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PARRAMATTA

MANAGING VOLUNTEER HANDBOOK



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1. Introduction

This Handbook has been produced by the Diocese of Parramatta as a road map to provide clear and concise information on volunteer management good practices. It is part of Safe Parishes framework.

The Diocese's Volunteer Framework is the overarching framework which provides the foundation for this Handbook. This document should be read as an extension of the Framework as it is more user-friendly and provides more practical information and tools for the development and management of volunteers.

This Handbook works through the sequence of tasks recommended to recruit and manage volunteers including engagement, assessment of suitability, appointment, formation and training, day-to-day volunteer management and dealing with any problems that might arise. A list of templates and materials is referenced at the end of this Handbook.

Who is the Handbook for?

This Handbook is for the Diocese of Parramatta's Chancery, Ministries, Agencies, and Parishes and is aimed at those with responsibility for managing and supervising ministers who volunteer. You may not have a formal title or job description which says you "supervise" volunteers, but if you are involved in recruiting, training or rostering volunteers, that means that you have a supervisory role.

For the purpose of this document, the term "Diocese" refers to all of the following in the Diocese of Parramatta:

- Chancery;
- Ministries and Agencies;
- Parishes; and
- Chaplaincies

The benefits of managing volunteers

There are several benefits to managing volunteers including:

- Clarity for the Diocese and volunteer
- Greater likelihood of attracting the right volunteers and retaining them
- Implementing a standardised approach to dealing with volunteers which provides the Diocese with direction and ensures that volunteers get treated fairly and equally, and experience satisfaction in the role.

How to use this Handbook

It is likely that the Handbook describes what many of you are already doing but do not have any formal processes or resources. It builds on the Volunteer Framework and is designed as your quick reference Handbook and will provide you with easy to use tips and strategies to help you with recruiting, training, managing, and retaining your volunteers. You may choose to read it in sequence or just pick out a particular section as required.

It should be noted that not every section will be relevant to all volunteer roles.

Working with children and adults at risk

The work that volunteers undertake and the level of engagement with and focus on ministry with children and adults at risk varies throughout the Diocese.

Some volunteers may have contact with children and/or adults at risk which is, according to the National Catholic Safeguarding Standards (the Standards), the NSW Office of the Children's Guardian Child Safe Standards and the Child Protection (Working with Children) Act 2012, as engagement in activities and/or ministries that involve, or may involve, contact with children and/or adults at risk which would be described as incidental to the activity. "Incidental" includes where contact with children is not core to the activity. For example, home visiting where the purpose of the visit is to engage with adults, but children and/or vulnerable may be present.

Some volunteers may work with children and/or adults at risk which is, according to the National Catholic Safeguarding Standards (the Standards),

the NSW Office of the Children's Guardian Child Safe Standards and the Child Protection (Working with Children) Act 2012, as engagement in activities and/or ministries with children and/or vulnerable people where contact would be reasonably expected as a normal part of the activity and/or ministry and the contact is not incidental to the activity. For example, a volunteer leading children's liturgy or youth ministry.

Where volunteers have contact or work with children and/or people at risk, more stringent checks must be undertaken before appointment. Also, you must pay closer attention to monitoring and managing these volunteers.

Your responsibilities as a supervisor

- Ensuring that each volunteer has a positive and rewarding experience during their time volunteering with the Diocese
- Ensuring that volunteers are protected from exploitation
- Identifying meaningful roles that add value to the Diocese and their personal development
- Providing volunteers with accurate information about the project/work and the contribution they can make
- Providing a safe and pleasant working environment with appropriate support
- Ensuring that volunteers have the opportunity to attend relevant meetings, training sessions, formation and workshops
- Giving constructive feedback regarding volunteers' contribution to the work of the Diocese.
- Recognising the volunteer's contribution.

Volunteers' responsibilities

The Diocese ensures that all volunteers are as safe as possible whilst volunteering, however, volunteers have the following responsibilities:

- Be familiar with the duties associated with the role
- Participate in training and formation

- Read, understand and co-operate with the policies and procedures of the Diocese including:
 - Safeguarding Commitment Statement
 - Responding to Survivors
 - Code of Conduct
 - Complaint Management Framework
 - Reportable Conduct Procedure
 - Risk Management Strategy
 - Whistle-blower policy
 - Harassment, Bullying and Discrimination policy
 - Privacy Policy
 - Work Health and Safety policy
 - Managing Workplace Complaints policy
 - Acceptable Use of Electronic Communication Systems and Devices Policy
 - Parish Safeguarding Manuals
 - Relevant safeguarding procedures of Diocesan agencies
 - the Privacy Policy.
- Agree to ask for support when and where it is needed
- Apply for a Working with Children Check (WWCC) (if applicable) and provide the letter with their WWCC number to the relevant church authority
- Communicate regularly with others
- Take reasonable care for their own health and safety
- Take reasonable care to ensure that they do not adversely affect the health and safety of others
- Follow the work, health and safety instructions given by the Diocese

2. Engagement

The volunteer engagement process is open, fair, transparent and consistent with federal and state anti-discrimination legislation. Volunteers are engaged based on the skills and experience outlined in role statements and the need for each volunteer role.

Assess Gifts and Needs

In the first instance, you must assess the need for new or existing volunteers, and determine:

- The objective and purpose of engaging a volunteer/s e.g., is someone needed to maintain the parish grounds, lead the youth group, help out as a catechist or sit on a committee or council? Are volunteers being invited to share their gifts in a range of new areas?
- The key tasks and responsibilities involved
- How many volunteers are required to meet the objective
- The frequency with which the volunteer is required. There is a wide range of volunteering possibilities including:
 - Long-term, short-term, and episodic
 - Daytime, evening, and weekend
 - Weekly, fortnightly, and monthly
 - Onsite, offsite, and virtual (e-volunteering)
 - Individual, family, internship, and student
- The skills and experience needed to meet the objectives
- If there needs to be a discernment process and/or interview for prospective volunteers

Establish a Role Statement

Clear, accurate and current statements of the work that prospective volunteers are expected to do need to be written for each voluntary role. This will help you to:

- Clarify what kind of skills, qualities and experience the volunteer should have to be successful in the position
- Understand the scope, responsibilities and limitations of the work
- Put in place appropriate screening measures for potential volunteers
- Evaluate the work performed. It defines desired outcomes and expectations that help recognise a volunteer for a job well done or take corrective action for a volunteer who is struggling.

