

NQS4 Staffing Arrangements Procedure

Volunteers Working with Children Procedure and Induction Checklist

Introduction

C&K is committed to the health, safety and wellbeing of children, employees, and all visitors, including students, volunteers and external contractors working with children.

C&K is a child-safe organisation, and we are committed to providing a safe and healthy environment for all. We support the QLD Government Statement of Shared Commitment where 'Every Interaction Counts'.

For the purposes of this procedure a **Volunteer** is a person who conducts child related work/volunteering more than seven times at C&K (this includes at any C&K branch centre) within a calendar year to donate their time or services without payment. Examples:

- A child's nanny being an excursion helper; or
- A grandparent attending their grandchild's centre regularly to contribute e.g. regular cooking activity' or
- A 'grand friend' (age care resident) attending regularly (more than 7 times a calendar year) as part of an ongoing Intergenerational Program between centre and age care facility' or
- A community member who attends the centre to support an activity with the children.

Persons NOT included in the definition of Volunteer

- A person who conducts child related work/volunteering LESS than seven times within a calendar year to donate their time or services to C&K without payment. This person is a visitor. Refer to Visitor Procedure.
- A parent/guardian or other authorised person spending time at the centre assisting their child to transition/settle into the program.
- A parent/guardian contributing to and participating in the program or completing tasks at their child's centre.

To work, study or volunteer at a C&K Service a person must:

- Not be a Restricted Person ; and
- Immediately stop work in regulated child-related work or volunteering if they become a restricted person.
- Hold a Blue Card if required (see Appendix 1)

The following steps **must** be completed prior to a Volunteer commencing.

Step 1: Centre Director/Nominated Supervisor or Responsible Person in Charge will:

- Provide this procedure including induction checklist to the Volunteer.
- Complete and document (via C&K Volunteer and External Contractor Reference Check Form) one reference check including a focus on child safeguarding suitability questions.
- If the reference check identifies potential concerns, advise WHS. WHS will provide further advice as to whether the engagement of the volunteer is able to proceed.
- If there are no concerns with the reference check, meet with the Volunteer and work through/complete induction checklist.
- Meet with the Volunteer and work through/complete induction checklist.

Step 2: Volunteer will:

- Complete induction checklist, including compliance training. Both must be completed prior to commencing work.
- Provide Centre Director/Responsible Person in Charge or Manager with documentation as requested.
- If applicable, apply for Blue Card via the Blue Card Services Website.

Step 3: Centre Director/Responsible Person in Charge or Manager will:

- Email completed (and signed) induction checklist and any other outstanding documents to whs@candk.asn.au.
- Provide a copy of this procedure and completed induction checklist to volunteer.
- Create a personnel file for the Volunteer.
- Ensure Volunteer **does not** commence until a confirmation email has been sent from whs@candk.asn.au. A Volunteer cannot commence until an induction checklist has been completed, and their Blue Card has been linked to Blue Card portal.
- Instances of non-compliance with this procedure will be escalated to the relevant Regional Manager and Chief People Officer for management.

- Welcome the Volunteer by informing children, families and the team their commencement date, days/times and their role/responsibilities.

Step 4: Workplace Health and Safety team will:

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- Record details on C&K's Volunteer Register.
- Link Blue Card details to Blue Card portal.
- Send an email confirmation to Centre Director/Responsible Person in Charge or Manager when all items have been received and the Volunteer is eligible to commence at the Centre.
- Delink Volunteer from the Blue Card portal register when Centre Director/Responsible Person in Charge or Manager has confirmed via email they are no longer engaged at centre/site.
- Report any non-compliance with this procedure to the relevant Regional Manager and Chief People Officer.

Responsibilities

Centre Director/Responsible Person in Charge will:

- Ensure all registration and induction process tasks have been completed **prior** to a Volunteer, commencing at the Centre.
- Before commencing advise the Volunteer that no images, video or sound recordings of children can be taken.
- Remind teachers and educators that Volunteers must:
 - **NEVER be left alone with a child/ren** for any length of time.
 - Be supervised by teachers and educators at all times when working with children.
- Meet regularly with volunteers to discuss and review their engagement at centre
- Promptly report and document any concerns regarding the conduct or performance of the Volunteer to the ECEM and WHS team.

