



The Smith
Family

everyone's family

VOLUNTEERING WITH THE SMITH FAMILY

Volunteer Induction Module



January 2019

Welcome to The Family!



We are incredibly appreciative of every hour our wonderful volunteers give – and we know that their work has a direct and lasting impact on the lives of thousands of children in need.

**To all our
volunteers, we
say...**



Introduction



Our **Volunteer Induction Module** provides you with key information about us...

- Who is The Smith Family?
- Understanding financial disadvantage
- Important information for volunteers
 - We've got this! Addressing the challenge
 - Our Policies: Child Protection, Privacy, WH&S and Bullying

Training sessions which guide you through the specific volunteering role you will be involved in will be offered separately.

Any questions, let us know. Enjoy!

The Smith Family



What?

- The Smith Family provides disadvantaged children and young people with **tools** and **support** to help them **succeed at school**.

How?

- We work with children, their families and in their communities to provide **wrap-around support** essential to breaking the **cycle of poverty**.

Why?

- Helping children to do well in their journey through school delivers **long-term benefits** to them, their families and, potentially, **generations to come**.

Our History



1922

On Christmas Eve, five businessmen walked into a Sydney orphanage carrying armfuls of toys and sweets. They walked out inspired by a single goal: To improve the lives of disadvantaged children everywhere.

When asked who the children could thank, one of the men, preferring to remain anonymous said “Smith”. “What about the others?” the matron asked. “They’re Smiths too”, replied the man. “We’re all Smiths. We’re The Smith Family”. And so, **The Smith Family** was born.

1980s

The Smith Family began its transformation from a traditional welfare organisation to one with a primary focus on educational support for disadvantaged families.

1990s

We asked the families we were supporting what they needed. What would truly help break the cycle of disadvantage? Their reply: “Help us help our children to get an education.” So we did.

Our goal was clear – no child should miss out at school and all should be given the best shot to achieve their potential.

The *Learning for Life* program began.



Our Vision, Mission, Belief and Values



Our vision

A better future for young Australians in need

Our mission

To create opportunities for young Australians in need by providing long-term support for their participation in education

Our belief

Every child deserves a chance

Our values

RESPECT: We are caring
INTEGRITY: We are ethical
COLLABORATION: We work together
EXCELLENCE: We strive for quality
INNOVATION: We are dynamic

Australia's Hidden Problem



Steven and the Tight Rope Walk

Watch the inspiring true story of Steven, one of **The Smith Family's** *Learning for Life* sponsored students to learn about the challenges we seek to address.

Today, 1.1 million¹ Australian children and young people are living in poverty.



¹ ACOSS & SPRC (2016) Poverty in Australia, 2016, Australian Council of Social Services, Sydney.

[Click to watch](#)

The Challenges of Disadvantage



EARLY YEARS

Developmentally vulnerable

One in three children in the most disadvantaged communities is developmentally vulnerable in one or more key areas when they start school.¹

PRIMARY YEARS

Reading

Among Year 5 students whose parents have not completed Year 12 or its equivalent, 60% achieve above the national minimum reading standard compared to 94% of Year 5 students whose parents have a university qualification.²

SECONDARY YEARS

Year 12 completion

The cost to the community in lost earnings and tax receipts, and in health and welfare costs for each early school leaver over their lifetime is conservatively estimated at \$1 million.³

POST-SCHOOL

Post-school engagement

Around 41% of 24-year-olds from the most disadvantaged backgrounds are not fully engaged in work or study, compared to 17% of those from the most advantaged backgrounds.⁴

¹ Australian Government (2016), Australian Early Development Census National Report 2015: A snapshot of early childhood development in Australia, Department of Education and Training: Canberra.

² Australian Curriculum, Assessment and Reporting Authority (ACARA) (2017), National Assessment Program: Literacy and Numeracy, ACARA: Sydney.

³ Lamb S, Jackson J, Walstab A and Huo S (2015), *Educational opportunity in Australia 2015: Who succeeds and who misses out*, Mitchell Institute, Melbourne

⁴ Ibid.

Our Approach - How we make a difference

Learning for Life – every child deserves a chance

Intervening early in the life of a disadvantaged child and continuing ongoing support has been shown to be one of the most effective ways to break the intergenerational cycle of disadvantage.