Role Statement Checklist

A recommended role description would include the following:

- A brief summary of the Diocese
- A description of the location, purpose and duties of the advertised volunteer position, including the actual task/s that the volunteer is expected to perform
- Supervisor and lines of authority
- Duration of the position
- Expected time commitment each week/month etc.
- Skills required/preferred
- Relevant screening measures.
- Relevant policies and procedures

Please see the Role Description template in the Resources Section of this document.

Where to Recruit

We recommend advertising through:

- bulletins
- newsletters
- internal communications
- word of mouth/personal invitation
- call outs on social media pages e.g., Facebook pages/groups (depending on the voluntary role required)
- 'Sign up Sundays'
- giving talks to target groups
- interaction with schools

Use language in the recruitment advertisements that is tailored to and will engage with potential volunteers. Consider the method of communication with those who do not have English as their first language and those with certain disabilities. Talk about the benefits of volunteering e.g., people volunteer to meet people and join a social group.

Please see the Advertising for Volunteers templates in the Resources Section of this document.

How to Recruit

You may choose to ask potential volunteers to fill in an Expression of Interest Form.

Where you have advertised for a voluntary role, you may ask volunteers to apply for the role. In this case, you may choose to provide them with an Application Form. You can find a sample

Alternatively, potential volunteers may be approached with a designated volunteer position in mind. For example, a parish priest may approach a parishioner to be a volunteer youth leader.

Samples of these forms can be found in the Resources Section of this document.

[Expression of Interest template](#)
[Application Form template](#)

3. Assessment of Suitability

An assessment of the person's suitability is determined by the relevant church authority. You should provide all potential volunteers with enough information to allow them to make an informed decision about whether or not to undertake voluntary work for the Diocese.

Depending on the role this may include:

- Preliminary gathering
- Information sessions
- Gift discernment
- Mentoring
- Interview or informal discussion
- An explanation of the relevant policies for the role and the implications they may have for the volunteer

Conducting Screening Checks (depending on position)

Certain background screening checks are required by law (under legislation or contract) for certain voluntary roles and other checks are optional. For example, some volunteers are required to undergo screening processes such as a background check, reference check, Working With Children Check (WWCC) and/or police check.

Should you request any or all of these checks from your potential volunteers, you must ask for and receive their consent to conduct these checks, informing them of the Privacy Policy, and meet the additional statutory obligations.

3.1.1 Reference Check

Depending on the nature of the voluntary role, you may request reference checks from the prospective volunteer. In this case, you must request referee contact details and conduct the reference check.

Please see the information sheet *Questions for Referees* in the Resources Section of this document.

3.1.2 Working With Children Check

Which volunteers require a WWCC?

If you are unsure which roles require a WWCC, please refer to The Safeguarding Points Training Guide or the Children's Guardian website: Who needs a Working with Children Check - NSW Office of the Children's Guardian

As defined by the Children's Guardian, volunteers must have a WWCC if they are:

- providing services for under 18s
- where the work normally involves being face to face with children
- where contact with children is more than incidental to the work.
- The legislation lists sectors and services that are child-related work.
- An adult who resides or stays regularly (i.e., several nights a week) on the property of an authorised carer (foster carer or other authorised carer of children in statutory or supported out-of-home-care)
- A home-based education and care service provider
- A family day care service provider (where care is provided at home)

Determination

If you determine that the voluntary role requires a WWCC, prior to appointment you must ask the potential volunteer:

- For their identification to confirm their full name and date of birth; and
- To apply for or provide their Working with Children Check (WWCC) number.

Verifying the WWCC

If Volunteers require a WWCC they must not work with children unless their WWCC has been verified. Prior to them commencing working with children, you must request the volunteer's WWCC and send it to the Chancery's Human Resources department for verification.

3.1.3 Police Check

The WWCC Check focuses on specific offences (e.g., those that may impact on the safety of children) and not all criminal offences will be relevant for the WWCC, therefore, a WWCC will not show all offences. A police check allows you to be aware of all previous convictions – child-related or not – and this may be appropriate if you are seeking a volunteer who, for example, may be handling money.

For more information, please see the NSW Police website: https://www.police.nsw.gov.au/online_services/criminal_history_check

N.B. If you decide that potential volunteers are required to undergo a police check prior to recruitment, you must not refuse an applicant simply because he or she has a prior conviction revealed for an offence that has no relevance to the available position. There are legal protections against discrimination on the basis of a criminal record.

4. Appointing the Volunteer

Once you have determined the suitability of the volunteer and you are satisfied with their relevant checks, you may wish to appoint the potential volunteer. In order to do so, you must undertake the following:

1. Send a *Letter of engagement* to them
2. Send a *Volunteer Agreement* letter to them and instruct them to read and agree to the terms of the letter and send it back to you
3. Provide them with a *Role statement*

You may choose to acknowledge the individual and inform the community that particular volunteers are authorised to carry out their role by having a Commissioning Mass or other appropriate acknowledgement, e.g., notice in bulletin/newsletter.

5. Getting Volunteers Started

Induction

Prior to the volunteer starting work, you must prepare the volunteer as required for their particular role.

