvi. Notify your supervisor or another member of staff of any health and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, volunteers, or the workplace.

BEHAVIOUR STANDARDS

The Maronite Eparchy is committed to safeguarding everyone involved in its ministries and services but gives special priority to the safety and wellbeing of children and vulnerable adults. Therefore, all Maronite Eparchy personnel are expected to conduct themselves in accordance with these standards in all interactions with children and vulnerable adults. These standards are also to be read in conjunction with other relevant Maronite Eparchy behaviour standards or codes of conduct.

Child – a person under 18 years of age.

Vulnerable Adult – a person over 18 years of age who for some reason is susceptible to unfair treatment, exploitation or abuse (people with disabilities, the elderly etc). The vulnerability may be short-lived, temporary, ongoing or permanent.

WORKING WITH CHILDREN CHECK

Please note that our acceptance of your volunteer contribution is subject to the satisfactory completion of a Working with Children Check from your relevant State or Territory.

Should you fail to complete the Working with Children Check prior commencing volunteer work with the Maronite Eparchy, or shortly thereafter, and/or fail to provide the Maronite Eparchy with your application number, the Maronite Eparchy reserves the right to refuse your voluntary commitment, or alternatively postpone the start date until the Working with Children Check has been completed.

REIMBURSEMENT OF EXPENSES

The Maronite Eparchy will reimburse you for any reasonable out-of-pocket expenses that you incur while performing tasks associated with your role. We do this to ensure that you are not financially disadvantaged as a result of your volunteer position with the Maronite

Eparchy. These payments are not intended to be remuneration or wages, and you may need to seek prior approval and will always need to produce receipts.

At times, we may provide you with other benefits as part of your volunteering role (examples include training, free food, accommodation, event entry, clothing or equipment). Where this occurs, it is on a gratuitous basis at the discretion of the Maronite Eparchy and is not payment in lieu of salary.

VOLUNTEER REQUIREMENTS AND FORMS

All volunteers must:

1. Complete the forms enclosed in this handbook to maintain accurate records of Maronite Eparchy volunteers and to ensure personnel possess adequate qualifications. These include:
 - **Volunteer Declaration Forms**
 - **Personal Details Form**
 - **Referee Details Form**

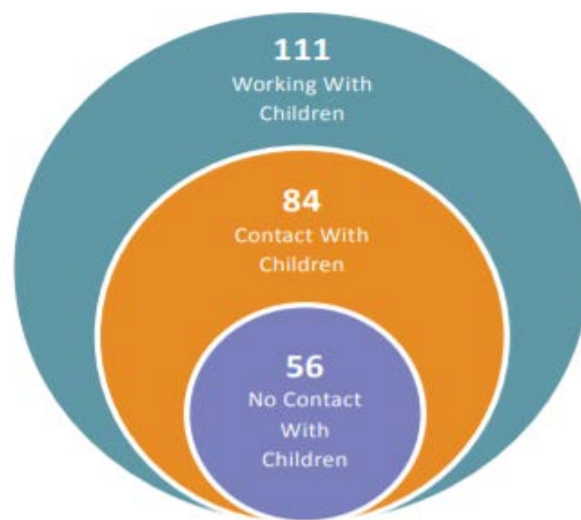
Please take time to complete these forms. Once these forms have been completed, please remove them from the handbook and return them to your Parish Priest / Parish Secretary / Parish Safeguarding Representative for processing. This handbook is for you to keep so you can refer to it at any later time if you need to.

2. Provide one form of photo identification;
3. Have a current working with children No (WWC);
4. Have read the eparchial policies related to:
 - a. General workplace health and safety (WHS) and
 - b. working with minors and vulnerable persons (WWC);
5. Adhere to the relevant policies and procedures as provided by the Eparchy.

6. Personnel dealing with money and temporal goods of the church – stewardship committees and others, as applicable require a police check.
7. Personnel dealing with vulnerable persons, such as persons with disabilities and seniors (aged) require a police check.

