



**uniting
church**
in Australia,
Synod of NSW & ACT

Gungahlin Uniting Church Volunteer Manual

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Volunteer Manual

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We thank you so much for volunteering with us! Every volunteer plays an important part in our vision to be a fellowship of reconciliation, living God's love and acting for the common good to build a just and compassionate community.

We recognise the very important role that volunteers play in the life of the Church, they are vital to success in achieving our mission. Volunteers give their time freely and receive no tangible rewards. Without volunteers, many of the activities and programs run by the Church would not be able to happen. Our hope is that our volunteers will experience joy, satisfaction and personal growth as they participate in service with us.

The Synod values and places trust in our volunteers who are placed in special roles of authority, leadership and service to the children and other vulnerable people. Our commitment is to support, guide and assist volunteers in these roles.

Why the need for a Volunteer Manual?

Our volunteers come from a broad range of backgrounds and experience. Many of our volunteers have experience in workplaces and will be aware of the responsibilities that employers have to their employees and vice versa. It is the same with volunteering.

The Church has a responsibility to protect our volunteers, the people they come into contact with, and the Church itself. This responsibility is reciprocated by each volunteer; to protect themselves, others and the Church. We are in this together!

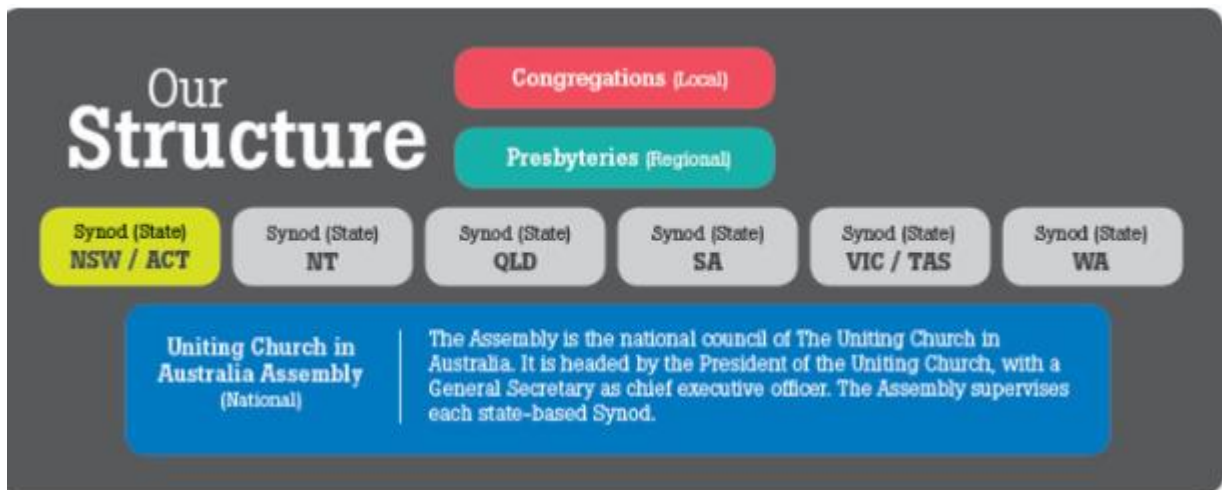
This volunteer manual is intended to provide new volunteers with useful information and continue to be a valuable resource throughout the volunteering journey. The Synod website is also an excellent source of information www.nswact.uca.org.au. For other questions or concerns, the first port of call will often be your Volunteer Contact Person, Ministry Agent or other person in leadership.

Synod overview

The Uniting Church in Australia (UCA) is one of the largest not for profit and religious organisations in Australia. The Church is made up of a series of interrelated non-hierarchical councils. Broadly, each 'state' is called a Synod and has a governing council with its own boards to support and resource the church in their area. The Synods are drawn together through a National Assembly.

There are six Synods across Australia. In their various locations, the Synods are responsible for overall support of community services, mission planning, theological education and other educational services. Each Synod is also responsible for administering for their Ministers, property, finance, insurance and other shared services.

The Synod of NSW and the ACT supports approximately 400 Congregations, 50,000 members, 13 Presbyteries, [8 schools](#) and several [Parish Missions](#). The Synod of NSW and the ACT is led by the Moderator and General Secretary who are within the Executive Office of the Synod, the Secretariat.



