



Government of **Western Australia**
Department of **Communities**



Volunteer Checks:

Information for WA Volunteering Involving Organisations



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Introduction

Four out of five Western Australians aged 15 years and over volunteer. They donate almost 16 hours of their time per month, which equates to a total of more than 315 million hours of volunteer service each year. The economic, social and cultural value of this volunteering to Western Australia (WA) is greater than \$39 billion per annum.

The Western Australian Government has a long history of strengthening WA's volunteer sector by funding, supporting and driving volunteering initiatives, and ensuring the sector's sustainability through:

- Annual funding of more than \$1.3 million to Volunteering WA and other volunteering development services to build the capacity of the volunteer sector and volunteers.
- Providing information, advice and guidelines on volunteering for the government and non-government sectors.
- Subsidised National Police Certificates for volunteers through the Volunteer National Police Certificate (VNPC) program.
- Programs that recognise the contribution of volunteers such as the WA Volunteer Service Awards, State Emergency Service Awards, Multicultural Recognition Awards, and the Sport and Recreation Supporting Volunteers Award.
- The Thank a Volunteer Day Grants program for International Volunteer Day community celebrations across WA.
- Funding and supporting research on volunteering in WA.

The Department of Communities (Communities) has developed this publication, with assistance from Volunteering WA and the Volunteering Community Reference Group, to support Volunteer Involving Organisations (VIOs) to make informed decisions when recruiting volunteers. It explains when and why screening should take place, applicable legislation and screening mechanisms, and include tools and templates to support informed decision making and risk management.



Why screen volunteers?

Given the breadth of volunteering opportunities within the volunteering sector, selection and screening processes are an important tool for VIOs when recruiting volunteers. VIOs may request background checks for applicants to assess their suitability, referred to as screening mechanisms. Screening mechanisms also assist VIOs to match the expectations, interests, availability, commitment and skills of applicants with volunteering opportunities.

Currently there is no WA legislation requiring VIOs to screen volunteers. However, some VIOs are subject to the following legislative and industry requirements:

- **Aged care:** Volunteer National Police Certificates (VNPCs) not more than three years old must be held by volunteers in Commonwealth subsidised aged care services, including aged care providers delivering facility style and in-home services to meet the requirements of the *Aged Care Act 1997* and the Accountability Principles 2014.
- **NDIS Worker Screening:** Registered NDIS providers must ensure that key personnel and other workers in certain types of roles have a worker screening clearance that meets the requirements of the NDIS Practice Standards. For more information see the NDIS Check section on page 16.
- **Tourists and visitors to Australia:** Organisations are required to have a process in place to ensure applicants for volunteer positions are legally allowed to volunteer under the *Migration Act 1958* (Cth). For more information see the section on the Visa Entitlement Verification Online (VEVO) system.
- **Working with children:** The *Working with Children (Criminal Record Checking) Act 2004* requires compulsory screening of volunteers in WA and the Christmas and Cocos (Keeling) Islands for people who engage in certain paid or unpaid work with children, described as “child-related work”. For more information see the Working with Children Check section.
- **Boards and committees:** *The Associations Incorporation Act 2015* requires that people seeking to volunteer on boards and committees of incorporated associations obtain approval from the Commissioner for Consumer Protection where personal circumstances identify:
 - bankruptcy or affairs subject to insolvency laws,
 - convictions of an indictable offence in relation to the formation or management of a body corporate in the last five years,
 - convictions of an offence involving fraud or dishonesty punishable by at least three months imprisonment in the last five years, or
 - conviction of an offence under section 127 of the Act, where a person has allowed an association to operate while insolvent in the last five years.
- **The National Standards for Volunteer Involvement (the Standards):** The Standards, developed by Volunteering Australia, outline best practice processes for recruiting and selecting volunteers. The Standards stipulate that ‘screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the organisation’.



The screening method a VIO uses may be a requirement of their internal policies and procedures. Good governance procedures help VIOs to identify and manage their organisational risk when selecting and recruiting volunteers, as well as meeting duty of care provisions and contractual and/or insurance requirements. VIOs should assess the level of risk associated with recruiting volunteers in the context of the specific needs of their organisation. How this is identified will vary between organisations.

For example, organisations receiving funding from the Department of Social Services (DSS) are required to conduct criminal record screening for any person working with vulnerable people.

DSS defines a vulnerable person as:

- a child or children, or
- an individual aged over 18 years who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason.

A VIO's insurance policy may also require members of an organisation operating motor vehicles to undergo traffic record screening to meet insurance policy conditions.

See Appendix 2 for examples of risk assessment templates for VIOs when selecting and recruiting volunteers.

²Accountability Principles 2014, www.legislation.gov.au/Details/F2017C00734

³Department of Mines, Industry Regulation and Safety; Inc: A guide for Incorporated Associations in Western Australia, www.commerce.wa.gov.au/books/inc-guide-incorporated-associations-western-australia/membership-committee

⁴The National Standard for Volunteering, www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Documents-FINAL_Web.pdf

Who needs to be screened?

