



# Volunteers, WWC and Protection

Does your organisation use volunteers?

Are you confident you know exactly who is volunteering, how they assist and whether they have been correctly screened and inducted?

I often hear ...

‘we can’t make it too difficult for someone to volunteer. We’ll turn them off helping.’

Someone who wants to help, by working with children, will not be turned off by being asked to protect children. It’s all in how you present the requirements. I’ve worked with small and large organisations to create volunteer management strategies that work.

With a plan, a written strategy (this is how it will work), and a culture that celebrates child protection and safety (this is how it works here – with pride), volunteers will continue to assist and become a valuable protective voice.

Volunteer management begins with a strategy. Bring all of the co-ordinators to the table.

A strategy is not created by an individual. It is a tool to be created by the team who represent each type of volunteer. Come together and identify shared resources and methods and look for opportunities to streamline practice. I strongly recommend you invite the WWC co-ordinator and the sport/activity co-ordinator and, if you have one, of course the volunteer co-ordinator.

So how do volunteers get involved?

- Small group helpers – junior school reading
- Sports and activities – coaching or managing
- Accommodation providers – homestay or billet
- Leadership/mentor programmes
- Council, P&F or other governance roles
- Canteen or uniform shop
- Youth ministry
- Camp assistants/mentors
- Parent/carer roster
- Family members who live on campus/boarding

It is the organisation’s responsibility to ensure that all volunteers are screened and inducted appropriately. Working with Children screening (Blue Cards) in Queensland requires that all volunteers appear in the Blue Card Register (Employee Register) regardless of whether they require a Blue Card or Exemption Card.

The Working with Children legislation includes volunteers in the definition of employees. In other words, it does not distinguish between a paid employee and volunteer.



Use the table provided to plan out your strategy. I highly recommend you consider online registration. You can check out St Luke's Anglican School registration [here](#) for an example.

I suggest you use the table provided to identify how volunteers help in your organisation (nature of volunteer role). Consider how volunteers are;

1. Recruited – website information, letter box drop, reference from existing volunteer/employee, online registration form
2. On-boarded – such as inducted, WWC screened, driver's licence/vehicle rego/insurance noted if transporting, provided with the Code of Conduct and any other documentation
3. Recorded on registers – Volunteer register, Department register (such as football or homestay), training/induction register
4. Eligibility to commence – method of communication, responsibility/role
5. Supervision – who knows about each type of volunteer and monitors conduct/attendance
6. Renewal – who is responsible for ensuring the volunteer remains current with the requirements such as WWC screening and induction/training

The table over the page is an example of a strategy template completed for a fictional school. The headings are a suggestion. You may want to change them. This is just a suggested structure to identify the parts of the 'whole of organisation' strategy.



Nature of volunteer role	Activity	Role responsible	Documents, instructions provided	Documents used to process (internal)	Provide info to (role/register)	Recorded (register/s)
Homestay (high risk)	Recruitment	HS Co-ordinator	Referral Call for EOI	Onboarding checklist Media guidelines		HS Contact Log
	Application	HS Co-ordinator	Volunteer registration (includes current BC status) Code of Conduct Homestay Handbook	Volunteer Registration form Cover letter template Onboarding checklist Onboarding checklist		HS Register
	Screening	HS Co-ordinator HS Co-ordinator	BC application/link Interview + home visit	Onboarding checklist Visitation Checklist	BC Co-ordinator	BCR HS Register
	Induction	HS Co-ordinator & SPO  HS Co-ordinator	Compulsory Induction/information session annually Sign off of SP for Volunteers	Attendance sheet  Onboarding checklist	Volunteer register co-ordinator	HS Register Volunteer Register HS Register
	Eligibility to commence	BC Co-ordinator HS Co-ordinator HS Co-ordinator	Current BC status verified SP induction complete Notification of eligibility to host sent to family	BCR Onboarding checklist Letter template	HS Co-ordinator	BCR HS Register
	Renewal	HS Co-ordinator  BC Co-ordinator	Check intent to continue & internal records (satisfaction) Monitor BC status & alert 4 months prior to expiry.	Letter template Renewal checklist  BC internal procedures	  HS Co-ordinator	HS Register  BC Register



Sport Coaches	Recruitment					
	Application					
	Screening					
	Induction					
	Eligibility to commence					
	Renewal					

Where HS= Homestay, BC=Blue Card, EOI=Expression of Interest,