



VOLUNTEER INFORMATION PACK

October 2020

In this information pack you will see:

- A welcome letter
- A position description
- Information about your volunteering role, rights and responsibilities

And forms for you to complete and sign

- Application form
- Volunteer agreement
- Non-disclosure agreement
- Child safety and wellbeing code of conduct

What you need to do:

- Read the information
- Complete the forms
- Return the forms to enquiries@myforeverfamily.org.au



WELCOME TO THE MY FOREVER FAMILY VOLUNTEER PROGRAM

Thank you for your interest to volunteer with Adopt Change within the My Forever Family NSW program.

Accompanying this letter is information about your volunteering role, Volunteers rights and responsibilities and My Forever Family NSW and Adopt Change Contact details.

My Forever Family NSW engages potential and existing foster carers, kinship carers, guardians and adoptive parents of children from out of home care and provides information and recruitment, training, professional support, peer support and advocacy services throughout New South Wales.

We work within the out of home care service system to assist the most vulnerable children and young people in NSW – those who have been unable to live at home.

More information is provided at our website www.myforeverfamily.org.au.

We engage with volunteers who may be current authorised carers, former carers or others who are committed, community minded professionals to contribute to the My Forever Family service.

There are also forms included for your consideration.

- Application Form including who can apply for volunteering, contact information, Working With Children Check, National Police Check and driver's licence requirements
- Volunteer Agreement
- Non-disclosure Agreement
- Child Safety and Wellbeing Code of Conduct

Please return a signed copy of these agreements to Adopt Change. Keep a copy for your personal records.

On behalf of Adopt Change, I would like to thank you for your interest to volunteer within our service to support families in NSW.

If you have any questions or concerns about your role, your health and safety, or if there is any assistance you need to help you undertake your role, please contact us at enquiries@myforeverfamily.org.au.

We look forward to working alongside you.

Best Regards,

Renee Carter

Chief Executive Officer
Adopt Change



YOUR VOLUNTEERING ROLE POSITION DESCRIPTION

Position Title:	My Forever Family Volunteer
Operational Base:	NSW Family and Community Services Districts
Responsible to:	My Forever Family NSW Head of Operations and Advocacy

Essential requirements

- Experience (current or former) as an authorised foster carer, kinship or relative carer, guardian or adoptive parent AND/OR
- professional or other community health, or child and family service related experience. This may include, for example, a current or retired health worker or caseworker, or board, staff member or volunteer in a local community organisation.
- Current Working with Children Check and Police check
- Work in an ethical and non-judgmental manner
- Effective communication skills
- Willingness to complete induction training for your volunteering role and participate in ongoing professional development opportunities
- Adhere to My Forever Family's Child Safety and Wellbeing Code of Conduct
- Maintain privacy and confidentiality at all times
- Current NSW Driver's Licence.

General

Days and working hours are negotiable
Volunteers are required to use their own vehicles and need to have comprehensive car insurance. Applicants will have a commitment to Equal Employment Opportunity and Work Health and Safety and Rehabilitation policies, ethical practice and the principles of cultural diversity.

All My Forever Family volunteers are required to complete an application form and sign a volunteer agreement, non-disclosure agreement, and Child Safety and Wellbeing Code of Conduct.

Summary Role and Function

(some or all of the following):

- Promote My Forever Family NSW program and offer peer support to both Family and Community Services and non-government Permanency Support Program foster, relative and kinship carers, guardians, adoptive parents
- Assist My Forever Family NSW to co-ordinate training, camps, forums, conferences and dissemination of information
- Facilitate local support group meetings
- Identify training needs of local foster, relative and kinship carers
- Provide mentoring to newly authorized foster carers or relative/kin carers for the first year of their placement
- Contribute to district Carer Reference Groups
- Attend quarterly face to face or teleconference meetings with district Carer Reference Groups
- Attend volunteer forums as requested and assist with My Forever Family events.