On the first day or soon after, you must:

- Make sure all other staff and volunteers are aware of the new volunteer's start date and the role they are to undertake
- Introduce the new volunteer to other members of the Church Authority
- Introduce the new volunteer to parishioners, the children, young people and parents, if relevant
- Show the new volunteer the kitchen/meal, toilet facilities and where to store personal items, if relevant
- Discuss who the new volunteer reports to and provide contact details
- Discuss the volunteer's duties and what training will be provided
- Discuss your expectations of the volunteer
- Discuss the hours of work
- Provide them with access to relevant policies and procedures that are critical for their role

Policies and Procedures

Volunteers are to be given the Volunteer Handbook and local policies and procedures. Depending on the nature of the role, you may require volunteers to sign a Confidentiality Agreement. A Confidentiality Agreement template can be found in the Resources section of this document.

Explain that you are happy to receive feedback and/or complaints as it helps to make the workplace more effective and efficient.

You may wish to use the Induction Checklist (which you can find in the Resources section of this document) to ensure that you have covered all aspects of the Induction process.

Contact Details and Emergency Contact Details Form

Ensure that your volunteers complete a Contact Details form and Emergency Contact Details Form.

Please find these forms in the Resources section.

5.1.1 Keeping a register of your volunteers

If your parish has access to PADRE, please make sure all of your volunteers, along with their contact details and emergency contact details, are entered.

In all other cases, please retain a list of your volunteers along with their contact details and emergency contact details.

5.1.2 Training

Please ensure that the volunteers are:

- Aware of and abide by the relevant rules and regulations
- Aware of the expectations of a volunteer in the role
- Trained specific to their position's duties
- Trained on the relevant policies and procedures, including the handling of personal information

5.1.3 Workplace Health and Safety (WHS) Induction

The following is required:

- Show the new volunteer the locations of nearest fire exits
- Explain the location of the emergency assembly point
- Explain the emergency alarm system for the building (alert, evacuation tones, etc.)
- Provide contact details for local safety personnel e.g. Nominated First Aid Officers in the building, Fire Wardens
- Provide contact details for Security Services for reporting emergencies and security threats
- Explain the requirement and method for reporting incidents, injuries, illness and hazards
- Explain general WHS responsibilities

- Explain appropriate safeguarding obligations (e.g. to whom do you report a disclosure)
- Explain WHS consultation and any local arrangements such as team meetings etc.
- Provide information about health and safe work procedures relevant to the work
- Explain the requirement to comply with WHS legislation and procedures
- Check if there are any special needs or existing health conditions to be accommodated.
- Consult with volunteers about work health and safety matters that affect them

5.1.4 Safeguarding Induction

- If the volunteer requires a WWCC for their role they must be informed of policies and procedures that relate to the NSW Reportable Conduct Scheme and also reporting child abuse to appropriate authorities (Department of Communities and Justice)
- The volunteer must be made aware of the reporting requirements of the Diocese and the flowcharts relating to reportable conduct and reporting a risk of significant harm (ROSH)
- If the volunteer does not require a WWCC they must be made aware of the Safeguarding requirements relating to Adults at risk
- All volunteers must be informed that they are required to undergo training via the Points build system and be informed of the "points requirement" for the role they undertake (Please refer to the Safeguarding Training Guide for an explanation of requirements)

5.1.5 Acknowledgement and Receipt Form

Once you have provided the induction to the volunteer, please ensure that they complete the Acknowledgement and Receipt Form. An example of this can be found in the Resources section.

6. How do I manage Volunteers?

Trial Period

You can apply a trial period for volunteers e.g., you can inform the volunteer that they will have a three-month trial period when they begin volunteering. This is an opportunity for you to see if the engagement is suitable on the part of both parties.

Engaging your volunteers

It is important to create and maintain an open and aware environment. Clear communication channels are a vital way to engage and retain volunteers. You can do this by:

- Holding regular supervision sessions
- Where one-to-one supervision is not possible, arrange regular team supervision and support sessions and emphasise the importance of participating in these sessions
- Informing volunteers of up-to-date program activities and other important information through volunteer newsletters, notice boards, intranet, social media
- Resolving any and all conflicts fairly and quickly
- Helping volunteers to develop their skills and broaden their experience
- Creating and maintaining an open and aware environment, where all adult participants feel responsible for the protection and well-being of children and adults at risk in their programs.
- Having clear communication channels, opportunities for discussion, training and consistent enforcement of policies and procedures
- Create opportunities to involve volunteers in developing new child-safe, child friendly processes.

Managing boundaries

Volunteering involves interaction and interpersonal relationships. Volunteers might develop close relationships through roles such as:

1. Home visiting
2. Mentoring
3. Befriending
4. Counselling
5. Advice and support

It is crucial that relationships are respectful and healthy, so managing volunteers also involves defining boundaries. Some suggested practices for setting and maintaining boundaries are:

- Set boundaries that are related to the position and to the relationships volunteers can develop
- Reference relevant legislation or contractual agreements that may require these boundaries
- Explain what boundary breaches are
- Keep communication open; volunteers should be able to approach you with questions or concerns about boundaries
- Explain the potential risks and consequences of crossing boundaries.

Setting boundaries is particularly important when working with and having contact with children and adults at risk.

Supervision

It is best practice to provide regular check-in opportunities between volunteers and supervisors to share feedback and come up with strategies to improve the volunteering experience.

A weekly or monthly supervision, support session, or meeting is advised to provide open discussion and constructive feedback.

Where one-on-one supervision is not appropriate, a more general opportunity can be organised for volunteers to gather and share experiences e.g., ministry reflection evening.

Performance Appraisal

A performance appraisal is good practice in the supervision and monitoring of volunteers as it formalises the process of supervision and feedback.

Transitioning Volunteers

Regardless of the reason, it is important to manage volunteer transitioning correctly so that the volunteer and Diocese part on amicable and dignified terms.

There is no notice period or other requirements to terminate a volunteer relationship. The voluntary nature of the relationship means that it can be ended by either party at any time. Before a volunteer transitions, go through this checklist:

- Why can the volunteer no longer carry out their role?
- Are they still suitable and interested in volunteering?
- Is there another role they can undertake?
- Have you spoken with the volunteer and addressed any issues or concerns?