Legislation requires screening checks for volunteers who will be working with children or with Commonwealth funded aged care organisations.

VIOs may consider whether applicants for other volunteer positions should be screened where there may be a risk to the organisation, staff, clients, the volunteer and/or the public.

Risk assessment(s) may be required to determine which volunteer positions need to be screened to identify potential adverse risks to the VIO. To determine the level of risk, a clear outline of what is expected of the position is required, e.g. a position description and an understanding of the strategic objectives of the organisation.

Questions VIOs may wish to consider include, but are not limited to:

- Will the role be in a position of authority, making important decisions and/or making financial decisions or handling finances e.g. a chairperson or treasurer?
- What is the level of trust required for the position? Will the position be privy to confidential, sensitive or personal information?
- Will the position be unsupervised?
- Does the position require interaction with vulnerable people?
- Does the position require contact with the public?
- Will the position have access to organisational resources such as a motor vehicle, a mobile phone or a computer?
- Does the position work in a program which receives funding with contractual implications requiring volunteers to be screened?

- Does an organisation's insurance policy require volunteers to be screened?

Responses to such questions may assist VIOs to determine whether screening for certain volunteer positions is required. VIOs should then consider the most appropriate screening mechanism to meet their information needs. Sample risk assessment templates are provided at Appendix 2.

Even if an organisation is not bound by legislation, industry standards, contractual or insurance requirements that require volunteer screening, it is considered good practice to have processes in place that assist VIOs to recruit and appoint suitable applicants for volunteering positions. Should VIOs choose to screen their volunteers, decisions regarding their suitability must be consistent with the *Equal Opportunity Act 1984*.

Volunteers should not be subjected to more intensive screening than other employees. For example, requiring volunteers to obtain a VNPC when police checks are not required of an employee completing the same, or higher duties.

⁵ Department of Social Services, www.dss.gov.au/about-the-department/doing-business-with-dss/vulnerable-persons-police-checks-and-criminal-offences

What volunteer screening mechanisms are available?

Volunteer screening mechanisms may include:

- interviews,
- reference checks,
- the Visa Entitlement Verification Online (VEVO) system,
- Volunteer National Police Certificates,
- Working with Children Checks, and
- NDIS Checks.

Interviews

Interviews are a useful tool in the selection, screening and suitable placement of applicants for volunteer positions. Interviews allow a VIO to inform applicants about how volunteers fit into the organisational structure and assist in delivering its functions.

VIOs can use the interview process to establish their expectations of applicants, and to clarify any questions or concerns the applicant may have. It also provides the applicant with the opportunity to assess whether the volunteer position is suitable.

Reference checks

Reference checks also assist VIOs to judge the fit and integrity of the applicant for a volunteer position. Reference checking can allow VIOs to:

- clarify issues that may have been raised in an interview or from a CV,
- obtain independent information from a third party on relevant skills and experience, and
- more adequately assess the applicants' suitability for the position.

Reference checks are generally completed as an additional screening measure rather than a standalone measure.

Visa Entitlement Verification Online system

Restrictions apply to non-permanent residents, tourists and visitors to Australia for employment and volunteering positions.

VIOs are required to have a process in place to ensure applicants for volunteer positions are legally allowed to volunteer in Australia. For non-permanent residents, VIOs must verify an applicant's immigration status before offering a volunteer position. Under the *Migration Act 1958 (Cth)*, penalties apply to VIOs that engage a volunteer in breach of a visa condition, unless it can show that reasonable steps were taken to ascertain whether the person was legally allowed to be a volunteer.

To confirm an applicant's eligibility to volunteer legally in Australia, VIOs can use the Visa Entitlement Verification Online (VEVO) system. The VEVO registration site is available by visiting the Department of Home Affairs.

Further information

Department of Home Affairs

Web: www.homeaffairs.gov.au

Phone: Employers' Immigration Hotline (Organisations) 1800 040 070

National Police Checking Service

The Australian Criminal Intelligence Commission (ACIC) facilitates information sharing between all Australian policing jurisdictions through a national database. This service allows individuals and organisations, both employees and volunteers, to apply for a National Criminal History Record Check (Check). Each Check is assessed, and subsequently lists, an individual's criminal and traffic court outcomes, and pending charges from all Australian police jurisdictions that are deemed disclosable in accordance with relevant state legislation at the time of application. Disclosure may also include non-police prosecuted matters.

Individuals can also apply for a Check through private companies or organisations accredited by ACIC. A listing of accredited bodies is available through www.acic.gov.au/our-services/national-police-checking-service/find-out-more-information/accredited-bodies#accordion-1

In some instances, certain government departments are accredited by ACIC to undertake their own screenings and can do so at a reduced cost.





The Volunteer National Police Certificate

The Volunteer National Police Certificate (VNPC) program is a State based volunteer screening initiative coordinated by Communities and the WA Police Force.

VIOs must be registered with Communities to access the VNPC program so that its volunteers can obtain certificates at a subsidised cost. These certificates are only suitable for volunteering purposes within WA.