Obligations

- Demonstrate accountability and ethical behaviour in the performance of duties as outlined in the Volunteer Rights and Responsibilities document.
- Respect the physical, emotional, social and cultural needs of carers and children and young people in out of home care.
- Adhere to the privacy and confidentiality requirements of your role
- Adhere to the Child Safety and Wellbeing Code of Conduct and promote a child safe culture in your role
- Report suspected child neglect or abuse to your MFF supervisor and to the **Child Protection Helpline on 132111**.



VOLUNTEERS RIGHTS AND RESPONSIBILITIES

1. Rights

Although as an Adopt Change Volunteer you work without financial remuneration, you still have rights.

The organisation has the responsibility of providing for you a safe work environment and the opportunity for you to be fulfilled in your work. The following are some of your rights:

1. A clear project and/or role description
2. Induction, orientation and on the job training as necessary for your role.
3. The opportunity to develop skills and learn new ones
4. Fair treatment and to be respected
5. Support and to be listened to
6. Respect for your privacy, including keeping your private information confidential.
7. Safe working environment; adequate tools and equipment
8. A supervisor, so that you have the opportunity to ask questions and get feedback
9. Insurance protection for the volunteer duties you are authorised to perform
10. Be provided information about Adopt Change and the My Forever Family NSW program
11. Ongoing training and updating of information
12. Not to be exploited
13. Reimbursement of out-of-pocket expenses when agreed and approved by My Forever Family NSW (Adopt Change)
14. Have service appropriately assessed and recognised. Reference upon satisfactory completion of work.

2. Responsibilities

Adopt Change has the right to expect a reliable Volunteer who will respect the organisation, the My Forever Family NSW program aims and objectives and adhere to its policies and procedures. Here are some of the responsibilities and professional conduct expected of a Volunteer:

1. To understand and follow policy and procedural guidelines, including work health and safety requirements.
2. Undertake required induction and other training
3. Take the role seriously, operate with integrity and behave responsibly, appropriately and courteously to all carers and their families, My Forever Family and-government agency staff, other stakeholders and the public in the course of your role.
4. Consider and respect the diverse background and needs of carers and their families.
5. Be open and honest in your dealings with My Forever Family and let us know if we can improve our volunteer program and the support that you receive
6. Only undertake duties you are authorised to perform, operate under the direction and supervision of nominated staff and obey reasonable directions and instructions.
7. Complete the agreed tasks and work to the highest possible standards
8. Respect matters of privacy and confidentiality



9. Be punctual and reliable – to contact with as much notice as possible if unable to attend or become unavailable
10. Let us know if you wish to change the nature of your contribution to My Forever Family (eg. Hours or role) at any time.
11. Use any property or equipment given to you in your role safely and only for the purpose of the role, and return it to My Forever Family when you finish your volunteer role
12. Not to endeavour to represent My Forever Family NSW or Adopt Change outside of an agreed scope of work
13. Report suspected fraud or other behaviour that is unethical within the organisation, against organisational policy or procedures or the Child Safety and Wellbeing Code of Conduct
14. Adhere to the Child Safety and Wellbeing Code of Conduct and promote a child safe culture in your role
15. Report suspected child neglect or abuse to your manager/supervisor and to the **Child Protection Helpline** on **132111**.

3. Protection of Volunteers in community organisations

In New South Wales there are laws that protect volunteers in community organisations from civil liability (that is, legal action like a negligence claim) in specific circumstances. We will explain more about these laws in your induction. However, one of the key factors in ensuring you are protected is that you are performing voluntary community work that is directed or supervised by an incorporated community organisation or performing voluntary community work as an office holder of an incorporated community organisation. It is therefore important that you only perform the tasks in the role description and as instructed by the organisation. To be covered by these laws it is also important that you are not affected by drugs or alcohol when you are volunteering.

If you are unsure whether a particular task or work is authorised, please do not hesitate to talk to the contact person.

4. The health and safety of you and others

At My Forever Family NSW, volunteer safety, and the safety of everyone who is involved in our organisation, is a priority.