Our approach recognises that there are multiple influences on children's wellbeing and participation in education, and so the *Learning for Life* program supports students and families in three ways:



Financial
support for
school
essentials



Relationship with
Learning for Life
Coordinator and
sponsor/s



Access to programs
from early years to
tertiary level

Our Year in Review, 2017-2018



Our Participants

We reached **174,823** children, young people, parents, carers and community professionals.

Our Supporters

188,031 supporters helped us do this.

Our Funds

\$73.7m was raised in 2017-18. Over the five years to June 2018, 75% of revenue from individual supporters, partner organisations and governments has been available to be spent on our community programs, while expenditure on administration has averaged 2.1% throughout this period.

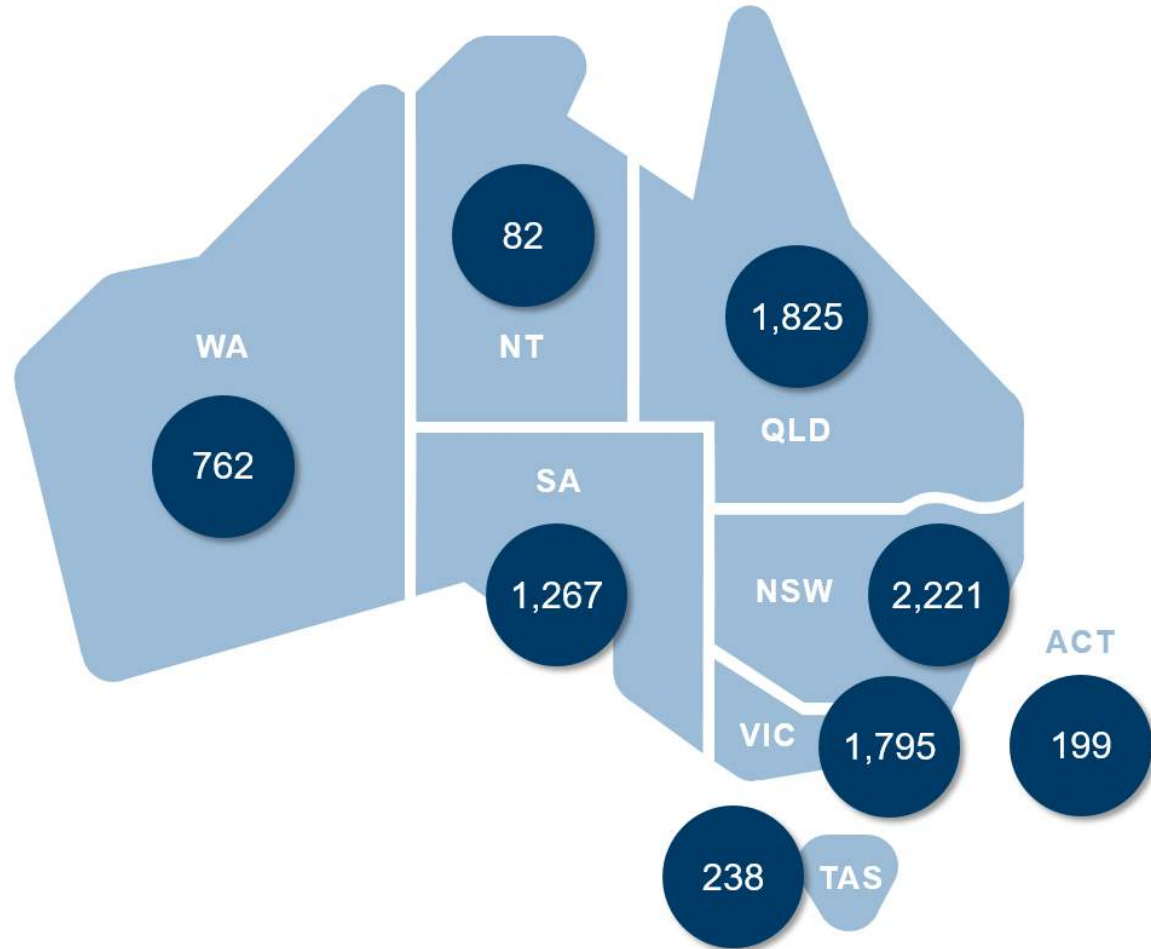
Our Communities

We are supporting disadvantaged children in **94 communities** across Australia.