Our Congregations and members are diverse in many ways and so are our volunteers! In many situations, congregations and entities will seek volunteers to help fulfill the needs of the community.

Recruitment, induction and support of volunteers

Just as there are systems for the recruitment, induction and support of employees, there are similar systems for selecting and supporting volunteers.

The volunteer recruitment process is vital as it ensures that volunteering roles are a good fit based on each person’s experience, personal qualities, time commitments and a number of other factors.

Many volunteering roles within the Uniting Church have contact with vulnerable people including children, young people, people experiencing homelessness, those with disability, the aged and many others. We have a duty of care for each volunteer, and all those our volunteers serve.

Depending on the volunteering role there may also be legislative requirements to be fulfilled before being able to volunteer. You may need to undertake a [Working with Vulnerable People Check](#) (in the ACT) in addition to formalised screening processes where these have been established. Synod also requires all volunteers who hold a WWVP to complete Safe Church Awareness training. Once the legislative requirements have been successfully fulfilled and the required documentation provided, the onboarding process can progress.

Helpful info about your congregation/entity	
Volunteer Contact Person	volunteers@gungahlinuniting.org
Safe Church Contact Person	safechurch@gungahlinuniting.org
Safe Church Commitment – Congregation Statement	https://www.gungahlinuniting.org/?page_id=8922 https://www.gungahlinuniting.org/?page_id=4911

Congregation WHS Statement	https://www.gungahlinuniting.org/?page_id=4911
First aid kit	<i>On kitchen wall, by pantry</i>
Emergency equipment, evacuation plans, emergency procedures	<i>Fire extinguisher: Foyer, near office; multipurpose room, near storeroom</i> <i>Defibrillator: Foyer, near office</i>

Volunteers also undergo a process of orientation. Having a dedicated person to guide new volunteers (including through using this manual) is helpful to the volunteering process. Where possible, new volunteers will be paired with existing, more experienced volunteers.

Each entity/congregation should have a **support** network in place for their volunteers. Each volunteer should have someone they can go to ask questions, voice concerns, seek clarification in relation to their volunteering experience. This may be the Volunteer Contact Person, or the person organising the activity they are involved in. At GUC, each high-trust role has a leader or other person to provide support and to ensure roles are carried out correctly.

Congregations may also provide volunteers with a document describing the tasks associated with the volunteer role. This can be a useful reference for both the volunteer and the congregation to identify and arrange any training required for success in the volunteering role. An outline of GUC volunteer roles is at the end of this manual.

Respect and Kindness

Our volunteers should consistently be treated with respect and kindness, and in turn behave in a way that upholds the core values and integrity of the Uniting Church in Australia, including showing integrity, respect, collaboration and compassion.

We are a diverse organisation and we work with individuals from diverse backgrounds, capacities and vulnerabilities. We should always seek to be kind and empathetic to others. A willingness to listen and to learn from the perspectives of others is a good way to honour and care for them. Our role is to treat everyone with courtesy and consideration and respecting the opinions of others.

A few guiding rules for success as a volunteer; always be respectful, act lawfully, work in the best interests of those you are helping, follow reasonable instructions and set a good example to others. Remember, if you are not sure what is expected, ask the person supervising your role.

Everyone has a right to be in a safe and secure environment free from fear and harassment. If you find yourself in a situation where the views and behaviour of those around you make you feel uncomfortable, you should speak with your Volunteer Contact person or Ministry Agent to consider strategies for dealing with this or finding other volunteering roles within your congregation.

Online environment

Volunteers may need to use electronic resources such as computers as part of their role. The words and actions used online are as important as what is said and done face to face. Online activities must

at all times be safe, legal, non-exploitative and considerate. Church computers, systems or accounts must not be used without permission.

Great resources for online safety are available from the [eSafety Commissioner](#).

Communications

For many, the volunteering experience will include contact with vulnerable people and people with a wide range of life experiences and capacities. Effective communication is tailored to the audience. This includes the use of appropriate words, vocal tone and body language.

Being able to "read the audience" is a very important skill when it comes to interacting with those encountered during the volunteering experience. This helps to find the balance between being engaging while maintaining appropriate conduct.

Communication method and style can have a profound effect on these interactions, so it is vital to be very aware of the 'messages' we are sending. It may mean that words that are appropriate for one group may be totally inappropriate for another. At all times you should be mindful of the language you use to ensure it is non-discriminatory, respectful and non-judgmental.