In New South Wales, the Work Health and Safety Act 2011 (NSW) (WHS Act) applies to many volunteers because all organisations that engage workers on a paid basis can owe WHS duties to everyone in the organisation, including volunteers. There may be other legal actions (such as negligence claims) that mean we always need to consider work health and safety issues and contribute to a safe and healthy workplace.

Under the WHS Act and other laws, My Forever Family NSW has a duty of care to minimise risks to everyone affected by its conduct (including paid employees and volunteers).

As a volunteer, you have WHS duties too. These include:

- To take reasonable care for your own health and safety
- To take reasonable care for the health and safety of others
- To comply with reasonable instructions by My Forever Family NSW
- To let My Forever Family NSW know of any concerns that you may have about safety and / or fitness in undertaking your role, and
- To co-operate with policies and procedures of My Forever Family NSW.

We will provide you with a full induction and role training when you commence as a volunteer with My Forever Family. However, please do not hesitate to talk to your contact officer at any time if you have any health and safety concerns.



5. Child safety and wellbeing in My Forever Family NSW

In addition to the rights and responsibilities, health and safety and expectations of professional behaviour outlined above, My Forever Family NSW is committed to the safety and wellbeing of all children and young people who, through their carers, come into contact with paid and unpaid staff, including board members and volunteers of My Forever Family NSW in the course of its work. This may include:

- Carer support groups and forums
- Speaking engagements and conferences
- Annual carer picnic and related events

A Child Safety and Wellbeing Code of Conduct is included in this information pack. This outlines the expected behaviours from all members of the organisation, staff and volunteers, and behaviours that are unacceptable when interacting with children and young people. It covers conduct in both physical and online environments.

6. Induction and training required before you start in the volunteer role.

My Forever Family NSW is committed to providing suitable training in support of our health and safety, discrimination and privacy policies. For this reason it is our policy that all volunteers undertake induction and /or training at My Forever Family prior to commencing their volunteer position.

7. Information we require before you can start in the volunteer role.

Before you can commence the volunteer role, we need a completed Volunteer Application Form and other signed documents. All background check information will be conducted in accordance with our Background Check policy and our privacy policy.

8. Volunteer expenses and other benefits

As a volunteer, My Forever Family NSW will provide you with reimbursement for any reasonable out of pocket expenses that you incur when performing authorised tasks associated with your role. We do this to ensure that you are not financially disadvantaged as a result of your volunteer position with us. These payments are not remuneration or wages. You will need prior approval and will always need to produce receipts.

We will sometimes provide you with other benefits as part of your volunteering role (examples include: training, free food, accommodation, event entry, clothing or equipment). Where this occurs, it is on a gratuitous basis at the discretion of My Forever Family and is not payment in lieu of salary.

9. Insurance

We are committed to providing adequate insurance cover for volunteers while carrying out their volunteer roles that have been approved and authorised by us.

My Forever Family has the following insurances:

- Workers Compensation
- Public liability insurance
- Professional indemnity

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to report an incident as soon as it has occurred.

The following events are not covered by our insurance:

- Actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from us
- Criminal activity (including criminal charges arising out of driving incidents), and
- Dishonest or reckless activities



APPLICATION FORM MFF VOLUNTEER PROGRAM

FULL NAME:			
PREVIOUS NAMES:			
ADDRESS:			
		Postcode	
TELEPHONE			
EMAIL ADDRESS:			
Are you a current or former authorised foster, relative or kinship carer, guardian or adoptive parent in New South Wales.		<input type="checkbox"/> YES / <input type="checkbox"/> NO	
AND / OR Please outline your professional or other community health, or child and family service related experience on the form attached. This may include, for example, current or retired health worker, or caseworker, or board or staff member or volunteer in a local community organisation..			
VOLUNTEER'S OTHER DETAILS			
Country of Birth:			
Citizenship Details:			
Languages spoken other than English:			
Working with Children Check / Prohibited Employment Declaration It is mandatory for My Forever Family NSW program Volunteers to provide Working With Children Check clearance details, along with National Police Check information.			
WWCC Clearance Number:			
National Police Check Attached:		<input type="checkbox"/> YES / <input type="checkbox"/> NO	
Note: If you don't have a National Police Check, we will pay for it if you are shortlisted.			