Teachers and educators will:

- **NEVER** leave Volunteers alone with children for any length of time.
- Supervise (within line of sight) Volunteers when they are working with children.
- When required, provide Volunteers with appropriate advice, support and direction.
- Encourage Volunteers to actively contribute their feedback and ideas to enhance and improve centre quality.

Child Safeguarding

Volunteers will:

- Take all reasonable precautions to protect children from harm and hazard by implementing child protection, health and safety policies and procedures.
- Always demonstrate care, respect, dignity and empathy towards children.
- **NEVER** be alone with a child.
NEVER sexually, physically or emotionally harm children or C&K employees. Refer to appendix 2 of this procedure for types and definitions.
- **NEVER** exhibit grooming behaviours towards a child(ren), families or C&K employee. Refer to appendix 2 of this procedure for examples of grooming behaviours.
- **NEVER** implement any form of inappropriate discipline towards a child. Refer to appendix 2 of this procedure for types and definitions.
- Immediately report and escalate all centre child safety concerns, disclosures, and/or complaints to the C&K Director/Responsible Person in Charge or Manager. If your concern, disclosure, and/or complaint has not been adequately addressed, report and escalate concerns to C&K Central (3552 5300 | feedback@candk.asn.au).
- Immediately escalate to the Director/Responsible Person in Charge and if required report child protection concerns and/or disclosures to Child Safety ([Regional Intake Service](#) | [Department of Child Safety Seniors and Disability Services](#)) when there is a reasonable suspicion that a child has suffered, is suffering or is at unacceptable risk of suffering, significant harm and there is not a parent/guardian willing and able to protect the child from harm.
- Immediately stop working and inform C&K if 'working with children check' (Blue Card) is suspended, expired, cancelled or become a Restricted Person under the Queensland Blue Card System.

Electronic recording devices AND taking images and recordings of children

C&K follow the National Model Code Taking Images and Videos of Children.

Volunteers will:

- Not take images, video or sound recordings of a child.
- **NEVER** use a personal electronic device to take a photograph, video or sound recording of a child.
- When working with children, **NEVER** have on their person any personal electronic device (unless for an essential purpose as per the National Model Code Taking Images and Videos of Children AND when prior written C&K authorisation has been obtained) that is able to take or store an image, video or sound recording.

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- When working with children, store the following items in a non-child, secure location, nominated and identified by the centre e.g. administration or staff room:
 - Any personal electronic device able to take a photograph, video or sound recording e.g. tablets, phones, digital cameras and smart watches.
 - Any personal electronic device able to store a photograph, video or sound recording e.g. SD cards, USB drives, hard drives and cloud storage.

Confidentiality and Intellectual Property

Volunteers will:

- Be respectful of the privacy of children, families, students, volunteers, external contractors and employees.
- Do not share any personal and/or sensitive information with others (including outside C&K) without C&K's prior, explicit, written authorisation.
- Be mindful of when and where discussions that include may personal and/or sensitive information are being held, to ensure information is not overheard by unauthorised persons.
- **NEVER** use a personal mobile or recording device when volunteering at C&K.

Conduct and Obligations

Volunteers will:

- Behave and act in a manner consistent with C&K values and the C&K Code of Conduct.
- Interact respectfully with children as per the C&K Supporting Relationships and Partnerships Procedure.
- Guide children's behaviour as per the C&K Guiding Children's Behaviour Procedure.
- Respect cultural diversity and refrain from harassing, discriminating against or vilifying anyone on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions or background.
- Raise any concerns regarding C&K and C&K employees as per the C&K Grievance Procedure.
- Perform all agreed tasks or activities to the best of your ability at all times.
- Use best endeavors to promote and protect the interests of C&K.
- Complete all actions, tasks and interactions with children under the supervision of a C&K employee.
- Follow reasonable directions of C&K employees.
- **NEVER be alone with children** for any length of time. When working with children, always be in line of sight of a C&K employee.
- **NEVER** undertake children's toileting and nappy change routines.
- **NEVER** administer first-aid or administer medications to children.
- Be punctual and complete Konnext Visitor sign in upon arrival and sign out upon departure.
- Contact the centre Director/Responsible Person in Charge or Manager as soon as possible if absent or arriving late.
- **NEVER** use a personal mobile phone whilst working with children. Store personal mobile phones and other personal items in a secure location when working with children.
- **NEVER** engage in inappropriate conversations with others about the behaviour of children, employees and families.