In written communications it is necessary to be careful about the message we are sending. Because we don't have vocal intonation or body language to add context to our message there is always a danger that the meaning intended from our written words could be misunderstood. If you are ever in doubt, ask someone else to read your written communication before you send or distribute it. Be aware of whether there are requirements for approvals for particular communications, or delegations for some sensitive correspondence or public comment.

Some volunteer roles have access to confidential information. The congregation should have systems in place to limit access to some types of information. Where a volunteer has access to confidential information, they must maintain the confidentiality and security of the information, especially personal data (the information by which someone can be identified).

A Safe Environment for Everyone

The locations where you volunteer are your 'workplace' and we have a responsibility to provide you with a safe secure workplace, and you have a responsibility to do everything you can to look after your safety, and that of others.

Part of our responsibility to volunteers is to provide training in the tasks that will be undertaken as part of the volunteering role. If a volunteer is not sure how to complete a task, they are encouraged to get help before trying to do it. Activity organisers should be approached for training and assistance.

All volunteers and employees alike have a responsibility to work safely, follow all reasonable instructions and to report any safety hazard, unsafe practices or safety incidents that they become aware of. The Volunteer Contact Person, or the person organising an activity is responsible for ensuring all staff and volunteers know how to recognise and report safety incidents.

We also ask our volunteers to be involved in assessing risks. This is particularly important where spaces are being used for activities by children or vulnerable people. Everyone should always be

proactive in making spaces safer and making sure they are fit-for-purpose. For example, an area which is suitable for teenagers might not be safe for pre-schoolers. It is all part of us working together for safety.

Physical and Psychological Safety

It is important to remember that safety is about more than just physical hazards like a spill on the floor or lifting a heavy box. Psychological safety is just as important, but can be less clear cut.

Everyone contributes to the creation of a positive and protective culture. In particular, words and actions, and the way they reflect a person’s attitude can have a major influence on other people’s wellbeing.

Responsibility for safety goes both ways; if you find yourself in a situation where the views and behaviour of those around you make you feel uncomfortable, you should speak with your Volunteer Contact Person, supervisor or Ministry Agent to consider strategies for dealing with the situation.

Volunteers should also discuss with the Volunteer Contact Person if they have any medical condition, relevant information or limitation that may affect their ability to fully participate as a volunteer.

Helpful safety info	
A helpful guide to appropriate language relating to disability	People with Disability Australia Language Guide https://pwd.org.au/resources/language-guide/
Reporting safety issues	<i>Volunteer contact person (volunteer@gungahlinuniting.org)</i> <i>Safe church contact person (safechurch@gungahlinuniting.org)</i>
Access to the COVID-19 Safety Plan	Church Council
Risk Assessment Form	<i>Template: https://nswact.uca.org.au/shared-resources/work-health-safety-services/our-toolkit-for-congregations/</i>
Incident Report Form	https://nswact.uca.org.au/safe-church-unit/incident-notification-form/

Insurance

Uniting Church Volunteer Insurance cover is in place to protect you when you are performing your duties. If you are injured, you should inform the Volunteer Contact Person or the minister and access a claim for reimbursement if needed.

The Uniting Church’s volunteer insurance policy does **not**, however, cover a volunteer’s private or a third party’s vehicle or any associated personal injury claims should there be a motor vehicle accident while undertaking volunteer duties. If you are using your car in your role as volunteer, it is important

that you hold appropriate car insurance; ensure your vehicle is registered (so you have ACT compulsory Motor Accident Injuries (MAI) insurance); and that your car is roadworthy.

You are also liable for any traffic infringements (parking or traffic offences) that occur during the course of your voluntary service.

What clothing is appropriate for volunteering?

Many volunteering roles just require practical, clean and tidy dress, but some roles have more specific requirements. The person organising the activity can give guidance on this.

The clothing worn should be considered from a safety point of view. For example, a volunteer in the Food Pantry should wear comfortable flat non-slip shoes. Volunteers working outside should wear long sleeves, long trousers, covered shoes, hat, sunglasses, sunblock etc

Any protective equipment that is needed for the role should be worn.

It is also worth considering the sensibilities and views of co-workers and people being served in the course of volunteering duties, when making clothing choices.