Date of Birth:	__ / __ / __
Driver's Licence: Please provide a scanned copy of your current driver's licence.	
Front:	
Back:	
Applicant's Signature:	
Date:	__ / __ / __



MORE ABOUT YOU

Please tell us about your experience.

The last **three** organisations that you have worked with:

ORGANISATION	YEAR
Your role and work	
Staff member or volunteer?	<input type="checkbox"/> Staff / <input type="checkbox"/> Volunteer

ORGANISATION	YEAR
Your role and work	
Staff member or volunteer?	<input type="checkbox"/> Staff / <input type="checkbox"/> Volunteer

ORGANISATION	YEAR
Your role and work	
Staff member or volunteer?	<input type="checkbox"/> Staff / <input type="checkbox"/> Volunteer

We may contact the organisation to confirm your role and work. Also, please provide two referees that we can contact about your application/information you have provided.

Referee 1

Referee 2

Name:		Name:	
Organisation:		Organisation:	
Contact No		Contact No	



VOLUNTEER AGREEMENT

My Forever Family NSW (program operated by Adopt Change)

Volunteers to sign the Volunteer Agreement below before commencing their assignment.

I, (Volunteer's name) volunteer to assist the Adopt Change My Forever Family NSW program.

I understand that the times when I volunteer for My Forever Family NSW will be mutually agreed between myself and the Head of Operations and Advocacy or Chief Executive Officer.

I understand that as a Volunteer the duties I perform will be on a voluntary basis. I will not receive remuneration or payment for this work.

Neither My Forever Family or (Volunteer's name) intend any employment or contractual relationship to be created. If this changes at any time, and there is the possibility of paid work or to be involved in vocational training, My Forever Family NSW will discuss this with me and document the arrangement formally.

I agree to abide by the policies and procedures set by Adopt Change for the My Forever Family NSW program including the Child Safety and Wellbeing Code of Conduct.

If I am injured through an accident in the course of my duties as a Volunteer, I will immediately report the matter to an Adopt Change / My Forever Family NSW staff member and fill in an Incident Report.

I have received a copy of the 'Rights and Responsibilities' of Volunteers and understand and accept them.

I understand Adopt Change has Insurance that covers Volunteers. I agree to report any injury to the responsible supervisor immediately to enable an incident report form to be completed.

I understand that all information I become aware of as a Volunteer of Adopt Change and/or the My Forever Family NSW program is in strictest confidence and must not be discussed or divulged to any unauthorised person or organisation. This includes information regarding clients, stakeholders and Adopt Change intellectual property and confidential information.

I understand that no expenses will be reimbursed unless agreed and/or approved by a designated My Forever Family NSW / Adopt Change staff member prior to incurring the expense.

Volunteer's Name (Printed)			
Volunteer's Signature		Date	-- / -- / --
SIGNED ON BEHALF OF ADOPT CHANGE and the My Forever Family NSW program.			
Name of authorised person			
Role			
Signature		Date	-- / -- / --



NON-DISCLOSURE AGREEMENT

This is an agreement dated as signed between Adopt Change Limited of 231 Wardell Road, Dulwich Hill NSW 2203 (Adopt Change) and the countersigning organisation and/or person of the countersigning address (Receiving Party).