Workplace Health and Safety

Volunteers will:

- Report all hazards, near misses, accidents, and/or incidents immediately to the centre Director/Responsible Person in Charge or Manager.
- Exercise due care in the performance of duties to prevent accident or injury to yourself or others.
- Follow displayed quick reference posters.
- In the event of an emergency, follow displayed procedural maps displayed and C&K employee instructions.
- **NEVER** be adversely affected by alcohol or other substances when attending C&K sites and events.
- **NEVER** smoke (including electronic cigarettes) or vape within the grounds of or within 5m from a C&K centre boundary.
- Implement minimising strategies relating to children's allergies. Do not bring any known allergen (food or other items) into a C&K centre.
- **NEVER** bring any hazardous items into a centre/workplace or C&K event e.g. button batteries.

Induction Checklist

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Welcome

C&K welcome and value the contributions of Volunteers at C&K centres.

C&K is committed to maintaining a safe and supportive environment for children, employees and all visitors. For this reason, you must complete a comprehensive induction and we must conduct appropriate checks before you commence. **Please complete this form and return to the Centre**

1. C&K Centre or Workplace Details

Centre or Workplace Name	
Centre or Workplace Address	
Director or Manager Name	

2. Volunteer Details

Your Full Name	
Your Residential Address <i>This section is required in accordance with Education and Care National Regulation S149 (1)</i>	
Your Email Address	
Your Contact Telephone Number	

3. Emergency Contact Details (who we have authorisation to contact in an event of an emergency that relates to you)

Emergency Contact 1

Emergency Contact Name	
Emergency Contact Telephone Number	
Emergency Contact relationship with you (e.g. partner, mother, father etc)	
Please confirm the Emergency Contact listed above is aware that you are providing us with their personal information, and they have agreed to this?	<input type="checkbox"/> Yes

Emergency Contact 2

Emergency Contact Name	
Emergency Contact Telephone Number	
Emergency Contact relationship with you (e.g. partner, mother, father etc)	
Please confirm the Emergency Contact listed above is aware that you are providing us with their personal information, and they have agreed to this?	<input type="checkbox"/> Yes

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4. Blue Card/Exemption Card Information

The following people are not required to provide details of a current blue card:

- High school students aged under 18 years who are completing work experience
- Parent/Legal Guardian volunteering at your child's centre
- The following people working in their professional capacity:
 - Registered health practitioners
 - Corrective services officers
 - Ambulance service officers
 - Queensland Police Service employees.

Please note if you are a restricted person, you cannot rely on the above exemptions.

Are you a restricted person?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if you are a restricted person, you will not be able to complete this induction)
Do you have a current blue card or blue card exemption?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Blue Card Type	<input type="checkbox"/> Blue Card <input type="checkbox"/> Exemption Card
Card Number	
Expiry Date	
Your Date of Birth	

5. Reference Check

One (1) reference check must be completed and documented by the Centre Director or Manager, for all Volunteers working with children.

Consent must be obtained from the Volunteer **before** contacting their referees.

Reference Details

Name	
Relationship to Volunteer	
Contact Email	
Contact Telephone Number	
Do you consent to C&K contacting this person?	<input type="checkbox"/> Yes <input type="checkbox"/> No

6. Key Policies and Procedures

Prior to commencement of duties at C&K, Volunteers working with children must read and understand C&K policies and procedures relevant to their role. A number of procedures are displayed and available on the [C&K Website](#).