Exit Interview

When a volunteer transitions, it is useful to find out the reasons why in order to assess and improve all aspects of the working environment, culture, processes and systems, management and development.

For more senior positions, schedule a time with the departing volunteer on their (or near to last) day of work. Let the volunteer know that you are seeking the information as part of a process for improving the Diocese, and that their honest feedback is encouraged.

Alternatively, a volunteer may be asked to complete a short feedback form.

Some questions are provided in the Resources section of this document.

7. Managing Complaints and reportable conduct

From time to time, volunteers may wish to complain about a situation. All volunteers have a right to make a complaint.

In a similar vein, a complaint may be raised against a volunteer.

The Diocese of Parramatta is committed to ensuring that all complaints are dealt with in a responsive, compassionate, and fair manner.

If a complaint is made, you should follow the process outlined in the Diocese's Complaints Management Policy and Process.

Reportable Conduct

It is important that volunteers understand that they are subject to the Children's Guardian Act 2019 that explains Reputable Conduct if they are required to hold a WWCC for the purposes of their role within the Diocese

The Bishop, as the 'Head of Entity' must notify the Children's Guardian if he receives a report or becomes aware of a reportable allegation or reportable conviction against any clergy, paid employees, volunteers or contractors delivering services to children who hold or are required to hold a Working with Children Check. The notification must be made within 7 business days of the Bishop being made aware of the report.

Definition of reportable allegation/ reportable conviction

A reportable allegation is an allegation that a worker has engaged in conduct that may be reportable conduct. A reportable conviction means a conviction (including a finding of guilt without the court proceeding to a conviction), in NSW or elsewhere, of an offence involving reportable conduct.

Reportable conduct is:

- a sexual offence
- sexual misconduct
- ill-treatment of a child
- neglect of a child
- an assault against a child
- an offence under section 43B or 316A or the Crimes Act 1900,

- behaviour that causes significant emotional or psychological harm to a child.

NB: Reportable conduct covers the conduct of employees (volunteers) and towards children both at home and at work.

The Head of Entity must conduct an investigation or arrange for an investigation to be conducted. The entity report must be provided to the Children's Guardian within 30 days after the head of the entity receiving the reportable allegation (or conviction), unless the head of the relevant entity gives the Children's Guardian an explanation for not completing the report and the expected timeframe for completion.

The investigation report must include information about the facts and circumstances of the reportable allegation, the findings made by the head of the entity, and an analysis of the evidence and the rationale for the findings.

The Bishop has arranged for the Head, Office for Safeguarding Diocese of Parramatta to manage all reportable allegations (and other child protection concerns), including whether the notification should be made and handling the investigation processes, for all parishes, ministries and certain agencies. The Head, OSDP, works closely with the leader of the Parish or Ministry/agency in completing the investigation process, however these leaders are responsible for implementing the outcome of the investigation regarding their personnel.

The Bishop has delegated the authority for handling child protection matters and 'Head of Entity' status to the following heads of agencies.

For further details about identifying, responding and investigating reportable allegations, see the Reportable Conduct Procedure.

NB: For information about the handling of child protection concerns which are not considered to be 'reportable allegations,' see the Complaint Management Framework.

8. Acknowledge Your Volunteers

It is important to reward and recognise volunteers to create a positive culture that truly values its volunteers. The smallest gesture of recognition can go a long way to making a volunteer feel valued and in turn produce a high retention rate and build a stronger volunteer workforce.

You may choose to do this through:

- A Commissioning Mass
- Publishing names and roles in the Parish Newsletter and/or highlighting volunteers and their role on Parish social media platforms (after seeking permission from the volunteer)
- Gratitude masses or events

9. Keep Your Volunteers Safe

The Diocese has a duty of care to its volunteers and should prevent injury and illness by providing a safe and healthy working environment, so far as is reasonably practicable.

As part of an ongoing process, it is required that you inform and consult with volunteers about work health and safety matters that affect them. This includes talking to volunteers about potential hazards associated with the voluntary work and how you can put measures in place to protect them from harm.

10. Risk Management

The Diocese has a legal, moral and ethical responsibility to reduce the exposure and level of risk to volunteers. Identify, assess, and manage risks associated with volunteers.

Conduct a risk assessment for each volunteer position to identify what risks are involved and what possible solutions can be applied to minimise or eliminate the exposure to the risk.

- Level of supervision
- Degree of physical isolation
- Degree of physical contact with children or adults at risk
- Degree of trust or discretion required
- Degree of skill or knowledge required
- Degree of physical demand
- Other risks inherent to the task or environment
- Review risk assessments annually and amend role statement to reflect any new risk assessment results.
- Are all the activities the same in practice as described in the role statement?
- Have any health and safety policies changed to apply to activities?
- Have you revisited the environments where volunteers do their work?
- Have there been any recent incidents or unsafe situations or environments that volunteers reported to you?

11. Records Management

It is critical to ensure that appropriate and accurate documentation is kept to support volunteer involvement, reviews, corrective actions and legal requirements. Information about the Diocese's rationale and procedures for collecting personal information can be found in the "Privacy Collection Notice Policy".

The lists below help create recordkeeping policies and maintain a solid recordkeeping system. Personnel files for volunteers may include:

1. the role statement for the file
2. emergency contact details
3. waivers (photo release)
4. proof that the code of conduct is understood
5. references given
6. incident reports

12. Insurance

You should inform all volunteers of the insurance cover and related details including Public Liability Insurance. Volunteers can request to see a Certificate of Currency which can be arranged through the Chancery Office.

Resources: [You will find these resources in the following section.]