1. This agreement is made in order for Adopt Change and its My Forever Family NSW program to provide certain information to the Receiving Party, under terms that will protect the confidential and proprietary nature of such information, for the purpose of disclosing and discussing details concerning the provision of services to Adopt Change Limited and the My Forever Family NSW program.
2. This agreement shall become effective upon execution by both parties and shall apply to all information exchanged between the parties during the period of three years commencing with the date of execution by both parties. This agreement may be terminated by mutual agreement of the parties in writing or by either party upon ten (10) days notice in writing to the other party. However, the provisions set forth in paragraph 4 concerning the use and protection of information exchanged pursuant to this agreement shall survive the expiration or any termination of this agreement.
3. 'Information' shall mean any and all communication, data, code and intellectual property furnished in whatever form or medium, or disclosed by Adopt Change and/or the My Forever Family NSW program to the Receiving Party which is stated to be or is marked as confidential or proprietary by Adopt Change, or which the Receiving Party knows or has reason to assume is the confidential or proprietary information of Adopt Change.
4. The Receiving Party may use the information solely for the purposes described in paragraph 1 and agrees to hold the information in confidence from the date of receipt of the information unless otherwise agreed to in writing by Adopt Change, and during such period not to disclose any such information to anyone except its own employees or advisors who have a need to know and who have agreed in writing to receive confidential information under terms at least as restrictive as those specified in this agreement.

The obligation set forth herein shall be satisfied by the Receiving Party exercising the same degree of care used to restrict disclosure and use of its own information of like importance.

5. The obligations imposed in paragraph 4 shall not apply to any information that
 - 1) becomes publicly available through no fault of the Receiving Party; or
 - 2) is obtained by the Receiving Party from a third party who is in rightful possession of the information and under no obligation of confidence to Adopt Change; or
 - 3) is required to be disclosed by law: or
 - 4) disclosed without restriction by Adopt Change.
6. The Receiving Party agrees that each copy of the information shall contain and state the same confidential or proprietary notices or legends, if any, which appear on the original.
7. No license, title or right with respect to any information is granted by Adopt Change or the My Forever Family NSW program to the Receiving Party under any patents, patent applications, trademarks, copyrights or trade secrets.
8. Upon termination of this agreement for any reason or at the written request of Adopt Change, all information, together with any copies of the same shall be returned to Adopt Change. The requirements of use and confidentiality set forth herein shall survive after termination and after the return of such information.



9. The Receiving Party shall not, without first obtaining Adopt Change's written consent, use any trademark or trade-name of Adopt Change or the My Forever Family NSW program or refer to the subject matter of this agreement in any promotional activity or otherwise, nor disclose to others any specific information about the subject matter of this agreement, with the exception of an agreement being executed specifically for mutual development, mutual promotion or partnership where cooperative promotional activity is an agreed component of the relationship
10. Neither this agreement nor any rights hereunder in whole or in part shall be assignable or otherwise transferable by either party.
11. This agreement shall be governed and construed by the laws of the State of New South Wales, Australia.
12. The parties acknowledge that monetary remedies may be inadequate to protect information and agree that neither party's rights will be limited in law or equity to enforce the confidentiality and use provisions of this agreement, including the right to seek injunctive relief in any court.

AGREEMENT

For the Receiving Party			
Company or Name		ABN	
Address (inc City, State, Postcode)			
		Postcode	— — — —
Name & Position			
Signature		Date	__ / __ / __
For Adopt Change Ltd (ABN: 28 133 921 614)			
Name & Position	Renee Carter, CEO		
Signature		Date	__ / __ / __



CHILD SAFETY AND WELLBEING CODE OF CONDUCT

All paid and unpaid staff, including employees, contractors, volunteers, interns or trainees of Adopt Change (including for the program My Forever Family NSW) are responsible for the safety and wellbeing of children and young people who engage with Adopt Change (including My Forever Family NSW).