Safe Church

The Synod believes that all people, including children and vulnerable adults, are made in the image of God, and that our relationships with each other should express love, integrity, compassion and respect.

As a church, we are committed to providing environments which are physically, emotionally and spiritually safe for all people including children, so that they may live life in all its fullness. We have zero tolerance of any form of child abuse and will do all in our power to keep children and vulnerable adults safe from abuse. Protecting children and vulnerable adults is both an individual and a collective responsibility of the Uniting Church, and all who engage with it.

The full [Safe Church Commitment Statement](https://www.gungahlinuniting.org/?page_id=8922) can be found on the GUC Safe Church webpage https://www.gungahlinuniting.org/?page_id=8922 and we encourage everyone to read it.

All volunteers who hold a Working with Vulnerable People check must complete Safe Church Awareness Training. Information is available on the Synod Website [UCA - Safe Church Training](#).

GUC policies in relation to volunteering, safe church and work, health and safety are available on the GUC website https://www.gungahlinuniting.org/?page_id=4911

Personal and Relational Boundaries

As people who care for the welfare of others, we seek to develop genuine relationships with those we serve, and those we serve alongside. In these situations it is possible for inappropriate relationships and attachments to form, or for our intentions to be misunderstood. This may be in relation to peers or co-workers, or in relation to vulnerable people where there is an actual or perceived duty of care.

Each volunteer should personally monitor their own conduct, and watch out for:

- misunderstandings; is someone understanding your care for them as being romantic, or in some way abusive? Raise this immediately with someone who can help to manage the situation, such as your ministry agent
- a personal attachment forming where it should not; if this is the case seek counsel as soon as possible
- any behaviours or conduct which might give rise to problems, such as being construed as grooming. Be open to feedback, follow procedures, and seek the wisdom of others.

Transparency is important. Make sure others are aware of what you are doing and how you are doing it. Be quick to seek help and to report concerns. Gently raise with others if you notice their actions could be misunderstood. These are some of the best ways we can love our neighbour, remembering that love always protects (1 Corinthians 13:7).

Prohibited conduct

Even when we are behaving legally, ethically or from good intentions, it is possible to be inappropriate, or to unintentionally cause harm to others. There are policies, procedures and practices in place so that together we can avoid such situations.

Some key things to remember:

- You should never be alone with a child or vulnerable adult (unless you are their parent or carer).
- Avoid physical contact with others except when it is a specific requirement of your role, or if you are protecting someone from danger.
- Don't take photographs of children without the consent of their supervising adult.
- Follow the safe church rules for contact with children and young people which differ depending on the age of the child or young person.

Smoking, consumption of alcohol and illicit drugs must be avoided when participating volunteering activities. You should never administer medications unless you are authorised to do so as part of your volunteer role. For example, a nurse may administer medications in their paid work but have no authority to do this in their volunteering role.

If you observe behaviours that cause you concern, talk with your ministry agent or the Safe Church contact person in your congregation. Bringing concerns 'into the light' in this way is protective to everyone involved (see required reporting below).

Most of the time, problems can be worked out. Feedback can be given to volunteers to help them to avoid conduct that is unhelpful, or on other ways to perform their role well. Volunteers can be asked to stop doing a volunteer role if their performance or conduct may cause others to be unsafe, or compromise the mission or ministry.

Reporting and raising concerns

It may be that during the course of your service to the church, you become aware of something that needs to be reported, or there's a concern which you need to raise. These matters might be:

- a concern for a child or vulnerable adult such as becoming aware that someone is being mistreated, inside or outside the church
- a conflict or problem you are affected by
- a matter of other concern such as poor conduct by someone else at church.

The following information is provided to assist volunteers to report or resolve concerns.

Conflict

You are encouraged to seek help to resolve any conflict you can't resolve yourself. Doing this early in the process helps to minimise the relational impact and can mean unity and peace is restored sooner. Ministry agents or other leaders, including the Volunteer Contact Person, can advise and support this process.