Our Volunteers

92%

of surveyed volunteers said they would talk positively to family, friends and colleagues about their volunteering experience at The Smith Family.



You are part of a wonderful team of 8,389 volunteers across Australia!

Our Reconciliation Action Plan



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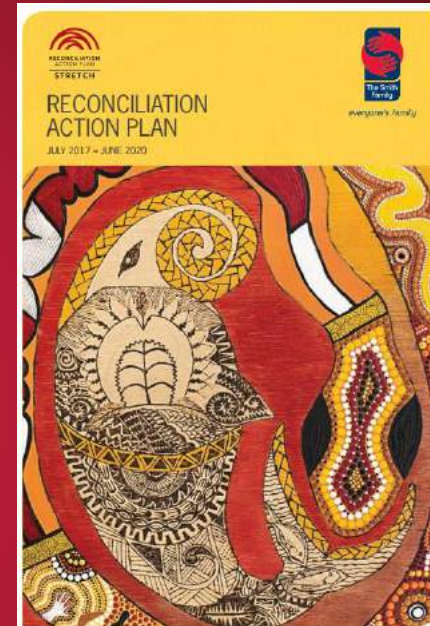
The Smith Family's vision for reconciliation is a nation where Aboriginal and Torres Strait Islander children fully benefit from the education and learning opportunities that this nation has to offer and are truly valued as the First Peoples of Australia through a deep respect and understanding by the broader Australian Community.

19,350

Participants in programs who identify as Aboriginal and Torres Strait Islander peoples

PROGRAM OUTCOMES

- Improved confidence, skills, knowledge and understanding
- Improved school attendance
- School completion
- Post-school engagement in work or further study



[Click to read our full Reconciliation Action Plan](#)

Our Four Key Policy Areas

The following four policy areas relate to our paid and unpaid team members:

- Child Protection Framework
- Privacy and Confidentiality
- Workplace Health and Safety
- Bullying, Harassment and Discrimination



Legislation differs in each state and territory but The Smith Family's policies are consistent across our organisation.

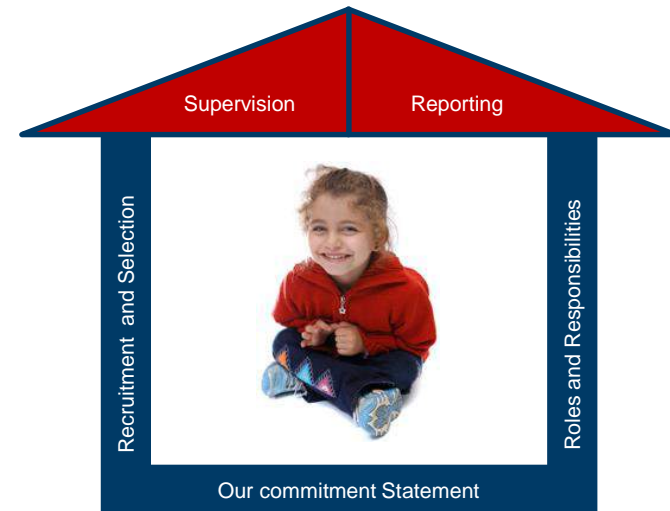
The following slides will take you through the key features of each policy.

Child Protection – Commitment Statement

We take seriously our responsibility to provide an environment that is caring, nurturing and safe for the children and young people participating in our programs. We are committed to safeguarding the children and young people in our care from:

- *physical, sexual, and emotional abuse;*
- *neglect;*
- *witnessing family violence*

This commitment to providing a safe environment for the children and young people to whom we offer a range of opportunities for fuller participation in society is approved and endorsed at the highest levels of our organisation.