All paid and unpaid staff are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

<p>I will:</p>	<ul style="list-style-type: none"> • Act in accordance with Adopt Change (and program specific) child safety and wellbeing policies and procedures at all times. • Behave respectfully, courteously and ethically towards children and their families and towards other staff. • Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well. • Promote the human rights, safety and wellbeing of all children in service delivery to children and young people and their families (including foster carers, kinship carers, guardians and adoptive parents) and in collaboration with non-government organisations and government departments. • Demonstrate appropriate personal and professional boundaries. • Consider and respect the diverse backgrounds and needs of children. • Create an environment that promotes and enables children’s participation and is welcoming, culturally safe and inclusive for all children and their families. • Involve children in making decisions about activities, policies and processes that concern them wherever relevant and possible. • Contribute, where appropriate, to Adopt Change policies, discussions, learning and reviews about child safety and wellbeing. • Identify and mitigate risks to children’s safety and wellbeing as required by Adopt Change’s risk assessment and management policy or process. • Respond to any concerns or complaints of child harm or abuse promptly and in line with Adopt Change’s (and/or My Forever Family NSW) policy and procedure for receiving and responding to complaints. • Report all suspected or disclosed child harm or abuse as required by Sections 23 and 27 of the NSW Children and Young Person’s (Care and Protection) Act 1998 and by Adopt Change and/or My Forever Family NSW policy and procedure on internal and external reporting. • Comply with Adopt Change and/or My Forever Family NSW protocols on communicating with children. • Comply with relevant legislation and Adopt Change’s policies and procedures on record keeping and information sharing.
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<p>I will NOT:</p>	<ul style="list-style-type: none"> • Engage in any unlawful activity with or in relation to a child. • Engage in any activity that is likely to physically, sexually or emotionally harm a child. • Unlawfully discriminate against any child or their family members. • Be alone with a child unnecessarily. • Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to Adopt Change or My Forever Family NSW activities. • Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by Adopt Change or My Forever Family policy and procedure on reporting. • Use inappropriate language in the presence of children or show or provide children with access to inappropriate images or material. • Work with children while under the influence of alcohol or prohibited drugs. • Ignore or disregard any suspected or disclosed child harm or abuse. 										
<p>If I think this Code of Conduct has been breached by another person I will:</p>	<ul style="list-style-type: none"> • Act to prioritise the best interests of children. • Take actions promptly to ensure that children are safe. • Promptly report any concerns to my manager, Director, Operations, the Chief Executive Officer or another manager or leader in Adopt Change / My Forever Family. • Follow Adopt Change’s policies and procedures for receiving and responding to complaints and concerns. • Comply with NSW Children and Young Person’s (Care and Protection) Act 1998 if relevant, and with Adopt Change and/ or My Forever Family policy and procedure on internal and external reporting. 										
<p>I agree</p>	<p>I agree to abide by this Code of Conduct during my employment with Adopt Change.</p> <p>I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment with Adopt Change.</p> <table border="1" data-bbox="614 1478 1476 1640"> <tr> <td data-bbox="614 1478 774 1564">Full Name</td> <td colspan="3" data-bbox="774 1478 1476 1564"></td> </tr> <tr> <td data-bbox="614 1564 774 1640">Signature</td> <td data-bbox="774 1564 1157 1640"></td> <td data-bbox="1157 1564 1292 1640">Date</td> <td data-bbox="1292 1564 1476 1640">__/__/__</td> </tr> </table>			Full Name				Signature		Date	__/__/__
Full Name											
Signature		Date	__/__/__								



MY FOREVER FAMILY NSW AND ADOPT CHANGE CONTACT INFORMATION

My Forever Family NSW

Postal Address:

PO Box 595, Dulwich Hill, NSW 2203

website:

www.myforeverfamily.org.au

Head Office Address

231 Wardell Road Dulwich Hill, NSW 2203

My Forever Family NSW | Carer Support

1300 782 975

enquiries@myforeverfamily.org.au

My Forever Family NSW | Office

02 8324 6260

Adopt Change | HR

talent@adoptchange.org.au

My Forever Family NSW | Head of Advocacy, Engagement and Operations

Miriam Moloney

miriam.moloney@myforeverfamily.org.au

My Forever Family | Accounts

Aleksandra Jordeska

accounts@myforeverfamily.org.au