Required Reporting

One of the kindest and most protective things you can do is raise concerns. You have an obligation to report any actual or apparent breaches of law, policy or the Volunteers Code of Conduct. This includes reporting any allegations of inappropriate conduct towards vulnerable people or indicators of abuse according to the relevant guideline (see table below). In general, the reporting relates to the following types of concern or conduct:

- **Mandatory Reporting:** suspected child abuse and neglect (anywhere in the community).
- **[Reportable Conduct](#):** allegations, offences or convictions of child abuse or misconduct towards children by a Uniting Church worker (including volunteers).
- **Other conduct concerns:** raise with the ministry agent (congregations) or senior leader.

You are also required to notify your Safe Church Contact Person/ministry agent or the Synod Safe Church Unit if you become the subject of an Apprehended Violence Order (AVO) or of a reportable child offence allegation or conviction.

This reporting should occur as soon as possible after the event or disclosure.

Reportable Conduct

Misconduct towards children (and vulnerable adults in the ACT) must be reported to the Synod (see table below). The central point at GUC for reporting misconduct is your Safe Church Contact Person. Misconduct may be of a sexual, physical or psychological nature. All allegations of reportable conduct will be investigated and reports on the investigation made to the Ombudsman in the ACT or to the Office of the Children's Guardian in NSW.

When considering making a report see our [Guideline for Reportable Conduct NSW](#) and [Guideline for Reportable Conduct ACT](#) for more information as the legislation and definitions differ between NSW and the ACT.

Mandatory reporting – child protection

Volunteers are workers and are recognised as having similar expectations and responsibilities as paid workers, especially in regard to child protection and safety. Mandatory reporting laws aim to identify children who are being abused or neglected so they can be protected.

If you have been required to have a Working with Children Check or Working with Vulnerable People Check as part of your Volunteering recruitment you have mandatory reporting responsibilities.

The requirements for mandatory reporting differ between NSW and the ACT so all mandatory reporters should read the relevant Synod Guideline (see links below) to ensure they understand their responsibilities. This will also be covered in Safe Church Awareness Training. The central point at GUC for reporting misconduct is your Safe Church Contact Person.

Helpful info about reporting	
Your Ministry agent contact	Name: TBA Contact details: minister@gungahlinuniting.org
Safe Church Contact Person	Name: Narelle Dodd Contact details: safechurch@gungahlinuniting.org
Synod Safe Church Unit	safechurch@nswact.uca.org.au Website
Synod Child Safe Policies	Child Safe Policy
	Safe Church Commitment Statement
Mandatory Reporting	Mandatory Reporting Guideline NSW
	Mandatory Reporting Guideline ACT
Reportable Conduct	Reportable Conduct Policy
	Reportable Conduct Guideline NSW
	Reportable Conduct Guideline ACT
General Secretary (for all Reportable Conduct matters, and mandatory reports in some circumstances)	Rev. Jane Fry Email: generalsecretary@nswact.uca.org.au Mail: Addressed as “Confidential” to: General Secretary, Uniting Church Synod of NSW & ACT, PO Box A2178, Sydney South NSW 1235.

Confidential reporting of concerns

Most of the time, issues, incidents and concerns are best raised with the Safe church Contact Person at church. However, there are times when you might feel the need to report a matter in confidence.

Should these circumstances ever arise, you are encouraged to contact the independent complaints service 'Speak Out' as soon as possible. Any type of concern can be raised through the [Speak Out](#) service.

Confidential reporting	
Confidential reporting of any concern – 'Speak Out' service	1800 951 145 or the Speak Out website

Leadership

Volunteers in leadership positions are expected to show proper care for the people they lead. The example of Jesus is one of servant-leadership; putting the needs of others first, seeking their protection and showing love. Similarly, our leaders are expected to set an example of integrity, respect and compassion for all they serve.

Some leadership positions also have responsibility for the care or use of church assets and resources. Where this is the case, you should:

- find out what policies, procedures or guidance is available; can the last person in the role/ leader of your group provide a starting point?
- check out GUC policies at https://www.gungahlinuniting.org/?page_id=4911 (If you have governance responsibilities (Church Council members, the Chair of the Food Pantry Management Committee, the Volunteer / Safe Church Contact Persons) or with implementing volunteer and safe church procedures (the Office and Food Pantry Administration officer), you will be required to have read the Volunteer and Safe Church Policy and the WHS policy at https://www.gungahlinuniting.org/?page_id=4911 at least every 3 years)
- ask for assistance from the Presbytery and/or the Synod Office, such as the [People and Culture](#), [Finance](#) or [Risk and Compliance](#) Teams
- put transparency measures in place; is there a person who could partner in an accountability arrangement with, such as counter signing?

