



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

Gungahlin Uniting Volunteer and Safe Church Policy and Procedures

Title:	Gungahlin Uniting Volunteer and Safe Church Policy and Procedures
Creation Date:	2022
Version:	1.2
Last Revised:	August 2025
Approved by:	GUC Church Council
Approval date:	11 August 2025

Table of Contents

Gungahlin Uniting Church Volunteer and Safe Church Policy	3
1. Purpose	3
2. Legislation	3
3. GUC Responsibilities	4
4. Volunteer Responsibilities	5
5. Who is a Volunteer?.....	5
6. High-trust volunteer roles.....	6
7. Other volunteers.....	6
8. Policy Review	6
Gungahlin Uniting Volunteer and Safe Church Procedures.....	7
1. Best practice leadership.....	7
2. Selection of volunteers	8
3. Managing, Supporting and Training Volunteers	9
4. Volunteer Safety	10
5. Uniting Church Code of Conduct	10
6. Safe Church	10
7. Responding to concerns of harm, abuse, or misconduct	11
8. Safe environments	11
9. Sexual harassment	12
10. Persons of Concern	13
11. Record keeping	13
12. Volunteering by Children and Young People	14
13. Wellbeing	14
14. Privacy and Data	14
15. Expenses and payments.....	15
16. Honorariums and allowances	15
17. Insurance.....	15
Appendices	16
Appendix 1: GUC Ministry Register.....	16
Appendix 2: Volunteer and Safe Church Planner.....	20

Gungahlin Uniting Church Volunteer and Safe Church Policy

Gungahlin Uniting Church (GUC) places trust in our volunteers as they work, recognising our responsibility for the health, safety and welfare of volunteers. We acknowledge our responsibility to support volunteers to fulfil their roles as we work together for the protection of everyone and for the Gospel.

We believe that all people, including children, are made in the image of God. As a community of faith, we are committed to providing safe environments for all people, including children and vulnerable adults, so that they may live life in all its fullness. We commit to implementing the Child Safe Principles (as outlined in the UCA National Child Safe Framework).

1. Purpose

This policy assists GUC in protecting the health and safety of volunteers and enables GUC to live out its mission in ways that keep all people safe, especially in ministries with children and vulnerable adults.

Following this policy, procedures and supporting documents will ensure GUC will be compliant with Australian legislation and the various volunteering and safeguarding policies and guidelines of the Synod of NSW and the ACT (Synod). We commit to a continual improvement process which ensures compliance with this policy and that it is amended in response to changes in legislative requirements.

Volunteers will be selected prudently, provided support to do their roles well and safely, and supervised to ensure they are able to thrive in their service to the church. The formality and rigor of these processes should be in proportion to the responsibility and risks of each role. Programs will be organised and accessible to all.

We will have a framework of practices which will:

- minimise the risk of abuse, ministry misconduct and the misuse of power
- ensure that all cases of suspected abuse and ministry misconduct are handled in compliance with Synod policies and Australian legislation
- ensure that leaders and our church programs are safe, with particular attention to background screening, skills and experience of people during the recruitment process
- ensure that all people are respected and valued and have a voice in our community
- ensure that a culture of Safe Church is developed and nurtured within this church.

2. Legislation

Child safe standards

The Human Rights Commission Act 2004 requires churches which provide services or engage with children and young people to meet the ten ACT Child Safe Standards. The Standards are designed to help build a child safe culture and implement strategies to promote child wellbeing and prevent harm. Each standard requires an institution to consider the specific risks within their own context and take steps to mitigate them, whether in physical or online environments. The 10 Standards are:

1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.

2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved in promoting child safety and wellbeing.
4. Equity is upheld and diverse needs respected in policy and practice.
5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
6. Processes to respond to complaints and concerns are child focused.
7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
9. Implementation of the ACT Child Safe Standards is regularly reviewed and improved.
10. Policies and procedures document how the organisation is safe for children and young people.