Information released on the VNPC

A VNPC lists eligible criminal and traffic court outcomes; and pending charges from all Australian police jurisdictions that are deemed disclosable in accordance with relevant state legislation at the time of application. This can also include non-police prosecuted matters.

The VNPC lists the same information provided by the National Police Checking Service, however operates under a different name as a WA based volunteer program.

Cost of certificates

The processing fee is charged (2021-22) at the subsidised rate of \$16.70. This fee is reviewed annually. VIOs are billed monthly by the WA Police Force, however VIOs can request reimbursement from the applicant, or choose to cover the costs themselves.

Ownership of certificates

The VNPC contains personal information and is therefore the property of the applicant. The certificate is provided to the VIO to help assess the applicant's suitability for the volunteering position. Once the VIO has determined whether to appoint the applicant, the certificate must be returned to the individual. The VIO may note, for its own reporting purposes, that a check has been completed, however must not retain a copy of the certificate.

Processing time to receive the certificate

VNPC applications take up to 10 business days to complete. Additional time must be allowed for postage as all VNPCs are provided in hard copy.

Length of validity


A VNPC is current only on the day of issue. The WA Police Force impose no period of validity – it is up to organisations to determine the currency of a VNPC.

Applicants may use an existing VNPC for a voluntary position with another VIO – it is at the discretion of each VIO as to whether they will accept the certificate. VIOs may determine that a more current certificate, or more frequent screening, is needed for volunteer positions considered high risk so that the VIO can better manage their overall organisational risk. See [Who needs to be screened?](#) for more information to determine risk in volunteer positions.

Eligibility criteria and how to apply for the program

Applicants can only access a subsidised Volunteer National Police Certificate through a registered VIO. To register for the program, VIOs must:

- be an incorporated body such as an association, company, government organisation or a co-operative,
- utilise volunteers in WA for the benefit of the community,
- have the capacity to confidentially and securely store completed consent forms and copies of identification documents for two years for WA Police Force audit purposes, and
- agree to the conditions of the program.



If a volunteer group is part of a national organisation with branches throughout WA (e.g. churches, service organisations, sporting clubs), only the central office should register for the VNPC program. If a sub-branch is incorporated and operating under its own constitution, and has a contact person able to manage screenings, the sub-branch may register with the program.

The registration process:

1. The VIO:
 - downloads a registration form from www.wa.gov.au/government/publications/volunteer-national-police-certificate-program
 - emails volunteering@communities.wa.gov.au or
 - contacts 1800 176 888 to request the form.
2. Communities assesses the application, registers eligible VIOs and informs the WA Police Force.
3. The WA Police Force provides the VIO's registered contact person with an instructional guide and the link to submit applications.
4. Allow up to ten days for the registration to be processed.

Further information

For general queries and new registrations:

Department of Communities

Web: www.wa.gov.au

Email: volunteering@communities.wa.gov.au

Phone: 1800 176 888

For registered VIOs:

The WA Police Force

Web: www.police.wa.gov.au

Email: volunteer.check@police.wa.gov.au





Working with Children Check (WWC)

The Working with Children (WWC) Check is a compulsory screening strategy in WA and the Christmas and Cocos (Keeling) Islands under the *Working with Children (Criminal Record Checking) Act 2004*. The WWC Check aims to protect children by:

- deterring people from applying to work with children where they have a relevant charge or conviction on their criminal record that indicates they may harm a child,
- detecting new charges and convictions of those people who hold a current WWC Card and preventing them from continuing to engage in child-related work where their criminal record and behaviour indicates they may harm a child, and
- protecting children by creating awareness that safeguarding children is a whole of community responsibility.

The Working with Children Screening Unit at Communities administers this screening mechanism in WA.

Who needs a Working with Children Check?

A WWC Check is required by a person if they engage in certain paid or unpaid work with children, described as 'child-related work', under Section 6 of the Act. Further information on 'child-related work' and the categories defined under the Act can be found at www.workingwithchildren.wa.gov.au

Certain volunteers will not require a WWC Check if an exemption applies to the specific category or categories of child-related work they engage in. If a volunteer's position is covered by an exemption, they are not considered to be in child-related work.

Some exemptions include:

- volunteers who are aged under 18 years, and
- parents volunteering in certain activities where their child is also involved or ordinarily participates (unless they are attending an overnight activity).



What is checked?

The WWC Check assesses criminal records and other information considered relevant for people who engage in child-related work to determine if they have charges, convictions and behaviours that indicate they may harm a child.

The information obtained as part of a WWC Check includes, but is not limited to:

- criminal history information from various sources, including the Nationally Coordinated Criminal History Check, which discloses information held by police services across Australia about:
 - any convictions (including where a court has made a formal finding of guilt in relation to an offence, or convicted a person of an offence, or accepted a plea of guilty, or acquitted a person of an offence because of unsoundness of mind),
 - any spent convictions,
 - charges and convictions when a person was under 18 years of age,
 - where a person was charged with an offence but not convicted (referred to as a non-conviction charge), and
 - any pending charges (and charges that have not yet been finalised).
- the circumstances surrounding any charges or convictions recorded on a person's Nationally Coordinated Criminal History Check.