All Volunteers working with children must read, understand and follow these policies:

	Read and understood
Child Protection Policy	<input type="checkbox"/>
Code of Conduct	<input type="checkbox"/>
Dress Standards Policy	<input type="checkbox"/>
Privacy Policy	<input type="checkbox"/>
Social Media Policy	<input type="checkbox"/>
Workplace Health and Safety Policy Statement	<input type="checkbox"/>
Button Battery Procedure	<input type="checkbox"/>

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<u>Incident Reporting – Child Procedure</u>	<input type="checkbox"/>
<u>Supporting relationships and partnerships Procedure</u>	<input type="checkbox"/>
<u>Sun Safety Procedure</u> (if you will be working with or supervising children outdoors)	<input type="checkbox"/>
<u>Nutrition and Food Safety Procedure</u> (if you will be working with or supervising children during meal times)	<input type="checkbox"/>
<u>Child Safe Sleep and Rest Procedure</u>	<input type="checkbox"/>
<u>Supervision Procedure</u>	<input type="checkbox"/>
<u>Outdoor Learning Environment Safety Procedure</u>	<input type="checkbox"/>
View and complete <u>Compliance Training for Students, Volunteers and External Contractors.pdf</u>	<input type="checkbox"/>
Date Completed:	
Signed:	

7. Agreement

Confidentiality

As an authorised volunteer with C&K you may obtain and/or have access to personal or sensitive information concerning C&K, enrolled children, families and/or employees. This may include information including sensitive health information, medical conditions, contact information, child protection, personal issues, concerns or complaints and/or educational progress. You cannot collect, store, use, disclose or destroy this information to any person or company whatsoever, except in the proper course of your duties and with the explicit authorisation of C&K.

Breaches of confidentiality are treated seriously by C&K, and action may be taken if any suspected breaches have occurred. You will be required to:

- be respectful of the privacy of children, parents/guardians, students, volunteers, external contractors and employees.
- not share any personal and/or sensitive information with others (including outside C&K) without C&K's explicit, written authorisation.
- be mindful of when and where discussions that include personal and/or sensitive information are being held, to ensure information is not overheard by unauthorised persons.
- de-identify children's personal information, if gathering and recording information for the purposes of a student practicum.
- not take or record images (photographs or video) or make sound recordings of voices without prior written consent.

You must advise your Centre Director, Manager or C&K's Privacy Officer (privacy@candk.asn.au) immediately if you suspect or become aware of a confidentiality or data breach.

Intellectual Property

You acknowledge that at all times during and after the cessation of your involvement with C&K, that C&K owns the intellectual property of any work that you undertake pursuant to your agreement or contract with C&K. Any idea, invention, design or copyrightable work which you create, develop or help develop during the course of your engagement with C&K shall be deemed to have arisen in the course of your involvement with C&K and shall belong to C&K, unless otherwise agreed in writing. If any such development or creation is made during your involvement with C&K you shall promptly disclose the existence of the development or creation, and assign all rights to C&K. You shall cooperate with C&K in obtaining patents on the development or creation, without additional compensation

Conduct and Obligations

You must demonstrate professional and ethical behaviour, in accordance with the C&K Code of Conduct and core values at all times.

You are required to:

- Comply with the C&K Code of Conduct.
- Interact respectfully and guide children's behaviour as per Supporting relationships and partnerships and Guiding Children's Behaviour procedures.
- Respect cultural diversity and refrain from harassing, discriminating against or vilifying anyone on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background.

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- Raise any concerns immediately as per the Grievance Procedure.
- Perform all agreed tasks or activities to the best of your ability at all times.
- Use your best endeavours to promote and protect the interests of C&K.
- Immediately report all child protection concerns to the Centre Director or your Manager, including any allegations, disclosures or suspicions of child harm.
- Ensure your Blue Card or Exemption Card remains current and provide C&K with a copy of current Blue Card. If your Blue Card or Exemption Card expires you will not be able to continue as a Volunteer of C&K until a valid card is provided to us.
- Complete all actions, tasks and interactions with children under the supervision of a C&K employee. You are not permitted to be in sole charge of children for any length of time.
- Not undertake children's toileting and nappy change routines unless closely supervised by a C&K employee.
- Be punctual and complete sign in and out register daily. If absent, contact the Centre Director or your Manager as soon possible.
- Do not use personal mobile phone whilst working with children. Store phone and other personal items in a secure location.
- Display initiative and seek the guidance and direction of C&K employees.
- Do not engage in inappropriate conversations with others about the behaviour of children, employees and families.
- Practice safe behaviours at all times.