Note regarding working with children requirements:

A valid WWC No. applies to all employees and volunteers including the three categories noted below. Even persons who have no contact with children or whatsoever require a WWC No.



| <i>CATEGORY ONE WORKING WITH CHILDREN</i> | <i>CATEGORY TWO CONTACT WITH CHILDREN</i> | <i>CATEGORY THREE NO CONTACT WITH CHILDREN</i> |
|---|---|--|
| 10 Standards; 49 Criteria; 111 Indicators | 7 Standards; 33 Criteria; 84 Indicators | 7 Standards; 29 Criteria; 56 Indicators |

VOLUNTEER CHECKLIST

| | Yes | No | Comment |
|--|-----|----|---------|
| Safe Recruitment and Selection Practices: | | | |
| All elements of the safe recruitment and selection checklist have been considered and applied to recruitment processes and records kept on file. | | | |
| Task descriptions for employee/volunteer roles involving children and vulnerable adults have been developed, implemented and recorded on file. | | | |
| Application forms for new staff and volunteers have been used and kept on file. | | | |
| References for the applicant/s have been checked. | | | |
| Declaration Forms have been completed by all new volunteers and employees and kept on record. | | | |
| Suggested Interview questions have been incorporated into the recruitment process for all employees and volunteers. | | | |
| Each volunteer and employee has completed the Volunteer Form/New Employees Details Form recording the appropriate personal details and kept on file. | | | |
| Each volunteer and employee has undertaken the induction process pertinent to their role and a record noted on their file. | | | |
| Employees and volunteers have been trained in relevant policies including Safeguarding, Volunteer, Privacy and WHS policies. | | | |
| Each volunteer is noted on our Volunteer Register database with all fields completed. | | | |

| | | | |
|--|--|--|--|
| Employees and volunteers have a Positive Notice to Work with Children Check (blue card) or Criminal History/Police Check and the appropriate procedures in relation to starting work have been followed. | | | |
| Annual checking of blue card compliance is diary noted for action. | | | |
| Code of Ethical Behaviour: | | | |
| Each employee and volunteer has received a copy of the Eparchial Code of Ethical Behaviour and has signed a copy indicating their understanding. This copy is kept on file. | | | |
| Each employee and volunteer is aware of and implements the Archdiocesan Code of Ethical Behaviour. | | | |
| Safe Activities: | | | |
| Risk assessment strategies are implemented and followed through (See Appendices 4 – 4.12) | | | |
| Employees and volunteers know and understand the Safeguarding Recording Form (Appendix 10) and the Reporting Procedure. | | | |

This audit completed by: NAME: _____ DATE: _____

Signature: _____

VOLUNTEER TASK DESCRIPTION
Teenagers & Fersen Leader

The Maronite Eparchy of Australia, New Zealand and Oceania has implemented standards of conduct for voluntary church workers to maintain a safe and healthy ministry environment. Our commitment to these standards requires that we conduct background referencing for all persons who intend to engage in voluntary ministry having direct and regular involvement with children and vulnerable adults.

| | | | |
|---|---|----------------------------|--|
| VOLUNTEER TITLE: | | | |
| AGENCY/PARISH: | | | |
| VOLUNTEER TENURE: | <input type="checkbox"/> Days per week <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday No. of hours/week: <input type="checkbox"/> Regular hours <input type="checkbox"/> Varying hours | | |
| VOLUNTEER REPORTS TO: | PARISH PRIEST/ADMINISTRATOR or NOMINEE Name of incumbent: | | |
| WRITTEN BY: | Position: | Person: | |
| DATES: | Date written: ___/___/___ | Due for review ___/___/___ | |
| MAIN PURPOSE / OBJECTIVE OF VOLUNTEER'S ROLE | | | |
| Working in a team of at least two, lead children's groups in Saturday School teaching and activities that is appropriate to their level of understanding. | | | |