In certain circumstances, police history information relating to charges and/or convictions for overseas offences may also be obtained.

Outcomes of a WWC Check

- If an application for a WWC Check is successful, a person is issued with an Assessment Notice, in the form of a Card. A valid Card permits a volunteer to engage in child-related work and remains valid for three years unless cancelled sooner.
- A Negative Notice is issued when the Screening Unit has identified a risk of harm to a child should the applicant engage in child-related work. This can occur when the applicant first applies for a WWC Check or if they are re-assessed while holding a Card. A Negative Notice prohibits applicants from engaging in any child-related work and remains current unless cancelled under the Act.
- An Interim Negative Notice may be issued in some cases when the Screening Unit receives information relevant to the immediate safety of children (e.g. a charge or conviction for a relevant offence). This prohibits a volunteer from engaging in child-related work during the assessment or re-assessment until a final decision is made.

The Screening Unit will advise the volunteer and the VIO that signed their WWC Check application of the outcome of the Check and any further changes to the volunteer's status.



Applying for a WWC Check

1. In most cases the VIO will provide volunteers with a WWC Check application form. Volunteers can also obtain a form from an authorised Australia Post outlet. Once a volunteer completes their personal information, the VIO must also complete and sign parts of the application form.
2. Volunteers lodge their application forms at an authorised Australia Post outlet together with the correct combination of documents to meet the 100 Point Proof of Identity Check, and pay the required fee.
3. Volunteers will receive a receipt allowing them to continue or start child-related work, unless as an adult they have committed a Class 1 offence (refer to the Check website for information on Class 1 offences), or have received an Interim Negative Notice or a Negative Notice.

Cost of the WWC Check

Application and renewal fees for a Check for volunteers are currently \$11.00 (2020-21).

Length of validity

A valid WWC Card permits a volunteer to engage in child-related work and remains valid for three years unless cancelled sooner. It is also transferable across paid, unpaid and volunteer work.

Renewing a WWC Card

WWC Cards expire after three years. If a volunteer is continuing their child-related work, they must renew their WWC Card before it expires. Current card holders can renew by re-applying and completing a WWC Check application form and lodging it at an authorised Australia Post outlet, or by completing the online renewal form on the WWC Check website. Their VIO must also complete and sign parts of the application form or confirm their child-related work online.

Further information

Comprehensive factsheets and further information is available on the Working with Children Check website.

The Screening Unit hosts free workshops and webinars. To find out more about the workshops visit:
www.workingwithchildren.wa.gov.au/events

Department of Communities, Working with Children Screening Unit

Web:
www.workingwithchildren.wa.gov.au

Email:
checkquery@communities.wa.gov.au

Phone:
1800 883 979 TTY – please call the National Relay Service on 133 677.

National Disability Insurance Scheme (NDIS) Worker Screening Check

The National Disability Insurance Scheme Worker Screening Check (NDIS Check) is a national tool that helps NDIS providers determine that individuals seeking to work (or already working) in certain NDIS roles do not present an unacceptable risk of harm to people with disability. It is one of the ways to help protect and prevent people with disability from experiencing the possible harm that could arise from them receiving poor quality or unsafe supports or services under the NDIS.

Who needs an NDIS Check?

Registered NDIS providers are responsible for identifying which roles are risk assessed roles and ensuring all workers in these roles have an NDIS worker screening clearance or an acceptable check under the transitional and special arrangements.

A risk assessed role:

- is a key personnel role of a person or an entity as defined in s 11A of the National Disability Insurance Scheme Act 2013 (for example, a CEO or a Board Member),
- involves the direct delivery of specified supports or services to a person with disability,
- is likely to require 'more than incidental contact' with people with disability, which includes:
 - physically touching a person with disability, or
 - building a rapport with a person with disability as an integral and ordinary part of the performance of normal duties, or
 - having contact with multiple people with disability as part of the direct delivery of a specialist disability support or service, or in a specialist disability accommodation setting.

For the purposes of determining whether the normal duties of a role will require more than incidental contact with a person with disability, contact includes physical contact, face-to-face contact, oral communication, written communication and electronic communication.

What is checked?

- National criminal history information held by law enforcement agencies, including expanded criminal history information where relevant (inclusive of spent convictions, pending charges and non-conviction charges). 'Circumstances information' about the circumstances of an offence or alleged offence may also be taken into account, where available.
- Disciplinary and misconduct information supplied by the NDIS Commission to worker screening units, including any adverse and substantiated findings of formal investigation (such as in relation to reportable incident notifications, complaints, or breaches of the NDIS Code of Conduct), and adverse actions by the NDIS Commission including banning orders.
- The outcomes of previous NDIS Worker Screening Checks.
- Any other information relevant to determining an applicant's eligibility for an NDIS Check clearance as identified during the screening process, including information obtained through self-disclosure. This includes but is not limited to:
 - a) international criminal history,
 - b) child protection orders and/or related information,
 - c) conduct and disciplinary information,
 - d) information in relation to an applicant's previous Working with Children Checks, Working with Vulnerable Persons Checks or other worker screening process.