1. Glossary of terms used in this document
2. Advertising for volunteers
3. Advertising for volunteer's poster
4. Volunteers' expression of interest form
5. Volunteers' application form
6. Interview questions when engaging volunteers
7. Questions for referees
8. Letter of engagement
9. Volunteers' agreement
10. Confidentiality agreement
11. Induction checklist
12. Volunteer contact details
13. Acknowledgement and receipt form
14. Questions for transitioning volunteers

Glossary of terms

<p>Adults/people at risk</p>	<p>Adults at risk are people over the age of 18 who are at increased risk of abuse, including those who:</p> <ul style="list-style-type: none"> • are elderly • have a disability • have a mental illness • have diminished capacity • have cognitive impairment • are experiencing transient risks, e.g. bereavement, relationship breakdown, domestic or family violence, homelessness • have any other impairment that makes it difficult for that person to protect themselves from abuse or exploitation. <p>While taking care to not make assumptions or generalisations about individuals, we recognise that other aspects of a person's identity or life experiences may also increase their risk of vulnerability to abuse or harm, for example:</p> <ul style="list-style-type: none"> • being Aboriginal or Torres Strait Islander • being a refugee or migrant • diverse gender or sexuality • speaking a first language other than English • surviving sexual abuse or child abuse.
<p>Allegation</p>	<p>A complaint, still to be verified, claiming or asserting that someone has committed an act of abuse against a child. The term is used interchangeably and in combination with "complaint".</p>
<p>Bishop</p>	<p>A diocesan bishop in the Latin Church and an eparch in the Eastern Churches.</p>
<p>Child/ren</p>	<p>Individuals under 18 years of age.</p> <p>Can also be a child 0-15 years under the Children and Young person (Care and Protection Act) 1998 In this Act a young person is 16 or 17 years</p>
<p>Child abuse</p>	<p>There are different legal definitions of child abuse in Australia. Most commonly, the categories of child abuse include sexual, physical, psychological, neglect, ill-treatment, exploitation and exposure to family violence.</p>
<p>Child Safeguarding Commitment Statement</p>	<p>A commitment statement describing an entity's commitment to keep children safe from harm. It informs the entity's culture with respect to child safeguarding.</p>
<p>Church Authority</p>	<p>Those people to whom the Bishop has delegated authority for the governance, operations and administration of the Diocese. For example, the Chief of Operations & Finance, Parish Priest etc.</p>
<p>Clergy</p>	<p>The body of those ordained in sacred ministry in the Church. They are either deacons, priests or bishops.</p>
<p>Complainant</p>	<p>Any person who makes a complaint that may include any allegation, suspicion, concern, or report of a breach of the entity's code of conduct. It also includes disclosures made to an institution that may be about, or relate to, abuse in the entity's context.</p>
<p>Conflicts of interest</p>	<p>Situations where a conflict arises between a person's official duties and their private interests, which could influence the performance of those official duties. Such conflict generally involves opposing principles or incompatible wishes or needs.</p>

Cultural safety	An environment that is safe for people of all ethnicities and cultural identities: where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience, of learning, living and working together with dignity and truly listening.
Diocese	Ecclesiastical jurisdiction under the leadership of a bishop or an archbishop. In this document it is used as an inclusive term, including eparchies, ordinariates and personal prelature.
Duty of Care	It is a legal obligation that is imposed on an individual requiring an adherence to a standard of reasonable care while performing any acts that could foreseeably harm others
Entity	An entity that has been identified as Catholic by a competent authority within the Catholic Church.
Formation/formation program	A program preparing individuals for ordination or profession of vows as well as a life-long journey to the invitation of Christ to proclaim and live the Gospel message within the life of the Church.
Grievance	A concern or complaint raised by an employee or volunteer against a process, action, omission or decision within the responsibility and control of the Diocese which relates to employment or volunteer engagement or related internal human resources matters, which has or is likely to have an unreasonable negative impact on the ability of an employee or volunteer to undertake their duties, or similar impact on their broader role.
Leaders	Personnel who are responsible for important governance decisions within a Church entity and/or who lead and coordinate Church improvement initiatives.
Minister	A person, lay or ordained, who responds to their baptismal calling carrying out a ministry for the Church. Some do this on a limited, or temporary basis – as catechists, liturgical ministers, pastoral council members, and so on. Some serve on a more stable basis, part-time or full-time. Such roles require authorisation of local leadership, and appropriate discernment and formation.
Ministry	Any activity within, or delivered by, an entity that is designed to carry out the good works of the Catholic Church.
Parish	<p>A parish is a definite community of the Christian faithful established on a stable basis within a particular Church [diocese]; the pastoral care of the parish is entrusted to a pastor as its own shepherd under the authority of the diocesan bishop. (Canon 515).</p> <p>The Church living in the midst of the homes of her sons and daughters. (Pope John Paul II, <i>Christifideles Laici</i>, 26)</p> <p>The presence of the Church in a given territory, an environment for hearing God's word, for growth in the Christian life, for dialogue, proclamation, charitable outreach, worship and celebration. It is a community of communities, a sanctuary where the thirsty come to drink in the midst of their journey, and a centre of constant missionary outreach. (Pope Francis, <i>Joy of the Gospel</i>, 28)</p>
Performance appraisal	A yearly review of a volunteer's performance is a tool for supervisors to evaluate how well a volunteer is performing their role. It is also an opportunity to gather feedback from volunteers regarding their role and the Diocese.