| KEY TASKS / SPECIFIC DUTIES / RESPONSIBILITIES | |
|---|--|
| TASKS | Expectations |
| <p>To provide a warm, welcoming, peace-filled spiritual experience of the Catholic Faith that is relevant, participatory and meaningful to children.</p> | <p>That the Fersen leader will be prepared for the specific set of class set topic and activities of the day and that children are given opportunities for full, relevant and authentic participation in the class.</p> <p>That the Principles of this group, as set out by the Maronite Eparchy of Australia, is to be adhered to.</p> <p>This group is not a de facto babysitting service.</p> <p>This group is separate to the Sacramental Preparation.</p> |
| <p>This role will comply with Eparchial Work Health and Safety, Volunteer Privacy Safeguarding Children and Vulnerable Adults policies; and Code of Ethical Behaviour.</p> <p>It includes setting appropriate boundaries and implementing practices which safeguard children. Compliance with Eparchial policies in this regard is mandatory.</p> | <p>Incumbents will receive copies of the Eparchial: Workplace Health and Safety, Volunteer Privacy Safeguarding Children and Vulnerable Adults policies; and Code of Ethical Behaviour.</p> <p>Before taking up this role the volunteer will read the policies and sign that s/he understands and agree to these expectations. Wherever possible a parish or archdiocesan representative will ‘walk through’ the policies with the person and ensure that understanding is signed off.</p> |
| <p>INCUMBENT REQUIREMENTS:</p> <p><u>Competencies:</u></p> <ul style="list-style-type: none"> ⇒ well-developed communication skills; ⇒ a warm positive and respectful manner when interacting with others, in particular children; ⇒ ability to maintain professional boundaries yet be warm and approachable; ⇒ ability to use appropriate, non-discriminatory language. <p><u>Knowledge / Qualifications:</u></p> <ul style="list-style-type: none"> ⇒ theological knowledge – qualifications an advantage; | |

- ⇒ ability to interpret the scripture message and apply it to the daily life of children in a positive and encouraging manner;
- ⇒ knowledge and application of appropriate behaviour management strategies for children.

Work Experience:

- ⇒ prior experience in roles which require effective communication skills across a range of audiences;
- ⇒ work involving theological understanding and interpretation may enhance this role;
- ⇒ parenting, teaching, child care experience may enhance this role.

Personal Qualifications/Attributes/Traits/Capabilities:

- ⇒ a passion for passing on the Catholic Faith to children;
- ⇒ knowledge of Liturgy and the liturgical year;
- ⇒ the ability to interpret scriptures theologically in a way that is relevant and understood by children;
- ⇒ time to commit to preparation of group program and a regular roster for a period negotiated with the Parish Priest or nominee;
- ⇒ the ability to follow the Principles for the group
- ⇒ the ability to source appropriate resource to enhance the group sessions;
- ⇒ time management in relation to preparation of materials and set up of the liturgy space.

CHALLENGES FOR VOLUNTEER IN UNDERTAKING THESE TASKS

Being clear as to the purpose of Children and Teenagers and conveying this to parents and the parish community.

Managing children's behaviour appropriately and knowing when to pass difficult behaviour onto the parent of the child.

Sourcing appropriate and sufficient resources.

VERIFICATION / AUTHORISATION

Approved by: _____
(Position/ Title) (Name)

Date: _____

TO BE SIGNED BY THE ROLE HOLDER:

I have read and I understand this task description

I have received copies of and had the following policies and code explained to me and I understand the expectations:

- Workplace Health & Safety;
- Volunteer;
- Privacy;
- Safeguarding Children and Vulnerable Adults; and

Code of Ethical Behaviour.

I have read and understand this Code of Ethical Behaviour:

Name: _____ *Signature:* _____

Date: _____

Witnessed by:

Name: _____ *Signature:* _____

PLEASE COMPLETE THE FOLLOWING PAGES

AND

RETURN TO YOUR PARISH OFFICE

Volunteer's Declaration

I WILL:

- Promote the rights and safety of children and vulnerable adults
- Comply with policies and procedures that safeguard children and vulnerable adults
- Treat children and vulnerable adults with respect and dignity
- Comply with the Maronite Eparchy protocols for communication with children and vulnerable adults
- Maintain proper personal and professional boundaries with children and vulnerable adults
- Listen and respond to the views and concerns of children and vulnerable adults
- Respect cultural and religious differences of children and vulnerable adults
- Identify and manage risks to the safety and wellbeing of children and vulnerable adults
- Promptly respond to any concerns or complaints of abuse or harm to children and vulnerable adults
- Report all suspected or disclosed abuse or harm to children or vulnerable adults in accordance with protocols.
- Comply with legal reporting obligations in respect to suspected abuse or harm to children or vulnerable adults
- Report any suspected breaches of these conduct standards
- Perform my duties to the best of my ability.