Outcomes of an NDIS Check

- A clearance means that an individual who has completed an NDIS Check has been cleared to work in NDIS risk assessed roles. The clearance is transferable across NDIS providers throughout Australia for five years, subject to ongoing monitoring and review.
- An exclusion means that an individual who has completed an NDIS Check is refused a clearance and is prohibited from working in NDIS risk assessed roles for registered NDIS providers across Australia.
- An interim bar is a tool used to prevent applicants from working with people with disability in risk assessed roles until a final decision is made as to whether an exclusion will be issued, or a clearance is granted.
- A suspension prevents an NDIS Check holder from working with people with disability in risk assessed roles until a final decision is made as to whether an exclusion will be issued, or a clearance will be granted.
- Providers are notified of outcomes via the NDIS Worker Screening Database.

Applying for an NDIS Check

1. When a volunteer applies for an NDIS Check they will be required to provide your Employer ID to be able to select you on their application.
2. To find your Employer ID, go to the NDIS Commission Provider Portal and select the 'My Registration' tile. The Employer ID is your Registration ID which will display in the top left-hand corner.
3. The NDIS Check online application is available through the DoTDirect portal. Applicants will need to login or register for a DoTDirect account. Once logged in, select 'NDIS' in the top toolbar to start the application.
4. Once the application is filled in, applicants are required to attend a Department of Transport Driver and Vehicle Service Centre to complete the application process.
5. For more information on the application process visit: www.ndiswsu.wa.gov.au

Cost of the NDIS Check

Application fees for volunteers are \$11.00.

Length of validity

An NDIS Check clearance is valid for five years unless cancelled sooner.

Further information

The NDIS Quality and Safeguards Commission

Visit: www.ndiscommission.gov.au

Phone: 1800 035 544

Differences between screening mechanisms

Interviews and reference checks are useful for determining the skills and attributes of applicants for volunteer positions however, criminal record history screening may be required for positions that a VIO has identified requires a level of trust and/or working with children.

VNPCs and WWC Checks are used for different purposes. VNPCs allow VIOs to view the applicant's criminal history and identify possible risks related to the position. Unlike a VNPC, no information about a volunteer's criminal record is released when screened for a WWC Check.

WWC Checks are used to identify potential risks to children. Information relating to criminal history that does not pertain to risks to children is not assessed. A criminal history may still exist that makes the applicant unsuitable for other tasks, for example, making important decisions, handling money and using organisational resources.

	VNPC	WWC Check	NDIS Checks
Primary purpose	To determine risk.	To protect children.	To protect people with disability.
Information provided to applicants and VIOs	A listing of a person's criminal and traffic convictions and any pending charges.	A WWC Card, a Negative Notice or an Interim Negative Notice.	A clearance, and interim bar, an exclusion or suspension.
Reveals convictions	Yes	No	No
Required by legislation	Sometimes	Yes	Yes
Who can apply	Any volunteer with a registered VIO.	Only volunteers engaged in child-related work.	Volunteers in certain NDIS work.
Length of validity	Current on the day of issue only.	3 years unless cancelled sooner.	5 years unless cancelled sooner.
Updated regularly/ ongoing collection and assessment of information	No	Yes	Yes
Product received	Hardcopy certificate	A WWC Card, a Negative Notice or an Interim Negative Notice.	Worker Screening ID
Cost (2021-22)	\$16.70	\$11.00	\$11.00



Some positions may require a VNPC, a WWC Check or both, as shown in the following examples.

Example 1:

A person is applying for a volunteer position as treasurer on the Board of a charity association..

- As the position does not require interaction with children, it does not require a WWC Check.
- The position will handle the association's finances and access resources such as the internet for banking purposes.
- The association has completed a risk assessment and determined there is a moderate organisational risk rating.
- A VNPC could be applied for to assist the association to determine the applicant's suitability to the position.

Example 2:

A person is applying for a volunteer position to assist with writing research papers for an environmental group.

- As the position does not require interaction with children, under the legislation, a WWC Check is not required.
- The group has completed a risk assessment and determined there is low organisational risk as the position will not have authority, handle finances or use group resources. In this instance the group may consider that a VNPC is not needed.

Example 3:

A person is applying for a volunteer position with their local sports club and will work with the club at training and events. The person will also be the club's treasurer.

- The position is required to train and assist at sporting events where children will be present.
- Under legislation the position may be required to obtain a WWC Check. Consideration must be given if the volunteer is a parent of a child at the club, where an exemption may apply.
- The position will also handle the clubs' finances and access club resources such as the internet for banking purposes.
- The club has completed a risk assessment and determined there is a moderate organisational risk rating.
- A VNPC could be applied for to assist the VIO to determine the person's suitability to the position.