Working with vulnerable people check

Anyone working with children or vulnerable adults, whether paid or unpaid, is required to obtain a Working with Vulnerable People card under ACT legislation. This includes workers or staff who may hold an equivalent check from another state or territory. See <https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people/working-with-vulnerable-people-scheme>

Sexual harassment

Under the *Sex Discrimination Act 1984* (Cth) and the Fair Work Act 2009, organisations have a positive duty to eliminate, as far as possible, sexual harassment of workers, including volunteers. Where this does not happen, organisations may be held vicariously liable unless they can demonstrate they took all reasonable steps to proactively and meaningfully prevent the harassment, such as implementing robust policies, providing training, and establishing clear reporting procedures.

3. GUC Responsibilities

GUC commits to the ACT Child Safe Principles and the Safe Church Commitment Statement for the Uniting Church, Synod of NSW and ACT.

The Church Council will follow the GUC Volunteer and Safe Church Procedures to assist them in the appropriate selection, instruction, training and monitoring of the work and conduct of volunteers. Volunteers will be supported and supervised to ensure they are carrying out their role appropriately in terms of their conduct, capability and safety.

Volunteers will be made aware of how to raise concerns, and what to do if they have a concern about anything which arises as part of their role.

GUC Church Council will appoint a 'Volunteer and Safe Church Contact Person'. The will:

- oversee and take responsibility for volunteers including creating and maintaining the GUC Ministry Register. Other tasks associated with managing volunteers can be delegated to other members of the congregation, as appropriate.
- be responsible for building an awareness of safe church policies and practices by ensuring the congregation meets its compliance obligations under the law.

All volunteers will be included on the Ministry Register. The register will be included in the Church Council minutes. The register will include information which will assist with the management of volunteers.

The Ministry Register will be reviewed by Church Council and updated regularly, or at least twice yearly.

4. Volunteer Responsibilities

All volunteers are to:

- do their best to serve well, and to keep themselves and others safe
- read, sign, and abide by the GUC Volunteer Code of Conduct
- attend any required training
- fulfil their WHS responsibilities including by reporting hazards and incidents, and informing the appropriate person of any concerns
- fulfil their safe church responsibilities by reporting any concerns of harm, abuse or misconduct.

Volunteers will also be provided with a copy of the Volunteer Manual.

5. Who is a Volunteer?

A **volunteer** is a person who is recognised and appointed to a role, contributing to the work of the church, ministry or service activity without being paid. A person is a volunteer when they perform a specific identified role, needed by the entity, and they are selected to perform that role. All volunteers have responsibilities to fulfil the requirements of their role to their best ability. This includes abiding by the Volunteer Code of Conduct, being reliable, caring for others and letting someone know when they need help themselves.

A volunteer role satisfies any one of the following criteria:

- The role serves regularly, intentionally and in addition to normal participation.
 - Serving at an event or service the person wouldn't usually attend as a participant, or performing tasks outside the usual service or attendance times in order to help.
 - Regular and routine service, usually not ad hoc.
 - There are specific and articulated expectations for the role. The role may have a title and has specific tasks and expectations.
- The role should be identified as a volunteer role when it has a duty of care for others related to the person's leadership or authority:
 - The role supervises or coordinates the work of other people.
 - The role works with children or vulnerable adults.
 - The role has or could have significant responsibility such as to oversee or coordinate a ministry or ministry area, deliver core functions, or additional

responsibility for resources. This would include all members of Church Council and will include leaders such as managers and supervisors.

There are two types of volunteer roles, including 'high-trust' and 'other' volunteer roles.

'High-trust' volunteer roles are those with responsibility for others, including ministry leaders, Church Council members and all those who work with children or vulnerable people (see section 5).

'Other' volunteers undertake a specific role but do not have the leadership or other responsibilities of a high-trust volunteer role.