Personnel	A cleric, member of a religious institute or other person who is employed by the entity or engaged on a contract, subcontract, voluntary or unpaid basis.
Religious Institute	An institute of consecrated life, a secular institute or society of apostolic life, and their provinces or equivalent.
Safeguarding	Measures to protect the safety, human rights and well-being of individuals, which allow people – in this context children – to live free from abuse, harm and neglect.
Safeguarding Coordinator	An individual who champions safeguarding and co-ordinates the implementation of the National Catholic Safeguarding Standards within an entity.
Safeguarding Implementation Plan	A documented plan which articulates actions to be taken across the entity to ensure safeguarding practices are in place. It includes actions, strategies, responsibilities and delegations and tracks review and progress. It is overseen by the Safeguarding Committee.
Seminary	A centre for the formation and education of students preparing for ordination.
Supervision	Supervision is a process by which a supervisor provides regular pastoral support, instruction and feedback to volunteers. For example, regular check- ins throughout the year to assess how the volunteer is performing their role.
Supervisor	A nominated person who has the responsibility to directly oversee volunteer activities. For example, a Ministry Coordinator, Ministry Leader, Catechist Coordinator etc. Supervisors may not have a formal title or role statement which says that they “supervise” volunteers, but if volunteers are involved in recruiting, training or rostering volunteers, it means that they have a supervisory role
Volunteer	<p>Volunteers are individuals who provide their experience, knowledge and skills to the Diocese, free of charge, with the aim of helping the Diocese to achieve its objectives and/or bringing some benefit to the local community. This includes all clergy and those in Consecrated Life who may or may not receive a stipend.</p> <p>A volunteer in the parish space, may refer to either a baptised or non- baptised member, lay or ordained, and regardless of baptismal state.</p>
Volunteering	<p>An activity which takes place and:</p> <ul style="list-style-type: none"> • is of benefit to the community and the volunteer • is of the volunteer’s own free will and without coercion • is for no financial payment • is in designated volunteer positions. <p>“Volunteering is time willingly given for the common good and without financial gain”. (Volunteering Australia).</p>
Working with children check	Generic term used in the Standards to denote the statutory screening requirement for people who work or volunteer in child-related work. There is no single national framework setting out requirements for ‘working with children’ checks. Each state or territory in Australia has its own name, procedures and differences in scope regarding what this type of check entails. They are one part of a Church entity’s recruitment, selection and screening processes.

SAMPLE ROLE STATEMENT

Position: Extraordinary Minister of Holy Communion of the Sick to Homes/Institutions

Hours per week: *Three (3) hours*

Duration: *One (1) year*

Reports to: *Parish Priest*

Location: *St Margaret Mary Parish*

Overview

The purpose of this ministry is to bring Communion and pray with the sick and homebound of the parish community who are unable to attend regular liturgy due to illness or infirmity. This ministry provides the sick, homebound and/or institutionalised with a sense of community and belonging.

This is a volunteer position.

Responsibilities

The Extraordinary Minister of Holy Communion of the Sick to Homes/Institutions is:

- Is in regular communication with the Ministry Coordinator/Liturgy Team.
- Is available for planning meetings and liturgical celebrations at peak liturgical times, e.g., Christmas and Easter.

Personal Requirements/Attributes

- Is a baptised member of the Catholic Church who has been duly prepared and commissioned for this role.
- Communication and interpersonal skills.
- Committed to prayer, gospel values and spiritual growth.
- Is recognized within the parish community as a person of good reputation.
- Desires to serve the community and to commit time and talents to this ministry.
- Honest, dependable and can maintain strict confidentiality

Qualifications, Experience and Knowledge Relevant to Position

- Must have completed the Office for Workshop Liturgical Spirituality Course
- Commitment to adhere to all relevant policies and legislation.

Child protection legislation requires the preferred applicant to be subject to employment screening and a Working with Children Check before the position is formally offered.

ADVERTISING FOR VOLUNTEERS

You can use the following flowchart as a resource for prospective volunteers in the recruitment, interview/informal discussion and induction phase.



Say yes!

To ministry. Simple steps for you to share your time, gifts and to grow and share your faith with the faith community.

**Say yes!
to the call to
ministry**

**Contact the Parish
Office with your
interest**

**You will be
contacted by the
Ministry Leader of
ministry you are
interested in**

**Complete your
mentoring
program with your
mentor**

**Some ministries will
require you to do the
Liturgical Ministries
Course coordinated by
the
Office for Worship
(offered twice a year)**

**The Ministry Leader
will walk through the
training and formation
process with you and
arrange a time to meet**

**When your mentor
says you are ready,
complete the Ministry
Commitment Form,
return it to the parish
office**

**You will be placed
on the Ministry
roster**

**Keep an eye on
the roster for your
time to serve**

ADVERTISING FOR VOLUNTEERS POSTER

Interested in Becoming More Involved in the Parish?

You are invited to share your gifts and talents in the parish!

Enquire at the Parish Office or at Mass.

Someone from the Ministry Team will contact you and have a chat.

Training/mentoring will be organised within the parish - someone who will spend time with you learning about your ministry.

There is some paperwork you need to fill in so we can ensure we care for all our volunteers and suitably complete the roster.

You will be placed on the roster.

For some ministries, you will need to complete the Diocesan Liturgical Ministry Course - a short course that is offered by the Office for Worship.

Contact the Parish Office on XXX or email XXX to express your interest.

“The liturgy is life through the whole people of God ... it is an action for the people, but also by the people.”

Pope Francis

VOLUNTEER EXPRESSION OF INTEREST FORM

Thank you for your interest in volunteering with (insert name) in the Diocese of Parramatta. All volunteer applications are reviewed with consideration of current volunteer opportunities.

The information you provide will be stored in confidence under the provisions of the Privacy Act 1988 (Cth). Your completed form will be held securely and confidentially in line with the Diocese's "Privacy Collection Notice Policy. Only authorised staff will have access to your information.

Personal Details

Title: _____ Name: _____

Postal Address: _____

Suburb: _____ Postcode: _____

Telephone: (Mobile) _____

E-mail: _____

Date of birth: _____ Day/Month/Year

If you are involved with us as a volunteer and an emergency arises, who should we contact?

Name: _____ Relationship: _____

Telephone: (Mobile) _____

Child Protection

The Diocese of Parramatta is committed to standards of excellence in Child Protection practices. Where your volunteer role may work or have contact with children, you will be required to complete a Working With Children Check (WWCC), which will be processed by the Children's Guardian Office.