Disclaimer

This material is provided for public information. While Communities asserts copyright, permission is granted to copy or use this material without alteration on a not-for-profit basis for public benefit.

The information contained in this publication is for information only and is not to be relied upon as legal advice. VIOs are encouraged to seek legal advice if required.

Communities has made every effort to ensure the information is accurate and current as at 9 October 2021 and does not accept responsibility for any errors or omissions.

This publication will be reviewed and updated as required to reflect the changing needs of the volunteering sector.





Appendix One

Useful Resources

The Economic, Social and Cultural Value of Volunteering to Western Australia was produced by Volunteering WA, together with the Institute of Project Management, to quantify the value of volunteering to WA.

www.volunteeringwa.org.au/assets/downloads/vwa-report-book_web.pdf

Guidelines for Successful Partnerships between Public Sector Agencies and Volunteers provides an overview of working with volunteers and relevant issues for public sector agencies, which can also be used for non-government VIOs.

<https://www.wa.gov.au/government/document-collections/volunteers-publications-and-research>

The National Standards for Volunteer Involvement outlines Standards for best practice volunteer management. Developed by Volunteering Australia, it contains an overview of key areas with accompanying checklists.

<https://www.volunteeringaustralia.org/resources/national-standards-and-supporting-material>

Not-for-profit Law is a program of, a social justice organisation and community legal service providing free or low cost, practical legal help for not-for-profit community organisations and advocating for improved standards and legal frameworks.

www.nfplaw.org.au

Running the Risk? Risk Management tool for Volunteer Involving Organisations provides an outline of the risk management process and tools available to volunteer involving organisations.

www.volunteeringaustralia.org/wp-content/files_mf/1377053059VAManagersrunningtherisk.pdf

Volunteering WA provides a range of resources, services and support to assist people in WA to be aware of, and understand, the nature and scope of volunteering.

www.volunteeringwa.org.au/resources

Volunteers and Food and Other Donors (Protection from Liability) Act 2002, a Western Australian Act that protects certain volunteers, community organisations and food and grocery product donors from incurring civil liability in nominated situations.

www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_1031_homepage.html

WA Volunteering Strategy provides a broad framework for action and suggests strategies that can be implemented by all levels of government, non-government organisations and the private sector and the community, to encourage and support volunteering:

www.wa.gov.au/government/publications/wa-volunteering-strategy

National Principles for Child Safe Organisations

childsafe.humanrights.gov.au/national-principles

NDIS Worker Screening Check: What registered NDIS providers need to know

www.ndiscommission.gov.au/sites/default/files/documents/2021-06/4a-fact-sheet-ndis-worker-screening-check-registered-ndis-providers_0.pdf

Appendix Two

Sample risk assessment templates and examples

Communities has compiled a selection of templates and examples to assist VIOs to develop tools to manage their own organisational risk.

The information provided is intended as a guide only and is not representative of all possible risks and solutions. VIOs are encouraged to seek legal advice if required.

This section contains the following templates and examples:

- Position Description Template.
- Risk Assessment Measurement Examples.
- Position Risk Assessment Template.
- Position Risk Assessment Examples.
- Task Risk Assessment Template.
- Task Risk Assessment Example.
- Risk Assessment Matrix Sample.

Position Description Template

Date:

Review date:

Completed by:

Position title:

Reports to:

Position statement:.....

.....

Relevant experience:

.....

Duties:

1)

2)

3)

4)

Risk Assessment Measurement Examples

Likelihood

Description	Definition
Possible	A risk/s may occur.
Likely	A risk/s is likely to occur.
Almost Certain	A risk/s is highly likely to occur.

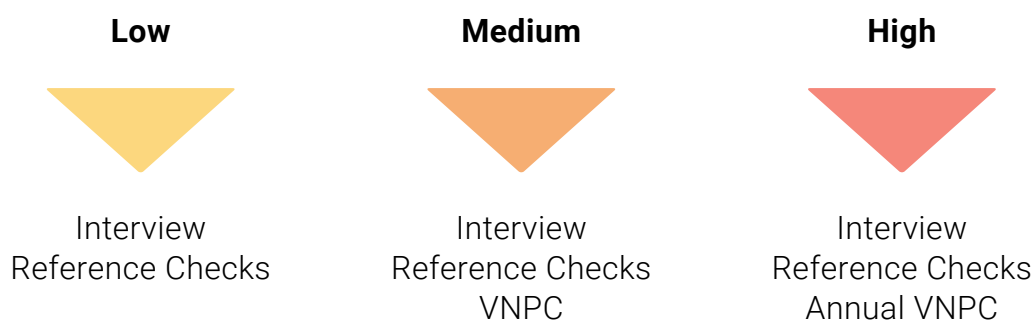
Consequence

Description	Definition
Minor	Will have a negligible impact on the organisation, staff, clients, other volunteers and/or the public.
Moderate	Will have a moderate impact on the organisation, staff, clients, other volunteers and/or the public.
Major	Will have a significant impact on the organisation, staff, clients, other volunteers and/or the public.