6. High-trust volunteer roles

High-trust volunteers in congregations are those with additional responsibilities. These may be:

- responsibility for, or leadership of others and so having an additional duty of care
- work with vulnerable people¹, including children
- responsibility for a critical service or an area of worship
- responsibility for significant resources, or in a position where there are significant safety or other implications from the performance of the role.

Volunteers in high-trust roles in congregations must have a Working with Vulnerable Person check, undertake Safe Church training, have signed the Volunteer Code of Conduct and have met screening requirements. Confirmation must be recorded in the Ministry Register. They will be provided with a copy of the Volunteer Manual.

7. Other volunteers

Other volunteers include those in regular rostered roles which do not carry a high level of responsibility and which do not work with vulnerable people, including children.

Other volunteers must sign that they have read the Volunteer Code of Conduct before commencing in their role and will be provided with a copy of the Volunteer Manual.

8. Policy Review

Synod has committed to reviewing their Volunteer and Safe Church policies every 3 years. Amendments will be approved by the Synod Board. GUC will review this document at least every 3 years to ensure consistency with Synod policy and procedures.

¹ In the ACT, a vulnerable person is defined as a child under the age of 18 or an adult who is disadvantaged and is accessing a regulated activity in relation to that disadvantage. This includes an adult who suffers social or financial hardship or a physical or mental disability.

Gungahlin Uniting Volunteer and Safe Church Procedures

The following procedures support the effective management of GUC volunteers.

This policy should be read in conjunction with GUC's Work, Health and Safety policy.

1. Best practice leadership

As a Church Council, we acknowledge that good governance underpins a safe church culture and practice. In our church:

- leaders will work actively to develop a culture of safety, demonstrate safe behaviours, and do everything they can to ensure the physical, emotional and spiritual safety of others
- leaders will show proper care for the people they lead and will act with integrity, respect and compassion for all they serve
- leaders will work collaboratively in teams and are accountable for their ministry
- leaders will give a voice to children and vulnerable adults in decisions that affect them
- all activities are approached with a lens of safety and risk management
- safe church and volunteer issues are on the agenda at each council meeting
- Church Council ensures compliance with relevant legislation relating to child protection and WHS
- Church Council is committed to implementing the Child Safe Principles identified in the UCA National Child Safe Framework.

Church Council will appoint a Volunteer and Safe Church Contact Person who will be responsible for the oversight of volunteers and safe church practices.

Those with governance responsibilities (Church Council members, the Chair of the Food Pantry Management Committee, the Volunteer and Safe Church Contact Persons) or with implementing these procedures (the Church Life Worker – Food Pantry and Administration) will be required to have read this Volunteer and Safe Church Policy and the WHS policy at least every 3 years.

The Volunteer and Safe Church Contact Person will:

- work with Church Council to ensure the church is a safe place for all children and vulnerable adults by building an awareness of safe church policies and practices and by ensuring that the congregation meets its compliance obligations under the law.
- be the primary point of contact for reporting all disclosures or concerns of abuse towards children or a vulnerable adult, or of inappropriate behaviour of one adult to another. They will act promptly, liaising immediately with Synod and in accordance with Synod policies and guidelines for Mandatory Reporting and Reportable Conduct. External agencies such as the police will be immediately informed where a child is in immediate danger. They will act to maintain privacy and confidentiality at all times
- keep the Ministry Register which identifies the volunteer roles in the congregation, and

who is filling them

- ensure there is a system in place to verify that:
 - current working with vulnerable people checks are in place where required
 - safe church training has been completed within the last three years where required
 - a Volunteer Code of Conduct is signed by all volunteers

Responsibility for recording and following up with volunteers to obtain/renew checks or meet requirements is delegated to the GUC Church Life Worker - Food Pantry and Administration in the first instance)

- be a contact person for volunteers if they have concerns.

2. Selection of volunteers

Principle 5 of the ACT Child Safe Standards requires people working with children and young people to be suitable and supported to reflect child safety and wellbeing values in practice.