Have you ever been convicted of an offence in Australia or elsewhere? Yes No

If you ticked yes, please provide details _____

Do you have a current WWCC? [Supply Number and Year of Expiry] _____

Your Skills and Interests

4. What kind of role are you interested in? (You may tick more than one of the below)

<input type="checkbox"/> Leadership	<input type="checkbox"/> Faith Formation	<input type="checkbox"/> Liturgical Ministry
<input type="checkbox"/> Peace, Justice and Ecology	<input type="checkbox"/> Prayer and Spirituality	<input type="checkbox"/> Youth Ministry
<input type="checkbox"/> Administration	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Community Life

Other: _____

5. When are you available for voluntary work? Totally Flexible

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

How long do you intend to volunteer for? _____

6. Where do you wish to volunteer? _____ (Parish/Suburb)

VOLUNTEER APPLICATION FORM

Thank you for your interest in volunteering with (insert name) in the Diocese of Parramatta All volunteer applications are reviewed with consideration of current volunteer opportunities.

The information you provide will be stored in confidence under the provisions of the Privacy Act 1988 (Cth). Your completed form will be held securely and confidentially in accordance with the Diocese's "Collection of Information Notice Policy".. Only authorised staff will have access to your information.

Voluntary Role

What is the voluntary role that you are applying for? _____

Personal Details

Title: _____ Name: _____

Postal Address:

Suburb: _____ Postcode: _____

Telephone: (Mobile) _____

E-mail: _____

Date of birth: _____ Day/Month/Year

If you are involved with us as a volunteer and an emergency arises, who should we contact?

Name: _____ Relationship: _____

Telephone: (Mobile) _____

Equal Opportunities

The Diocese of Parramatta is committed to equal opportunities and all volunteer recruitment decisions will be based on merit, suitability for the role and experience. All volunteer recruitment decisions will not be influenced by race, colour, nationality, religion, sex, marital status, family status, sexual orientation, disability or age. The Diocese of Parramatta fully endorses a working environment free from discrimination and harassment.

Child Protection

The Diocese of Parramatta is committed to standards of excellence in Child Protection practices. Where your volunteer role may work or have contact with children, you will be required to complete a Working With Children Check (WWCC), which will be processed by the Children's Guardian Office.

Have you ever been convicted of an offence in Australia or elsewhere?

Yes No

If you ticked yes, please provide details below

Do you have a current WWCC? [Supply Number and Year of Expiry] _____

REFERENCES

1. Name: _____ Relationship: _____

Place of Work (If applicable): _____ Position: _____ (If applicable)

Telephone: (Home) _____ (Mobile) _____

E-Mail: _____

2. Name: _____ Relationship: _____

Place of Work (If applicable): _____ Position: _____ (If applicable)

Telephone: (Home) _____ (Mobile) _____

E-Mail: _____

I declare that the information I have provided is true and accurate to the best of my knowledge.
All my actions as a volunteer will reflect the ethos of the Catholic Church and the Diocese of Parramatta.

Signed _____ Date _____

INTERVIEW QUESTIONS

WHEN ENGAGING VOLUNTEERS

Here's a list of some great open-ended questions to ask your prospective volunteers:

- What is your understanding of the nature of the work that you are considering undertaking?
- What interested you about this volunteer role?
- Is there an aspect of our mission that motivates you to want to volunteer?
- Are there any aspects of this work that you do not understand or would like clarification about?
- Have you volunteered in the past?
- Have you been involved in the parish or in another parish in the Diocese?
- Can you briefly talk about your experiences, skills or qualifications that relate to this role?
- What would be the ideal volunteer role for you – and why?
- What are your expectations of the Dioceses? Of our employees?
- What sort of support and assistance do you think you would require in order to do the work?
- Ongoing training is an important and mandatory aspect of this work. Are you prepared to attend training sessions pertinent to this position?
- Can you nominate two people who would be willing and able to speak to me about your suitability for this type of work and know you in the capacity of a volunteer or paid worker?
- Are you willing to make a time commitment of _____ ?
- Whilst this work is voluntary and we very much appreciate your generosity, do you understand that by engaging you to carry out this position, it is expected that you will follow our reasonable directions and conduct yourself in accordance with our policies, procedures and code of conduct?
- Do you have any questions that you would like to ask us?

QUESTIONS FOR REFEREES

Checking the suitability of preferred applicants is an important step in the recruitment and selection process.

You may want to ask the following questions:

1. In what capacity do you know the applicant?
2. What have you observed about the applicant when:
 - a. Working as a team member
 - b. Leading a team
 - c. Following instruction
 - d. Using initiative and common sense
 - e. Managing conflict
 - f. Supervising children and young people
3. What do you know about the applicant's experience in:
 - a. The workforce
 - b. In ministry
 - c. Working with Children
4. Are you aware if any complaints made about the applicant's conduct when engaged in Ministry or Employment?

LETTER OF ENGAGEMENT

[Insert date]

[Insert address details]

Dear *[name]*,

Thank you for considering the volunteer role of *[role name]* for the *X Parish/Ministry*. Your time and gifts are most appreciated as we work together to *[insert vision statement]* at *XXX parish*.

Please find attached a role statement to help guide you as you take on this role. You will also find the relevant policies that support your role and for the health and safety of all our volunteers. Should you have any questions about these guidelines or indeed anything about this volunteer role, please feel free to discuss.

Please note that this position will be a *X year term*. The position will be reviewed after this time. Should both parties be agreeable it is possible to nominate for another *X year term*.

After reading all the relevant information, and you have decided to accept this volunteer position, we ask if you could please sign the documents attached and return it to the parish office.

We thank you again for considering this position and for sharing your gifts with the *X Parish/Ministry*.

Yours sincerely,

XXX

Parish Priest

XXX

Ministry Coordinator

VOLUNTEER AGREEMENT

[Insert date]

[Insert address details]

Dear *[Name of Volunteer]*,

Thank you for offering to become a volunteer at *[Parish/Ministry]*. We are very pleased to have your assistance and acknowledge the valuable contribution made by volunteers.