8. Workplace Health and Safety

C&K is committed to providing a safe and healthy workplace for children, employees, students, volunteers, external contractors and visitors to C&K. Volunteers must comply with their obligations under the Work Health and Safety Act 2011 and the Work Health and Safety Policy and Procedures.

You are required to:

- Report all incidents and hazards immediately to the Centre Director or your Manager.
- Exercise due care in the performance of duties to prevent accident or injury to yourself or others.
- Refer to and consistently follow displayed quick reference posters and Centre supervision plan.
- In the event of an emergency, follow displayed procedural maps displayed and C&K employee instructions.
- Not be adversely affected by alcohol or other substances when attending C&K sites and events.
- Not smoke within the grounds of or within 5m from a C&K centre boundary.
- Not administer children's medication or first aid.
- Consistently implement risk minimising strategies relating to children's allergies. Do not bring any known allergens (food or other items) into a C&K centre.

9. Key Dates

Induction Start Date	
Induction Completion Date	
Actual or Approximate Start Date	
Actual or Approximate End Date	

Please advise WHS via email (whs@candk.asn.au) when the Volunteer completes their work.

10. Onsite Induction- to be complete with the Centre Director/Responsible person in Charge

Service/site Information	
<input type="checkbox"/>	Site tour <ul style="list-style-type: none"> • Visitor's Register (Sign in and Sign Out obligations) • First Aid Officers • Location of toilets, handwashing facilities, first aid kits, emergency medication
<input type="checkbox"/>	Emergency Evacuation and Lockdown Procedures including <ul style="list-style-type: none"> • Responsibilities • Location and use of fire equipment • Evacuation routes • Assembly point

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	• Emergency contact numbers
<input type="checkbox"/>	Complete <u>Fire Safety Instruction Record Form</u>
<input type="checkbox"/>	Outline identified site hazards and management procedures (e.g. supervision plan, risk assessments including Safe Sleep and Rest, medical management plans, heavy play equipment, asbestos, fire pits etc.)
<input type="checkbox"/>	Introduction – children, families and employees (if required)
<input type="checkbox"/>	Brief overview of C&K history and management structure
<input type="checkbox"/>	If applicable, brief overview of routines
Signed: Volunteer	Date Completed
Signed: Director/RPIC	Date Completed

11. Volunteer Confirmation and Acknowledgement

I confirm:

- I have read, understood and will abide by induction checklist terms and conditions, and with C&K policies and procedures relevant to my role, including the Child Protection Policy.
- I am not a Restricted Person, I:
 - have not been issued with a Negative Notice
 - do not have a suspended Blue Card or Exemption Card
 - am not a disqualified person
 - have not been charged with a disqualifying offence that has not been finalised.
- I have never been convicted of a criminal offence or been the subject of an investigation relating to child harm or inappropriate interactions with a child.
- The information recorded in this induction checklist is true and correct.
- If any information provided by me changes, I will inform the Centre Director/Manager immediately.

Name	
Signature	
Date	

If you are under 18, this induction checklist must be reviewed and signed by your parent or legal guardian before you can commence:

Parent/Guardian's Name	
Signature	
Date	

12. Centre Director/Manager Confirmation and Acknowledgement

I confirm all items of this induction checklist have been completed.

Documents received:

<input type="checkbox"/>	Copy of existing current Blue Card/Exemption Card (if applicable)
<input type="checkbox"/>	One reference check complete and document (via C&K <u>Volunteer and External Contractor Reference Check Form</u>)

- A copy of this induction checklist and all required supporting documents:
 - have been scanned and emailed to whs@candk.asn.au
 - are stored securely on site

Name	
Signature	
Date	

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Appendix 1 – Blue Card Requirements

- Most volunteers will require a valid Blue Card.
- Volunteers who will not attend C&K more than 7 days within a calendar year do not require a Blue Card.
- A volunteer cannot commence work until they receive/hold a current Blue Card and it has been registered on the online Blue Card portal register by C&K WHS. NO LINKED CARD NO START.
- A volunteer who is a registered health practitioner may not require a Blue Card if the volunteering relates to their current AHPRA registration. A Blue Card **is** required if their volunteering is outside of the scope of their AHPRA registration.
- Volunteers applying for a Blue Card should contact whs@candk.asn.au for support with this process as they are required to be registered with an organisation prior to the application being processed.