Church Council is responsible for ensuring policy and procedures for the selection of volunteers are followed. The process should be in proportion to the responsibility and risk associated with the role. This includes both discernment about the suitability of the person for the role (consideration about a person's character, abilities and behaviour) and any relevant background checks needed for the specific role, so as to prevent unsuitable people from gaining contact with vulnerable groups.

At GUC we commit to processes to discern the appropriateness of a person for a role.

All volunteers are required to sign the Uniting Church Code of Conduct. Ministers must also abide by the UCA Code of Ethics and Ministry Practice. All volunteers will also be provided with a copy of the Volunteer Manual.

In addition, we require all high trust volunteers aged 18 and above:

- to hold a Working with Vulnerable People card (or have applied for renewal²) before being appointed
- to have completed Synod's safe church declaration
- to provide the names of two referees unless
 - they are on Church Council, having been nominated by two people and elected to that position; or
 - transitional arrangements apply – ie were in a high trust position in 2025 and were confirmed by Church Council at the time to be suitable for that role.³

Referees may provide a written or verbal reference. Referees will be interviewed by a member of Church Council or by a person nominated by Church Council (eg Volunteer and Safe Church

² Renewal means having applied for a WWVP clearance prior to existing clearance expiring.

³ 2025 volunteers were reviewed and approved at the February and June CC meetings

contact person, Brigade leader, Church Life Worker – Food Pantry and Administration) where a verbal reference is required, or where further information is required in relation to a written reference. Church Council may also request references in other circumstances, where considered appropriate.

- where considered appropriate by Church Council, to be interviewed by a member of Church Council or their nominee to ensure the volunteer understands what is expected of them in their role. This includes situations without a group leader or support person, where the volunteer is new to church life or volunteering, or not well known to the Council.

High trust volunteers aged 16 and over are also required to undertake safe church training every 3 years.

3. Managing, Supporting and Training Volunteers

The Church Council acknowledges that it has responsibility for the well-being of staff and volunteers and for ensuring that they are supported in their role; are undertaking their role with appropriate skill and diligence; and are compliant with policies and codes of conduct. Training is a key component to support volunteers to do their job well and to ensure the safety and welfare of all vulnerable people. Volunteers will be supported in their roles through supervision, being given instruction, and for high trust roles, formal training

At GUC, we commit to:

- requiring high-trust volunteers aged 16 or above to complete safe church awareness training every 3 years. Safe church training may be organised through Synod or may be an alternative course agreed to by Synod.
- having volunteer role descriptions to promote a common understanding of expectations (see Volunteer Manual)
- performing periodic reviews (at least annually) with our staff, leaders and volunteers and provide and receive feedback on their performance and any areas of concern
- ensuring all volunteers have appropriate support and information to undertake their role well:
 - high-trust volunteers will have a group leader or other support person to provide supervision, feedback and oversight. The person responsible for an activity involving volunteers is expected to provide enough supervision and feedback so volunteers are supported. The person responsible should provide oversight so they can be sure that the activity is being performed well, and safely
 - new volunteers will be paired with more experienced volunteers
 - the Volunteer Manual will be provided to all volunteers each year.

The Volunteer and Safe Church Contact Person will be responsible for monitoring Safe Church training for volunteers and for identifying training opportunities. They will provide a list of people completing training to Synod Safe Church Coordinator to ensure attendance is registered on data base. All staff, leaders and volunteers are required to attend additional ministry-specific training as necessary e.g. Monitors of persons of concern must undergo specific training

The Ministry Register is a record of all authorised congregation volunteers. It will be accepted and recorded as being received within the minutes of the church council at least every six-months or more

frequently depending on the level of change, frequency of new rosters being published and any outstanding issues. A copy of the register will be kept with the records of the church council meeting. This process is overseen by the Volunteer and Safe Church Contact Person.