The Synod Office is also here to help and can be contacted via e-mail at any time, including about the following areas:

Synod Office team	
Risk and Compliance	risk@nswact.uca.org.au
Safe Church reporting and training	safechurch@nswact.uca.org.au
Insurance and claims	insurance@nswact.uca.org.au

Additional help for volunteers

Recognised volunteers who are included on the Volunteer Register are covered by Synod Insurance when they are performing their volunteer tasks and are injured or become unwell as a result of their voluntary work (within the insurance policy limits and conditions). If injured, a volunteer should inform the Volunteer Contact Person, leader or ministry agent and access a [claim form for reimbursement](#) if needed.

Any reimbursement for expenses relating to volunteering, must be approved before the expense is incurred and a receipt provided.

Personal support

If a volunteer feels over-burdened by their role, or experiences distress in relation to their volunteer duties, they should contact the ministry agent or leader as soon as possible. They can help by providing:

- pastoral encouragement
- considering the workload and the person's contribution
- access to counselling through the [Employee Assistance Program](#) or other emotional supports in times of stress.

What now?

Each congregation keeps a Volunteer Register which records that volunteers have been provided with and read the Volunteer Manual, and signed the Volunteer Code of Conduct. High-trust volunteers will not be allowed to volunteer unless they confirm, every three years, that they have read this manual. Signing below indicates you have read this Manual.

Name of Volunteer:

Signed:

Date

Please provide to Office and Food Pantry Administration officer (Office@gunghalinuniting.org)

Thank you for reading this manual. We hope that it has been informative and encouraging. If you have any suggestions for how the manual can be improved, please email the Synod Office at risk@nswact.uca.org.au.

For your own records

Date Volunteer Manual read	
Date Volunteer Code of Conduct signed	
Date Working with Vulnerable People check submitted (if required)	
Date Working with Vulnerable People card expires	

Appendix A – Volunteer role descriptions

The following outlines the role volunteers perform within Gungahlin Uniting Church.

High-trust volunteers

High-trust volunteers will undertake one or more of the following duties:

- With the Minister provide spiritual and pastoral oversight as a member of Gungahlin Uniting Church Council. This includes building the congregation in faith and love; approval of candidates for baptism and confirmation; oversight of the general administration of the congregation; ensuring appropriate governance is in place (including at least annual review of compliance obligations); appointment of staff; approval of leaders and other volunteers; managing and controlling finances and property; and assisting the Minister in the conduct of worship and administration of the sacraments. Members are expected to have an understanding GUC's Volunteer and Safe Church policy and Work Health and Safety policy.
- As Volunteer Contact Person, keep and manage the Volunteer Register, lead and provide oversight of and support to volunteers as outlined in GUC's Volunteer and Safe Church Policy, provide oversight of GUC's work health and safety policy and procedures, including a review of procedures at least annually. The Volunteer Contact person is expected to have a strong understanding of GUC's Volunteer and Safe Church policy and Work Health and Safety policy. Will liaise with Synod on any issues and be across Synod information and support for volunteers and work, health and safety.
- As Safe Church Person, lead and provide oversight of safe church practices within GUC and respond to allegations of harm or abuse or serious ministry misconduct, as outlined in GUC's Volunteer and Safe Church Policy. Conduct a review of GUC's safe church practices at least annually. The Safe Church Contact person is expected to have a strong understanding of GUC's Volunteer and Safe Church policy and an understanding of GUC's Work, Health and Safety policy. Will liaise with Synod on any issues and be across Synod information and support on safe church. A more detailed role description is provided by Synod at <https://nswact.uca.org.au/safe-church-unit/safe-church-resources/>
- As a member of the Food Pantry Management Committee, provide strategic direction and leadership of the Mustard Seed Food Pantry, as outlined in the Committee's Terms of Reference. Ensure a risk plan is updated annually as part of GUC's annual Approval of Ministry process.
- As a Thursday volunteer or leader/coordinator in the Mustard Seed Food Pantry, provide support to food pantry volunteers, greet customers and manage the flow of both customers and stock, serve customers in the pantry or at morning tea.
- As leader or coordinator of the Pantry Food Garden, provide support and guidance to food garden participants; plan and coordinate the growing of produce; and ensure safe practices are followed. Complete an annual risk assessment.
- Contribute to the spiritual growth of the GUC community by leading bible or faith studies. This may include arranging venues, promoting the event; coordinating material in consultation with the Minister; and leading and encouraging open and respectful discussion.

