

Volunteer Policy

Policy Statement

At Community Church Warragul (CCW), volunteers play a vital role in supporting our mission and serving our congregation and community. We value the trust placed in us and are committed to creating a safe, respectful, and caring environment for all. As part of this commitment, volunteers are expected to uphold CCW's values, act with integrity, and handle all personal, sensitive, and organisational information with discretion and care. Through consistent conduct and responsible service, volunteers help ensure that CCW remains a place where people feel welcomed, protected, and supported.

Purpose

This Volunteer Policy outlines the expectations and responsibilities of all volunteers serving at Community Church Warragul (CCW). Its purpose is to help volunteers understand their role in creating a safe, supportive, and respectful environment that reflects CCW's mission and values. By providing clear guidance on conduct, communication, boundaries, and safety, the policy supports the wellbeing of our congregation and community and helps uphold the integrity and reputation of the church.

Definitions

Community Church Warragul (CCW): Refers to Community Church Warragul Inc., including its ministries, programs, staff, volunteers, and leadership.

Volunteer: Any individual who freely offers their time, skills, and service at for the benefit of CCW without financial compensation.

Ministry Leader: The person responsible for overseeing a specific ministry area at CCW. They guide, support, and supervise volunteers within their team.

Work Health and Safety (WHS): The management of risks arising from work activities to ensure, so far as is reasonably practicable, the health, safety, and wellbeing of workers, volunteers, and others.

Working With Children Check (WWCC): A mandatory screening process required for individuals engaged in child-related work in Victoria. Volunteers must hold a valid Volunteer WWCC unless they are registered with the Victorian Institute of Teaching (VIT).

Victorian Institute of Teaching (VIT): A regulatory body for teachers in Victoria. A current VIT registration may be used instead of a WWCC for volunteering roles involving children or young people.

Child Safe Training (SMO):

CCW's required online training tool that equips volunteers with essential knowledge about child safety standards, reporting obligations, appropriate boundaries, and safe ministry practices.

Code of Conduct: A document outlining the expected standards of behaviour for volunteers at CCW, including conduct, communication, interactions, boundaries, and responsibilities.

External Referee: A person who has known the volunteer applicant for more than two years and can speak to their character, suitability, and reliability.

Breach of Policy: Any conduct or behaviour that goes against the expectations, responsibilities, or procedures outlined in the Volunteer Policy.

Scope

This policy applies to all volunteers serving at Community Church Warragul (CCW) in any ministry area. It outlines the expectations for volunteer conduct, responsibilities, communication, and safety while carrying out their duties.

General Principles of Volunteer Management

CCW upholds the following principles of volunteer management:

1. Volunteers are distinct from employees and are therefore not covered by any workplace award.
2. Interview and engage volunteers in accordance with anti-discrimination and equal opportunity legislation
3. Provide volunteers with orientation and training
4. As far as reasonably practical, provide and maintain a working environment that is safe and without risks to health
5. Provide adequate and appropriate insurance coverage for volunteers
6. Differentiate between paid and unpaid roles
7. Define volunteer roles and develop clear position statements
8. Provide appropriate levels of support and management for volunteers
9. Make available to volunteers copies of policies relevant to them
10. Provide all volunteers with information on grievance and disciplinary policies and procedures
11. Ensure that the work of volunteers complements but does not undermine the work of paid employees
12. Reimburse volunteers for approved out of pocket expenses incurred on behalf of CCW.
13. Treat volunteers as valuable team members and inform them of opportunities to take part in church decisions
14. Acknowledge the contributions of volunteers

Roles and Responsibilities

Volunteers at Community Church Warragul (CCW) play an important role in creating a safe, welcoming, and supportive environment.

To help our ministries run well, volunteers are expected to:

1. **Respect and uphold CCW's Child Safe regulations and Code of Conduct in all ministry activities.**
2. Reflect CCW's values in how they serve, speak, and interact with others.
3. Be reliable and committed, arriving on time and letting their ministry leader know if they are unable to attend.
4. Follow instructions and guidance from ministry leaders and staff.
5. Maintain appropriate boundaries with children, young people, and adults.
6. Communicate respectfully, treating everyone with kindness, patience, and care.
7. Protect privacy and confidentiality, only sharing information with the right people and for the right reasons.

8. Prioritise safety, following CCW's child safety and WHS procedures and reporting any concerns or hazards.
9. Use church resources responsibly, including equipment, information, and spaces.
10. Seek support when unsure, asking questions or raising concerns with a ministry leader or staff member.

These responsibilities help keep our church safe and healthy, and they allow volunteers to serve confidently and effectively.

Procedure

To become a volunteer at Community Church Warragul (CCW), individuals must complete the following steps:

1. **Regular Attendance:**
Be regularly attending CCW for at least six (6) months prior to commencing a volunteer role, unless otherwise approved by the Lead Pastor or their delegate.
2. **Submit a Working with Children Check (WWCC) or VIT Registration:**
Provide a valid Volunteer WWCC or VIT registration (teachers may use their VIT in place of a WWCC).
Volunteers must add Community Church Warragul (CCW) to their WWCC or VIT registration and may not commence volunteering until CCW has received confirmation from the Department of Justice or VIT.
3. **Sign the CCW Volunteer Code of Conduct**
Review and sign the Code of Conduct, confirming an understanding of expected behaviour, boundaries, and responsibilities.
4. **Complete Child Safe Training:**
Complete CCW's online Child Safe training course with Safety Management Online (SMO). This training must be completed before beginning any volunteer role involving children or vulnerable people.
5. **Provide an External Referee:**
Supply the contact details of one external referee who has known you for more than two years and can speak to your character.
6. **Review and Renewal Requirements:**
Every three (3) years, all staff and volunteers are required to re-complete the Code of Conduct, referee checks, Child Safe training, and any other compliance requirements as applicable to their role.

After these steps are completed, the ministry leader and CCW leadership will review the application and confirm the volunteer's approval to begin serving.

Breach of Policy

CCW expects all volunteers to follow this policy and uphold the standards outlined within it. Any breach of this policy will be taken seriously and addressed promptly. Depending on the nature and severity of the breach, CCW may:

- Provide guidance, support, or additional training
- Issue a formal warning

- Refer the matter to the appropriate external authorities if required (e.g., Child Safety, Police, or regulatory bodies)

CCW reserves the right to take any action necessary to ensure the safety and wellbeing of our congregation, community, and volunteers.

Declaration

I, _____ (full name), acknowledge that I have read, understood, and agree to comply with the Volunteer Policy of Community Church Warragul.

Signed: _____

Name (print): _____

Date: ____ / ____ / ____