The Volunteer Manual provides useful and relevant information and tips, description of roles and expectations and provides an ongoing source of information ensuring volunteers are well informed. The Manual supports volunteers to care for others and be cared for in their roles, in particular through facilitating access to safe church policies and other Synod resources. It provides a basis for orientation and for regular training of volunteers.

4. Volunteer Safety

GUC will have systems and policies in place to protect the health, safety and welfare of volunteers. This system includes measures for:

- managing any risks to the health and safety of volunteers
- having systems in place for volunteers to report hazards or incidents, and assisting and supporting volunteers if they are injured or become ill in the course of their work
- keeping any such measures under review.

The work of volunteers will be overseen and monitored to ensure compliance with safe work procedures and codes of conduct.

In particular:

- GUC will have a Work Health and Safety (WHS) policy. All GUC policies will be available on the GUC website. The Volunteer and Safe Church Contact person will ensure links are included to policies as an item in the church bulletin at least quarterly
- risk management plans will be required for key programs (annually for Oasis, Billabong, Girls and Boys Brigade, Playgroup, Food Pantry and Food Garden); church camps, GUC organised excursions or other events outside the church; working bees, fund raising activities etc
- the Volunteer and Safe Church Contact person will address issues where they arise – for example, in relation to code of conduct, failure to meet volunteer obligations, issues arising in relation to safe church.

5. Uniting Church Code of Conduct

It is important that there is a shared understanding of appropriate conduct, behaviour and attitude so that we can care for each other well and function with peace, mutual respect and care.

Every volunteer must read and sign the Uniting Church Code of Conduct and abide by it. If the Code of Conduct is not signed, the volunteer will not be permitted to perform the functions of a volunteer.

The Uniting Church Code of Conduct includes the expectations of the UCA Lay Leaders Code of Conduct, so signing also satisfies this requirement for volunteers in leadership roles.

6. Safe Church

There are additional expectations and protections in place in relation to volunteers who work with children and vulnerable adults. The key structures in place include:

- volunteers who work with children are mandatory reporters of child protection concerns
- volunteers are employees for the purposes of the reportable conduct scheme
- all volunteers who work with children and vulnerable adults or who are in a trusted leadership role need a Working with Vulnerable People card and must undertake regular Safe Church Awareness training.

7. Responding to concerns of harm, abuse, or misconduct

The Church Council acknowledges that churches have not always dealt appropriately with allegations and instances of abuse and have prioritised the concerns of institutions above the needs of victims. The Church Council commits to ensuring that this is not repeated.

All church councillors, leaders, and volunteers will report disclosures or suspicions of abuse towards a child or vulnerable adult, or to reports of inappropriate behaviour of one adult towards another, according to the Synod policies and guidelines for Mandatory Reporting and Reportable Conduct. External agencies such as the police will be immediately informed where a child is in immediate danger. The Volunteer and Safe Church Contact Person will be the central contact point.

Where a church councillor, program leader or helper has an allegation of ministry misconduct made against them support will be provided to alleged victims and perpetrators with the guidance of Synod.

Church councillors will ensure that all staff who are subject to the Reportable Conduct Scheme and Mandatory/Mandated Reporting laws understand their responsibilities under the legislation.

The details of any report may be shared in confidence with the Church Council Chairperson.

8. Safe environments

We expect all leaders, as servants of Christ, to serve our people and the community, sharing the good news of Jesus and leading in spiritually, physically and emotionally non-abusive ways. Everything in our ability will be done to keep all those in our care safe from spiritual, physical, sexual, emotional abuse (including bullying) or neglect. **No volunteer is permitted to be alone with a child.**

All participants, including children, will be given an opportunity to be consulted about the programs and the activities in which they participate. The Safe Church Contact person will encourage program leaders of GUC children and youth programs to obtain feedback from youth and children at least annually.

All programs will be accessible to all people by ensuring as much as is practical that any adjustments are made to cater for diverse needs of participants (including cultural, physical, emotional, mental as well as sexual orientation).