This serves as an agreement between *[Parish]* and *[Name of Volunteer]*, whereby *[Name of Volunteer]* will provide *[type of services]* at the *[Parish]*.

It is agreed you will give your services on *[times/days]* OR It is agreed you will give your services based on the needs of *[Parish]*. If you are unable to attend for any reason, please notify *[name]* as early as possible.

You understand that as a volunteer, no remuneration will be paid for your services. You also understand that there is no intention by us to enter into an employment contract with you.

Out-of-pocket expenses may be reimbursed to you where this is approved in advance and proof of expenditure is provided OR While no salary/wages will be paid for the services rendered, *[Parish]* will compensate *[Name of Volunteer]* in the amount of *[amount compensated]* to cover the cost of providing the service (e.g. transport, printing etc.). Payment is disbursed upon the completion of the services on a *[frequency]* basis. *[Parish]* may choose to pay an amount of more than *[amount compensated]* as it deems fit to cover for increased cost of services. This additional amount is at the discretion of the Parish and may vary from time to time after discussion with the volunteer.

While assisting as a volunteer, it is expected that your conduct will always be consistent with the teachings and ethos of the Catholic Church and the mission of *[Parish]*. You are also required to adhere to the policies and procedures of *[Parish]* including the Privacy and Confidentiality Policy and to abide by work health and safety obligations, safeguarding policies and procedures and exercise a duty care for the health and safety of yourself and others.

If you decide that you can no longer continue your services as a volunteer, it would be appreciated if you could inform the *[name]* as soon as possible. You can also contact *[name]* if you have any questions or concerns about volunteering at *[Parish]*.

Please sign both copies of this letter. Retain one copy for your own personal file and return one copy to the *[Parish]* office.

Thank you again for volunteering your services.

Yours sincerely

[name]
Parish Priest
[Parish]

Please sign both copies of this letter. Retain one copy for your own personal file and return one copy to the *[Parish]* office.

I accept the volunteer position as stated above.

Sign: _____ Date: _____

CONFIDENTIALITY AGREEMENT

During my engagement with [*parish*], I acknowledge that I may be given access to confidential information that is deemed sensitive and/or confidential.

'Confidential Information' includes any trade or business secrets, customer or client details and lists, pricing information, marketing information, strategic information, financial information, or any other information that you know or reasonably ought to know to be confidential or sensitive to the business of the employer, its related entities and their related body corporates.

I agree that:

- a) I shall not share this information, material or documents (information) with persons within or outside of [*parish*] who are not authorized to have this information.
- b) I shall not publish such information.
- c) I shall not communicate such information without authority.
- d) I shall not use or disclose any such information for other than authorised official purposes.
- e) I shall not remove such information from the premises without permission.
- f) Should I receive any such information, I will accept full responsibility to ensure the confidentiality and safe-keeping of this information.
- g) I shall take every reasonable step to prevent unauthorised parties from examining and/or copying any such information.
- h) I understand that these rules apply both during and after my voluntary engagement with [*parish*] and that any infringement by me of these rules may be grounds for the termination of my voluntary work and/or legal action.

Name: _____

Signature: _____

Date: _____

INDUCTION CHECKLIST

All volunteers engaged by the Diocese are expected to have a clear understanding of their legal child protection responsibilities and act in accordance with those responsibilities.

The name of Parish expects that you will:

1. Maintain professionalism in your interactions with children and adults at risk at all times by exercising appropriate duty of care and maintaining appropriate professional boundaries.
2. Follow an established process to address allegations of inappropriate behaviour by any person towards children/adult at risk.
3. Respond appropriately when we suspect a child is at risk of significant harm due to possible abuse or neglect by a parent/carer or other adult.
4. Follow policies and procedures that are required by law and the Diocese

Name of volunteer: _____

Role of volunteer: _____

Signature of volunteer: _____

Person completing form and role of person: _____

Signature of person completing the checklist: _____

Date: _____

Policy/guideline/Information	Provided to volunteer (yes/no)	Date provided	Signed off
Safeguarding Commitment Statement			
Complaint management framework			
Reportable conduct procedure			
Pointsbuild information (Safeguarding training guide)			
Reporting concerns relating to Child Abuse			
Code of Conduct			
WHS information and policy			
Duty of care explanation			

VOLUNTEER CONTACT DETAILS FORM

Personal Details

Title: _____ Name: _____

Postal Address:

Suburb: _____ Postcode: _____

Telephone: (Mobile) _____

E-mail: _____

Date of birth: _____ Day/Month/Year

Emergency Contact Details

If you are involved with us as a volunteer and an emergency arises, who should we contact?

Emergency Contact 1

Name: _____ Relationship: _____

Telephone: (Mobile) _____

Address: _____

Emergency Contact 2

Name: _____ Relationship: _____

Telephone: (Mobile) _____

Address: _____

ACKNOWLEDGEMENT AND RECEIPT FORM

I, _____, certify that I have read and reviewed the Diocese of Parramatta's Volunteer Handbook which constitutes as the Volunteer Agreement. I understand that by signing this statement as required I am indicating that I have read the volunteer handbook and its contents and have discussed any questions I have with my manager/supervisor. This includes:

- **Code of Conduct**
- **Safeguarding Policy**
- **Information on policies and procedures that relate to volunteering**

I understand that this statement will become a permanent part of my volunteer file.

Name

Signature

Date

Please return this form to your supervisor

QUESTIONS FOR TRANSITIONING VOLUNTEERS

Here's a list of some great open-ended questions to ask your transitioning volunteers:

1. What was the experience working at *<insert name>* like for you?
2. What were your best experiences working here?
3. What were your most challenging experiences working here?
4. Did you feel adequately supervised and supported in your work?
5. Why are you leaving this role?
6. Are you interested in volunteering in another role?
7. We would really welcome any ideas or opinions that you have about how we can improve *<insert name>* for volunteers



DIOCESE *of*
PARRAMATTA