Risk level

Likelihood		Consequence	
	Minor	Moderate	Major
Almost Certain	Medium	High	High
Likely	Low	Medium	High
Possible	Low	Medium	High

Risk level and recommended screenings



Position Risk Assessment Template

Volunteer position:					
Task	Frequency	Potential hazards/liabilities	Risk rating	Legislative/industry/contractual requirements	Recommended screening
	Never/Rarely/ Occasionally/ Often/Always		Low/Medium/ High		WWC Check/ VNPC/ Annual VNPC, Interview, Reference checks
Summary risk assessment:		Low/Medium/High			
Recommend screening mechanisms:					
Working with Children Check <input type="checkbox"/> Volunteer National Police Certificate <input type="checkbox"/>					
Annual Volunteer National Police Certificate <input type="checkbox"/> Interview <input type="checkbox"/> Reference checks <input type="checkbox"/>					



Position Risk Assessment Examples

Example 1.

A community organisation will be recruiting volunteers to assist with sorting donated items for sale in its retail store. The position will work unsupervised, and may on occasion interact with a member of the public dropping items off for donation. The position will not supervise vulnerable people, handle money or drive an organisational vehicle.

Using the position risk assessment template, the organisation identified a moderate risk of theft and fraud. The organisation determined applicants for the position of Warehouse Assistant are required to undertake an interview and reference checks before commencing in the position.

Volunteer position: Warehouse assistant – sorting donated items for sale in retail store.

Task	Frequency	Potential hazards/liabilities	Risk rating	Legislative/industry/contractual requirements	Recommended screening
Working unsupervised	Often	Theft	Moderate	NA	Interview, Reference checks.
Pricing items for sale	Often	Under-pricing (fraud)	Moderate	NA	Interview, Reference checks.
Supervising vulnerable people	Never	NA	High	NA	NA
Interacting with the public	Rarely	Limited	Low	NA	Reference checks.
Handling money	Never	NA	Low	NA	NA
Driving an organisational vehicle	Never	NA	Low	NA	NA

Summary risk assessment: Low

Recommend screening mechanisms:

Working with Children Check ☐ Volunteer National Police Certificate ☐
 Annual Volunteer National Police Certificate ☐ Interview ☒ Reference checks ☒

Example 2.

A community organisation will be establishing a Board and identified the following positions and tasks:

The Chairperson will be responsible for overseeing the Board, may interact with the public with the CEO's permission, be privy to confidential information, lead discussions and vote on decisions involving finances.

The Deputy Chairperson will be privy to confidential information and vote on matters as a group. The Deputy will only operate as the Chairperson if the position is likely to be vacant for more than 14 days.

The Treasurer will be privy to confidential information, vote on matters as a group, handle finances and may use organisational resources such as a computer and phone to process payments. The Treasurer is not permitted to talk to the public or the media.

General board members will be privy to confidential information and vote on matters as a group. Members are not permitted to handle finances, talk to the public or the media, and will not require the use of organisational resources.

Outcome: Using the position risk assessment template, the organisation determined applicants for all positions required an interview, two reference checks and a VNPC before commencing. Due to the increased risk rating for the positions of Chairperson and Treasurer, the VNPC is to be repeated on an annual basis.

Position and tasks	Potential hazards/liabilities	Likelihood	Impact	Risk rating	Legislative/industry/contractual requirements	Recommended screening
Chairperson: <ul style="list-style-type: none">responsible for making important decisionsmaking financial decisions and/or handling financescontact with the media and publicprivy to confidential informationvote on matters as a group.	Theft, fraud and misuse of finances. Breach/privacy.	Possible	Moderate to major	High	Nil	Interview, Reference checks and an annual VNPC.
Deputy Chairperson <ul style="list-style-type: none">privy to confidential informationvote on matters as a group.	Breach/privacy.	Possible	Minor to moderate	Low	Nil	Interview, Reference checks and a VNPC.
Treasurer: <ul style="list-style-type: none">handle financesusing organisational resourcesvote on matters as a group.	Theft, fraud and misuse of finances.	Possible	Minor to moderate	Med	Nil	Interview, Reference checks and an annual VNPC.
General members: <ul style="list-style-type: none">privy to confidential informationvote on matters as a group.	Breach/privacy.	Possible	Minor to moderate	Low	Nil	Interview, Reference checks and a VNPC.

Task Risk Assessment Template

Volunteer position:	
Task:	
Potential hazards/liabilities:	
Likelihood of risk occurring:	Possible/Likely/Almost certain
Impact if risk occurs:	Minor/Moderate/Major
Risk assessment:	Low/Medium/Major
Recommend screening mechanism(s):	Interview, Reference checks, VNPC, Annual VNPC, and/or WWC Check.

Task Risk Assessment Example

Volunteer position:	Board Chairperson
Task:	Making financial decisions and/or handling finances
Potential hazards/liabilities:	Theft, fraud and misuse of finances
Likelihood of risk occurring:	Possible
Impact if risk occurs:	Major impact if risk occurs
Risk assessment:	High
Recommend screening mechanism(s):	Interview, Reference checks, and an Annual VNPC.