- Encourage children and youth in their spiritual and/or personal growth. This may include preparing and delivering appropriate programs; promoting events; following established practices and procedures to ensure the safety of children; arranging and managing any off site events in a safe manner; reporting or escalating issues; and reporting any issues of concern. Leaders will seek feedback from children and youth. Leaders will complete an annual risk assessment as part of GUC's annual Approval of Ministry process. Additional risk assessments are required for offsite activities or activities which involve an element of risk.
- Coordinate and provide pastoral care to members of the GUC community, while ensuring privacy of individuals and confidentiality. This includes identifying and informing the Minister of particular/special needs within the GUC community; working with the Minister to coordinate care and support to individuals in need or in crisis; welcoming newcomers to the church and providing intentional follow-up; and encouraging hospitality and small groups within GUC as home group coordinators.
- As a pastoral care volunteers, provide transport to members of the congregation to attend church or other events or visit them at home as part of their volunteering duties. Volunteers providing transport must complete a Gungahlin Uniting Church Drivers Declaration form annually; hold a full drivers licence; and a registered, road worthy car.
- Contribute to worship at GUC by working with the Minister and others to lead worship services or communion; preach; lead music or technical/sound support.

Individual qualities and expectations:

Volunteers in high-trust roles will have actively participated in the life of Gungahlin Uniting for at least 12 months before being appointed. A lesser period may be accepted by Church Council where a person has actively participated in another congregation for at least two years (verified by the Minister). In some circumstances, high-trust volunteers may also be interviewed and references requested. You will be advised this is the case.

Volunteers in High-trust positions are expected to show proper care for the people they lead; to work well with other volunteers; and to act with integrity, respect and compassion for all they serve. All volunteers will do their best to serve well and to keep themselves and others safe; and to fulfil their WHS responsibilities including reporting hazards and any concerns to the group leader, Volunteer Contact Person or, if appropriate, the Safe Church Contact Person.

The leader responsible for an activity involving high-trust volunteers (or support person for the group) is expected to provide enough supervision and feedback so volunteers are supported and understand their roles. The person responsible should provide oversight so they can be sure that the activity is being performed well and safely. They should have practices in place to ensure no volunteer will be alone with a child.

All High-trust volunteers are required to sign the Volunteer Code of Conduct and read the Volunteer Manual within the last 3 years before they commence. They will follow the Code when volunteering. They **must** hold a Working with Vulnerable People card (or have applied for renewal prior to a card expiring) and undertake Safe Church training within the last three years. Volunteers without a Working with Vulnerable People card cannot commence in a high-trust role.

Other volunteers

Other volunteers will undertake one or more of the following duties:

- As a member of the Creative Worship team, support the Minister in planning worship services and funerals. This includes planning for the changing liturgical seasons, new initiatives, music, visual materials and considering the needs of a very diverse congregation.
- Coordinate and undertake maintenance activities on church property. This includes identifying and escalating issues; seeking quotes and approval for payment; arranging contractors; and undertaking some minor repairs or work (while ensuring sound OH&S practices are followed).
- Promote a sense of community within GUC by coordinating social activities both on and off church premises. This may include arranging and booking venues; promoting/arranging events; and where applicable, coordinating or providing food.
- Represent GUC at presbytery or synod meetings, reporting back to Church Council as necessary.
- As a pastoral care volunteer, visit members of the congregation in hospital

Individual qualities and expectations

Other Volunteers are expected do their best, to work well with others, to serve well and keep themselves and others safe. They will fulfil their WHS responsibilities including reporting hazards and concerns to the group leader, Volunteer Contact Person or, if appropriate, the Safe Church Contact Person. They will be able to follow the direction of group leaders.

Other volunteers are required to sign and the Volunteer Code of Conduct before commencing in their role, and to follow the Code when volunteering. Volunteers will ensure they are never alone with a child or vulnerable person.

Other Volunteers working with children or vulnerable people or in a leadership role **must** hold a Working with Vulnerable People card (or have applied for renewal) and have completed Safe Church training within the last 3 years.