



YEA PRIMARY SCHOOL

Volunteer Workers & Management Policy

Introduction

Yea Primary School relies heavily on the unpaid work of volunteers and values their contribution highly.

Purpose

This policy is intended to ensure that volunteers working at Yea Primary School have work that is safe, significant, fulfilling, and appreciated.

To explain the legal rights of volunteer school workers.

Policy

All volunteers shall be treated with respect and gratitude for their contribution. Volunteers shall carry out duties assigned by the Principal of Yea Primary School

Volunteer school workers are not liable in any civil proceedings for anything done, or not done, in good faith in providing a community service.

Definition of a volunteer

A volunteer school worker is a person who voluntarily engages in school work or approved community work, without payment or reward. School work means:

- carrying out the functions of a school council
- any activity carried out for the welfare of a school, by the school council, any parents' club or association or any other body organised to promote the welfare of the school
- any activity carried out for the welfare of the school at the request of the principal or school council
- providing any assistance in the work of any school or kindergarten
- attending meetings in relation to government schools convened by any organisation which receives government financial support.

This is a broad definition, and means that volunteers who participate in school community activities, such fundraising and assisting with excursions, are well protected from legal action by others.

Important: "Voluntary" work carried out to meet Centrelink requirements

People who perform unpaid work in schools under the "Work for the Dole" program and "Community Work" programs administered by Centrelink have insurance cover provided by the Federal Department of Education, Employment and Workplace Relations, and may perform work in schools.

Other Centrelink benefit recipients involved in "voluntary" work in order to fulfill their recipient obligations are not covered by an Australian Government insurance scheme. Schools may



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however accept this group of Centrelink benefit recipients to work as volunteers in Victorian government schools and note that they are insured by the Department.

Responsibilities

It is the responsibility of the Principal of Yea Primary School to appoint a Volunteer Coordinator. The Volunteer Coordinator shall be responsible for organising the recruitment, training, and supervision of volunteers. The Volunteer Coordinator shall report to the Principal.

The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the work of the supervisor.

The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The Principal shall report to the School Council regularly on the Yea Primary School volunteer program.

Working with Children Check

Working with Children Act 2005 (Act) requires individuals who engage in 'child-related work' to have a Working with Children Check (WWC Check).

- Anyone engaging in 'child-related work' as part of their role or duties, whether an employee, volunteer, visitor or contractor must have a WWC Check regardless of whether they are being supervised by a teacher or another adult with a WWC Check
- Individuals must comply with Yea Primary School WWC Policy and Procedures and sign the Yea Primary School Code of Code of Conduct before commencing duties.
- 'direct contact' with children includes face-to-face and physical contact, oral, written or electronic communication as well as face-to-face and physical contact
- A parent, or immediate relative, who volunteers at their child's school as part of an activity that their child is participating in is not required by law to have a WWC Check.
- WWC Check applications can be made online at workingwithchildren.vic.gov.au and are free for volunteers.
- Identity verifications are done at Australia Post.
- A video explaining what applicants need to do: [Lodging your application - Working With Children Check](https://www.youtube.com/watch?v=crGp02yLnqQ) <https://www.youtube.com/watch?v=crGp02yLnqQ>
- Individuals can also contact the WWC Check Customer Support Line on **1300 652 879** (local call charge) for further information.
- A copy of current WWCC must supplied for school records before commencing duties
- Individuals that hold a current VIT Registration are exempt from having to have a WWCC. The current registration document/card must be supplied for the school records before commencing duties.



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Procedures

Recruitment

All volunteers are subject to the screening procedures set out in the appropriate section of Yea Primary School's Recruitment Policy.

Recruitment of volunteers shall also take into account Yea Primary School's commitment to cultural diversity under its Access and Equity Policy.

Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions, as set out Yea Primary School's Reimbursement of Expenses Policy.

Compensation

Personal injury

Volunteer school workers are covered by the Department's Workers Compensation policy if they suffer personal injury in the course of engaging in school work.

Property damage

If a volunteer school worker suffers damage to their property in the course of carrying out school work, the Minister may authorise such compensation as the Minister thinks reasonable in the circumstances. Claims of this nature are to be directed to:

Legal Division
People and Executive Services Group
Department of Education and Training
2 Treasury Place
East Melbourne 3002

Related Documents

- [Staff Recruitment Policy](#)
- [Access & Equity Policy](#)
- [Reimbursement of Expenses Policy](#)



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Related policies

- [Fetes](#)
- [Negligence Claims Process](#)
- [Personal Liability of School Employees](#)
- [Responding to Legal Claims, Writs and Subpoenas](#)
- [Volunteer Checks](#)

Related legislation

- *Education and Training Reform Act 2006* - sections 5.6.2, 5.6.3
- *Workplace Injury Rehabilitation and Compensation Act 2013*
- *Wrongs Act 1958* – section 37(1)

Department resources

- [Volunteer Workers and Working Bees](#)



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APPENDIX A

Volunteer Satisfaction Survey

Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers. Remember to:

- Encourage the prompt return of the surveys.
- Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.
- Encourage volunteers to answer as many questions as they want, but say they don't have to answer them all.

SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organise as part of our partnership.

Thank you for your time.

- Name (optional): _____
- How many times have you volunteered? _____
- Are you planning to volunteer again in the future? _____
- Why did you volunteer? _____

Training

- Was there any training needed for your volunteer role?



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- If so, what sort of training was needed, and how many hours of training did you receive?

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):

Excellent/Good/Fair/Poor/Received none

- Did your training prepare you for your volunteer role? (Please circle one):

Very well/Somewhat/Didn't relate/Received none

- If you have comments you'd like to share, please include them below.

Supervision

- Were you provided with a clear outline of what was expect from you?

YES/NO

- Did your direct supervisor provide adequate support?

YES/NO

- Did he/she make you feel like a valuable member of the team?

YES/NO

- Did you feel that the [Name of Organisation], as a whole, supports volunteers?

YES/NO

- Did you feel that the [Name of Organisation] got as much from your service as it could have?

YES/NO

- If you have comments you'd like to share, please include them below.



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Recognition

- Did you feel that your efforts were being/have been recognized and appreciated?
YES/NO
- Did you receive recognition for your service? If so, what was it?

- Was the recognition you received sufficient?
YES/NO
- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

Feedback

- Were your views on the Yea Primary School program sought out?
YES/NO
- Were your views listened to?
YES/NO

Overall Satisfaction

- How would you rate your overall volunteer experience? (Please circle one):
Excellent/Good/Fair/Poor
- Were you treated properly and with respect?
YES/NO
- Did you enjoy working with other volunteers on the day?
YES/NO
- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?



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- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.

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Drafted by	Fiona Joseph	Approved by School Council on	<<insert date>>
Responsible person	Debbie George	Date Implemented	2017
School Council President	<<sign>>	Scheduled review date	2019
Principle	<<sign>>	Review cycle	Bi-annual

Version 2 taking into account changes to the *Working with Children Act 2005* (Act) commencing on 1 August 2017.