Volunteer's Signature

Volunteer's Declaration

I WILL NOT:

- Engage in any unlawful activity with or in relation to a child or vulnerable adult
- Engage in any activity that is likely to physically, emotionally, sexually or spiritually harm a child or vulnerable adult
- Expose a child or vulnerable adult to sexual videos or images
- Use harsh or offensive language towards anyone.
- Unlawfully discriminate against a child, vulnerable adult or their family or carers
- Be alone with a child or vulnerable adult unnecessarily
- Engage in unnecessary physical contact with a child or vulnerable adult
- Use physical violence or corporal discipline on a child or vulnerable adult
- Supply liquor or a prohibited drug to a child or vulnerable adult
- Engage with children while under the influence of liquor or a prohibited drug

- Arrange personal contact, including online, with a child or vulnerable adult for a purpose not related to my ministry or work with the Maronite Eparchy
- Disclose or share personal or sensitive information about anyone, including images, unless I have proper consent or am authorized to do so legally or under Diocesan policy
- Ignore or disregard suspected or disclosed abuse or harm to a child or vulnerable adult

Volunteer's Signature

PERSONAL DETAILS

| Personal Details | | | |
|------------------|------------------------------------|---------------------------|-----------|
| Position | <input type="checkbox"/> Volunteer | | |
| Given Name (s) | | | |
| Surname | | | |
| Date of Birth | | | |
| Address | | | Post Code |
| | | | |
| Mobile | | | |
| Home Phone | | Work Phone (if available) | |
| Email Address | | | |

| | | | | |
|--|--|-------------|-------|-------|
| Do you hold a current Australian Driver's License <input type="checkbox"/> Yes <input type="checkbox"/> No | | | State | |
| License Number | | Expiry Date | | Class |

| | | | | |
|--|--|-------------|-------|--|
| Do you hold a current Working With Children Check <input type="checkbox"/> Yes <input type="checkbox"/> No | | | State | |
| Working With Children Check Number: | | Expiry Date | | |

| Parish / Agency Details | | | |
|-------------------------|--|--|-----------|
| Parish/Agency Name | | | |
| Location | | | Post Code |

| Person to be contacted in case of emergency | | | |
|---|--|---------------------------|-----------|
| Given Name (s) | | | |
| Surname | | | |
| Relationship to you | | | |
| Address | | | Post Code |
| | | | |
| Mobile | | | |
| Home Phone | | Work Phone (if available) | |

I wish to join the following program:

Children

Teenagers

Do you volunteer on multiple committees throughout the parish?

Yes No

If yes, please list the committees':

Medical History:

Please state any illnesses or conditions we should know:

Kindly list medications that you take on a regular basis, if any:

Kindly list allergies, if any:

Attached:

- Working with Children Check No.
- Current Drivers' License/ other form of ID
- First Aid Certificate Expiry: _____ CPR Expiry: _____
- Police Check
- Traffic Control
- Any other relevant qualifications

I declare that:

1. The information above is correct at the time of completion.
2. I will notify the Maronite Eparchy if any of these details change.
3. I give consent to contact my emergency contacts, in the unlikely case of emergency.

Signature: _____

Date: _____

Please note that the above details will be used to communicate with you from time to time, in line with any applicable privacy acts.

REFEREES

Please give details of TWO people who are able and willing to be contacted to discuss your suitability

| | | | |
|--------------------------|--|---------------------------|-----------|
| (1) Given Name(s) | | | |
| Surname | | | |
| Relationship to you | | | |
| Address | | | Post Code |
| | | | |
| Mobile | | | |
| Home Phone | | Work Phone (if available) | |
| | | | |
| (2) Given Name(s) | | | |
| Surname | | | |
| Relationship to you | | | |
| Address | | | Post Code |
| | | | |
| Mobile | | | |
| Home Phone | | Work Phone (if available) | |

Blue Card Details (if applicable)

Hold Current Blue Card (*details provided below*) Hold current Exemption Card (*details provided below*)

| | |
|---------------------|--|
| Registration Number | |
| Expiry Date | |
| | |