Risk Assessment Matrix Sample

Position:

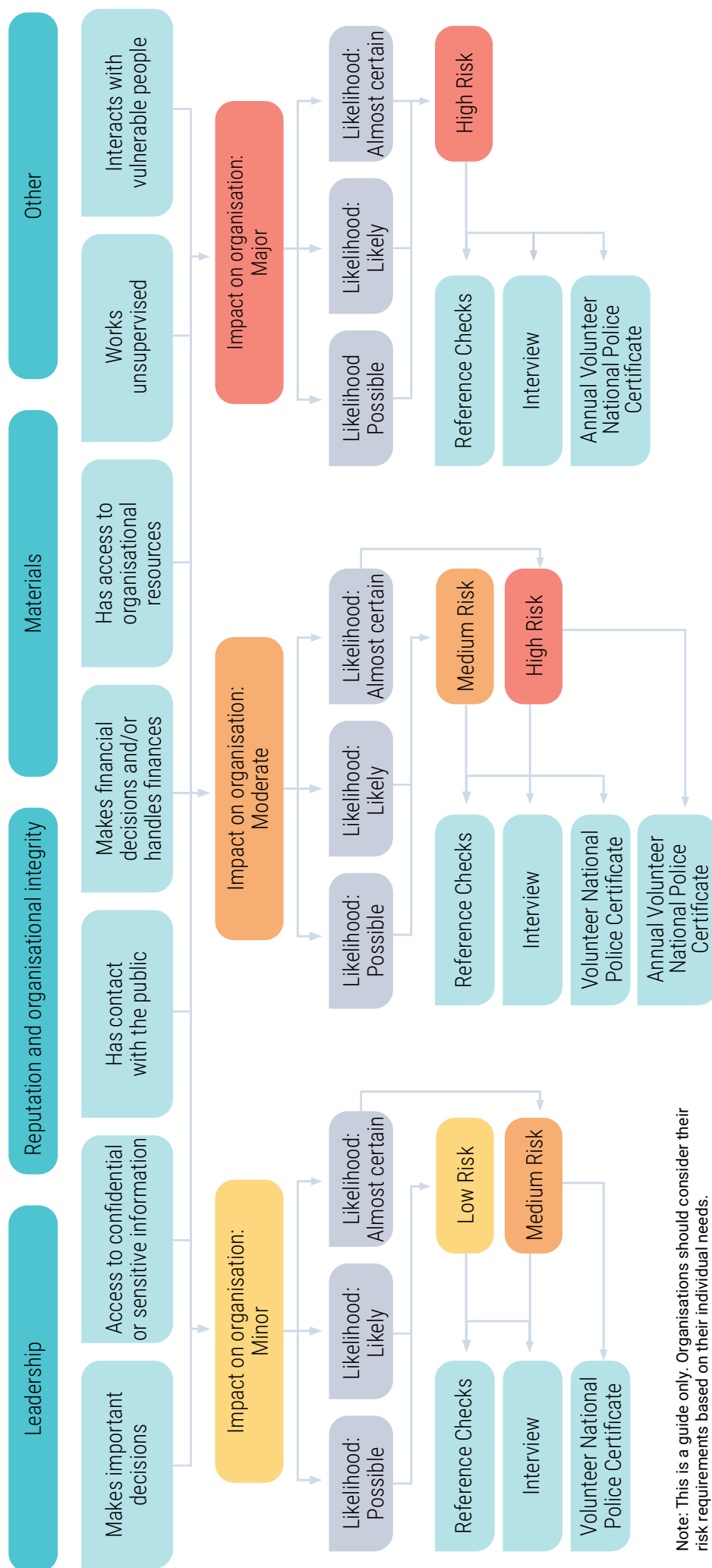
Australian or New Zealand Resident		Yes (Passport sighted) <input type="checkbox"/>			No (VEVO checked) <input type="checkbox"/>									
Task/Issue	Yes	No	Likelihood			Impact		Risk Rating (Low/Med/High)	Screening Recommended					
			Possible	Likely	Almost certain	Minor	Moderate		Major	WWC Check	VNPC	AVNPC	Interview	Ref Checks
Legislative/Contractual requirements														
Works with children as per WWC guidelines	<input type="checkbox"/>	<input type="checkbox"/>	NA	NA	NA	NA	NA	NA	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works in a program that receives funding requiring screening	<input type="checkbox"/>	<input type="checkbox"/>	NA	NA	NA	NA	NA	NA	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance conditions require screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership														
Makes important decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privy to confidential and/or sensitive information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reputation and organisational integrity														
Has contact with the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makes financial decisions and/or handles finances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Materials														
Has access to organisational resources i.e. motor vehicle, computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other														
Works unsupervised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interacts with vulnerable people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary ratings			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(L/M/H)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Risk Assessment Flowcharts

Legislated or contractual screening requirements



Task based screening requirements



Note: This is a guide only. Organisations should consider their risk requirements based on their individual needs.



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