Appropriate administration relating to safe church will be undertaken. This involves the use of forms, templates, registers, other tools developed by Synod to record appropriate information and permissions, as well as compliance with required screening checks and training obligations.

- Unless a close relative/carer of each child is required to be present throughout an activity (for example Playgroup), program leaders are expected to:
 - keep a sign in sheet for leaders, children and youth that it is completed each time they attend a child or youth program. The sign in sheet should be emailed to the Volunteer and Safe Church Contact person for retention electronically in the event of a historical complaint

- collect health and other relevant information for children and youth who attend church programs so we are able to care as far as possible for their physical and emotional needs
- complete an annual GUC's Driver's Declaration Form before driving any children, youth or vulnerable people to activities. (Note: drivers must hold a full licence – eg not on a provisional licence).
- program leaders will be required to complete a written ministry approval process, including a detailed risk analysis, at the start of new ministry programs/activities which take place in the church's name. These programs/activities will be reviewed on an annual basis.

9. Sexual harassment

Everyone has the right to volunteer or work in a place that is safe and free from sexual harassment. Workplace legislation means GUC can be held vicariously responsible unless it takes all reasonable steps to prevent sexual harassment when volunteering or working for GUC.

Sexual harassment means any unwelcome sexual behaviour that a reasonable person could anticipate may make another person feel offended, intimidated or humiliated in that situation.

Unwelcome behaviour means unwanted or uninvited behaviour that makes a person feel offended, embarrassed or frightened. Whether behaviour is unwelcome is a question for the person harassed. A reasonable person can be taken as a neutral and unbiased person.

Sexual harassment is not always obvious. It includes a wide range of behaviours. The most common behaviours are:

- sexually suggestive comments or jokes that offend or intimidate
- intrusive questions about a person's private life or physical appearance
- inappropriate staring or leering
- inappropriate physical contact
- unwelcome touching, hugging, cornering or kissing.

When working out whether certain conduct is sexual harassment, the intention of the alleged harasser doesn't matter.

Sexual harassment doesn't have to be repeated or continuous. It can be a one-off incident.

GUC will

- Promote a culture of respect
- Include information on sexual harassment in the Volunteer Manual
- Report any incidents to the Synod Safe Church Unit and seek their advice
- Respond to the complaint in ways that protects confidentiality. The identity of the complainant should not be disclosed to the alleged harasser without the complainant's agreement.
- Respond quickly to any concerns of sexual harassment. This may include the following:
 - bringing to the attention of the alleged harasser the inappropriateness and potential

seriousness of their behaviour

- requiring the alleged harasser to undertake an online course on sexual harassment
 - putting in place appropriate supervision during activities attended by both the alleged harasser and complainant
 - separating the alleged harasser from the complainant during activities
 - no longer permitting the alleged harasser to volunteer/participate in certain activities
 - putting in place other strategies to prevent future incidents.
- Provide support to both the victim and the alleged harasser to ensure they feel heard and that the complaint has been appropriately addressed.
 - Review policies and procedures in light of the complaint to ensure they are sufficiently robust.

10. Persons of Concern

- It is acknowledged that there may be persons with a background of allegations or convictions of child abuse or who display difficult behaviours towards children or adults, who may be engaging or wish to engage with this church.
- The Uniting Church believes that God created all people, and commits to respecting all people, with the paramount obligation of protecting children and vulnerable people.
- In cases where it is suspected that a person of concern wishes to engage with our church, the Synod Person of Concern policy will be followed, and the Church Council and Synod shall work collaboratively in identifying a solution.
- The terms of any Safety Agreement made with a person of concern will be upheld in the spirit in which it was set. Appropriate reviews will be undertaken, and Church Council will work with the Synod Safe Church Unit should concerns become apparent.
- The Church Council will put appropriate codes of conduct and safeguarding measures in place to help people identify the grooming behaviours of persons of concern.

11. Record keeping

All safe church records should be retained electronically in GUC's safe church drive.