Appendix 2 – Definitions

Emotional (Psychological) Abuse

Emotional abuse of a child may include use of inappropriate comments or behaviour towards a child which results in significant emotional harm or trauma including but not limited to verbal abuse, threats, manipulative behaviour, hostility, rejection, deliberately making a child feel unimportant or embarrassed or exposing child to domestic and family violence or stories and/or media about violence.

Grooming Behaviours

Involves a person manipulating a child, parents/guardians and/or significant persons such as teachers and educators to gain their trust, build rapport, and exert their power over them so they can then abuse a child. Grooming tends to follow patterns that may include these behaviours:

- targeting a specific child
- building trust and rapport with the child and their family
- giving the child special attention such as giving gifts for no special occasion that makes the child feel they owe respect and trust
- making physical contact with a young child that is sexual in nature and inappropriate
- spending time alone with the child rather than spending time with people of similar age
- referring to a child's body in an inappropriate manner
- isolating the child
- beginning to sexualise the relationship with the child
- maintaining overall control of the child once sexual abuse has occurred, for example using secrets, blame and threats

Neglect

Neglect happens when a child's basic needs are not met, affecting their health and development. Basic needs include food, housing, clean-living conditions, health care, adequate clothing, personal hygiene and adequate supervision.

Physical abuse

Physical abuse happens when a child has been hurt or injured, and it is not an accident. Physical abuse does not always leave visible marks or injuries. Physical abuse can include physical/corporal punishment, hitting, shaking, choking, smothering, throwing, burning, biting, poisoning and using physical restraints.

Sexual abuse

Sexual abuse occurs when an adult, other child or adolescent uses their power or authority to involve a child in sexual activity. Sexual abuse includes but is not limited to:

- Kissing or holding a child in a sexual manner
- Exposing a sexual body part to a child
- Having sexual relations with a child under 16 years of age
- Talking in a sexually explicit way that is not age or developmentally appropriate
- Fondling a child in a sexual manner
- Penetrating a child's vagina or anus by penis, finger or any other object
- Oral sex
- Rape
- Showing pornographic images to a child

- Having a child pose or perform in a sexual manner
- Forcing a child to watch a sexual act

Sexual misconduct

Includes inappropriate conversations of a sexual nature, comments that express a desire to act in a sexual manner, unwarranted and inappropriate touching, inappropriate personal correspondence (including electronic communications such as e-mails, Facebook and text messages) with a child or young person, inviting a child to your home or other venue, or to drive in your car without permission from the parent/guardian, watching children undress when supervision is not required.

Physical (Corporal) Punishment

Use of physical force with the intention of causing a child to experience pain or discomfort to correct or punish a child's behaviour.

Inappropriate discipline

Examples of inappropriate discipline which may constitute a serious breach of the National Law and/or National Regulations and could potentially be considered criminal matters:

- hitting, pushing, slapping, pinching or biting a child
- force-feeding a child
- yelling at or belittling a child
- humiliating a child
- physically dragging a child
- locking children away (or isolating them)
- depriving a child of food or drink
- unreasonable restraining of a child (this may include restraint in a high chair)
- excluding children from events
- consistently moving children to the office or other space away from the play areas
- moving children to another room as punishment
- verbally or physically threatening a child.

Other examples of inappropriate practice are:

- negative labelling of child or family
- criticising a child's actions or behaviours
- discouraging a child from taking part in activities
- blaming or shaming a child
- making fun of or laughing at or about a child
- using sarcastic or cruel humour with or to a child
- excessive use of negative language to a child, such as, "no" "stop that!" "don't..." "you never..."