Any reported disclosure or suspicion of abuse towards a child or vulnerable adult, or report of inappropriate behaviour of one adult towards another, must be treated in **strict confidence**. Details should only be disclosed where necessary eg to Synod, Minister, Church Council chairperson. Where it is considered appropriate to brief Church Council or Presbytery, information provided should be de-identified and should focus on actions taken. Records must be retained in the event there is ever a historical complaint.

An incident register should also be retained by the Volunteer and Safe Church Contact person outlining brief details of any incident, when the incident was reported and to whom, their response/actions, and the outcome of any reporting. Details in the register should be de-identified (Synod will retain a record of all details). Where a pseudonym is given to an individual (eg "person AJK") this should be at random

and should not be reflect the person's initials etc. Any pseudonyms given should be provided to the Synod Safe Contact unit so that records can be matched if required in the future.

12. Volunteering by Children and Young People

Consideration will be given to safety arrangements specifically for children and young people who volunteer. A risk assessment will be conducted which includes:

- supervision arrangements such as requiring parents/carers to be present, or supervision by another suitable adult
- any risks to health and safety, including psychological risks, or those associated with people's behaviour
- any specific competencies or informal suitability screening needed, such as for working with children
- the capacity, skills and maturity of the potential volunteer.

Parental consent and duty of care requirements for these volunteers is to follow the processes for their engagement in other programs where the child or young person is cared for away from their parents/carers ie. written consent from parents/carers, and collection of any needed health or contact information.

13. Wellbeing

Leaders of volunteer groups and Church Council are encouraged to consider the wellbeing of volunteers through:

- pastoral encouragement individually, and through congregation recognition of the value of volunteers. This includes holding a food pantry service at least annually to recognise the contribution of the pantry and its volunteers, and acknowledging and thanking all volunteers at least annually, for example at a service or congregational meeting (see Appendix 5)
- not over-loading individuals
- having GUC pastoral care systems in place to provide emotional support in times of stress, and for recognised volunteers to access the Synod Employee Assistance Program (EAP)
- encouraging openness, transparency and mutual support amongst volunteers.

14. Privacy and Data

Personal data about volunteers will be collected, stored and disclosed according to the Synod Privacy Policy and the Commonwealth Privacy Act. Volunteers must also keep all confidential information private and secure. We will:

- take reasonable steps to protect personal information of volunteers, including names, addresses, telephone numbers, email addresses, professions or occupations, including reasonable security safeguards
- investigate and report to the Synod Privacy Officer breaches of data information. A breach will have occurred when personal information is subject to misuse, interference and loss, and to unauthorized access, modification or disclosure.

15. Expenses and payments

Volunteers are unpaid, meaning there is no monetary reward, or payment in-kind, however, expenses of volunteers can be reimbursed when the purchase was approved by the Treasurer prior to the expense being incurred, and a receipt provided.

16. Honorariums and allowances

Honorarium means a one off or ad hoc reward or payment made to a person for voluntary service; or a fee for professional services voluntarily performed, paid as a gesture of thanks or goodwill. Honorariums cannot be paid to a person on a regular and/or systematic basis and should be a token amount compared to the cost of the equivalent services. For example, no more than 10% of the usual cost of the services.

Allowances are payments of a fixed predetermined amount to cover a volunteer's expenses.

17. Insurance

Volunteer Insurance cover is in place to protect volunteers when they are performing their duties. All volunteers in congregations 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 any insurance policy limits or conditions).

If injured, a volunteer should inform the Volunteer and Safe Church Contact person or ministry agent and access a claim form 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. Volunteers are responsible for ensuring they hold appropriate car insurance; that their vehicle is registered (and therefore covered by ACT compulsory Motor Accident (MAI) Injuries insurance); that their driver's licence is current; and that their car is roadworthy.

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

Appendices

Appendix 1: GUC Ministry Register

High-trust Volunteers

Role	Group leader or support person ⁴	Volunteer's name	Signed Code of conduct? (date signed)	WWVP expiry date (or date applied for renewal)	WWVP card number	Within the last 3 years Safe Church training completed (date completed)	Within the last 3 years, read the Volunteer and Safe Church policy	Safe Church declaration (date completed)	A. Provided 2 referees (A - date) or B. Elected to CC (B - CC year) or C. 2025 CC approved volunteer (C 2025)
Bible/faith studies leader/s	Minister		Required	Required	Required	Required	Not required	required	required
Billabong	Minister		Required	Required	Required	Required	Not required	Required	Required
Boys Brigade	Captain		Required	Required	Required	Required	Not required	Required	Required
Church Council (CC)	CC Chair		Required	Required	Required	Required	Required	Required	Required
Food Pantry Management Committee (FPMC)	FPMC Chair		Required	Required	Required	Required	Not required	Required	Required
Food Pantry Thursday	Office and Food Pantry		Required	Required	Required	Required	Not required	Required	Required

⁴Group leaders or support people are responsible for oversight of volunteers in their group, ensuring roles are performed correctly.

volunteers incl Pantry cafe	Admin officer								
GUC Food Garden Coordinator	Volunteer and Safe Church Contact person		Required	Required	Required	Required	Not required	Required	Required
Girls Brigade	Captain		Required	Required	Required	Required	Not required	Required	Required
Growing Young	Minister		Required	Required	Required	Required	Not required	Required	Required
Home Group coordinators	Pastoral Care team		Required	Required	Required	Required	Not required	Required	Required
Music team leader	Music team leader		Required	Required	Required	Required	Not required	Required	Required
Oasis	Minister		Required	Required	Required	Required	Not required	Required	Required
Pastoral Care Team	Pastoral Care Team coordinator		Required	Required	Required	Required	Not required	Required	Required
Pastoral care volunteer- home visits, transport	Pastoral Care Team coordinator		Required	Required	Required	Required	Not required	Required	Required
Young Adults group coordinator	Minister								

Other Volunteers

Role	Volunteer's name	Code of conduct? (date signed)
BBQ		Required
Bible readers – English and first language		Required
Communion Preparation		Required
Creative Worship		Required
Food Pantry Wednesday prep and support, shelf stacking and cleaning, unloading food pallets		Required
Flowers		Required
Greeters		Required
Hospitality		Required
Morning tea		Required
Music team		Required
Pastoral Care – meals, hospital visits, phone calls, prayer chain		Required
Prayers for Others		Required
Presbytery representative		Required
Property Committee		Required
Social activities – leaders (eg TnT, pub group, Spice Kids etc)		Required
Sound / technology assistant		Required

<p>August - October</p>	<p>August –</p> <ul style="list-style-type: none"> • Food Pantry Service <p>September: Safe Church month:</p> <ul style="list-style-type: none"> • Safe church review conducted • Display Safe Church Commitment statement • Promote “Speak Out • Display sexual harassment posters <p>October-Volunteer month:</p> <ul style="list-style-type: none"> • Place volunteer forms out • Volunteer service to thank volunteers and highlight importance • Seek feedback from volunteers 	<p>Church Life Worker – Food pantry and Administration</p> <p>Volunteer and Safe Church Contact Person</p> <p>Volunteer and Safe Church Contact person</p>
<p>November- December</p>	<p>November: Encourage program leaders of children or youth activities to seek feedback from children or youth in planning for following year</p> <p>December: Request volunteers (where applicable/outstanding) to:</p> <ul style="list-style-type: none"> • Sign code of conduct • Read volunteer manual • Undertake WWVP check • Read GUC policies • Complete Ministry Engagement form • Complete safe church declaration 	<p>Volunteer and Safe Church Contact Person</p> <p>Church Life Worker - Food Pantry and Administration</p>

Each month: Ministry register to be updated by Office and Food Pantry Administration officer and provided to Volunteer and Safe Church Contact person to review prior to each CC meeting. Any issues to be raised at CC meeting