[Click to read the full Commitment Statement](#)

Child Protection – What to report

Concerns – when another child/young person, parent/carer or team member raises a question about whether a child/young person is experiencing abuse or may be at risk of abuse

Complaints – relates to The Smith Family practices which put children/young people at risk

Allegations – when someone informs a person in the organisation that they believe a person who works with children/young people may have:

Behaved in a way that has harmed or may have harmed a child/young person

Behaved towards a child/young person in a way that indicated they are unsuitable to work with children/young people

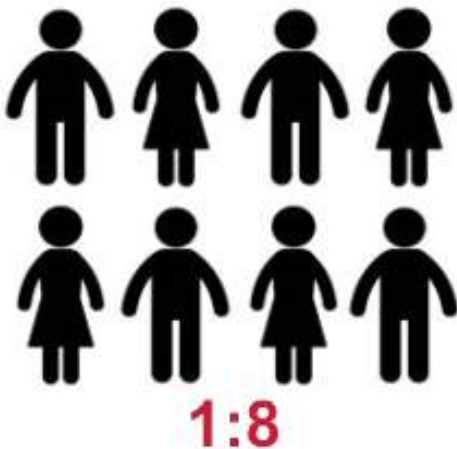
Disclosures – when a child/young person lets someone know that they are experiencing or may be at risk of abuse

Child Protection – Supervision ratios

Supervision Ratios

The Smith Family adheres to supervisory ratios and ensures all programs have clear supervision guidelines: 1 adult to every 8 children (aged >8); 1 adult to every 5 children (aged <8)

Over 8 Years



Under 8 Years



We recommend that all team members and volunteers avoid situations where they are alone with children and young people. When planning all activities, supervision ratios should be considered.

Child Protection Reporting – Your role



As The Smith Family places a high priority on child safety, all team members and volunteers are expected to:

1

- Ensure you understand and are familiar with your obligations and the procedures for reporting child safety concerns, complaints, allegations and disclosures.

2

- Immediately report to The Smith Family team members any reasonable concerns you have about the safety, welfare or wellbeing of a child or young person.

3

- Always report, record and act on child safety concerns, complaints, allegations and disclosures in line with procedures outlined in the Child Protection Framework.

Privacy and Confidentiality – Our commitment

The Smith Family supports and is bound by the [Australian Privacy Principles](#) under the Privacy Act 1988.

The Australian Privacy Principles regulate the way that organisations collect, use, disclose and store personal information and generally gives individuals the right to know what information is being held about them and a right to have that information corrected if it's wrong.



The Smith Family collects your personal information in order to allow us to communicate with you about your involvement with us as well as to conduct screening for volunteering purposes.

Click to read our full
Privacy Policies

Our **Privacy Policies** contain information about how we collect and handle personal information, and what to do if you have questions, concerns or complaints.

Privacy and Confidentiality – Your commitment

The Smith Family is committed to protecting the privacy and confidentiality of our students, families, supporters, and other stakeholders.

PRIVACY

It is a condition of your volunteer work that you comply with The Smith Family's privacy policies and procedures.

At all times during and after your work with us, you must not access personal information of students, families, supporters and other stakeholders unless it is essential for you to perform your duties and you must only use and disclose that information in accordance with The Smith Family's privacy policies and procedures.

CONFIDENTIALITY

It is a condition of your volunteer work that you protect the confidentiality of information and documents to which you have access in the course of, or arising from, your work with us.

You must not for any reason, during your volunteer work with us or after your association with The Smith Family, use, publish, or disclose any confidential information for your own benefit or the benefit of another person.

CHILD SAFETY

For volunteers that have contact with students, child safety takes priority over confidentiality.

As per our Child Protection Framework, report concerns about child safety, welfare and wellbeing to The Smith Family.

Workplace Health and Safety



The Smith Family volunteers:

are covered by Voluntary Workers and Public Liability Insurances

are covered by the WH&S Act 2011

are not entitled to Workers Compensation

Workplace Health and Safety (WH&S) relies on team members (both paid and unpaid) following the practices and procedures The Smith Family has in place to ensure a safe and healthy workplace for everyone.

Failure to report a risk (i.e. complacency, a desire to avoid trouble, lack of awareness) is a common and preventable cause of workplace accidents and injuries, especially when accompanied by an attitude of 'it's not my problem'.

Remember, every day and in every way, work health and safety is everyone's responsibility!

Workplace Health and Safety

Our commitment

- a workplace without risks to health and safety
- equipment/appliances or machinery provided for use is safe
- adequate facilities such as first aid and toilet facilities, and
- necessary information, instruction and training provided to allow you to perform your work safely

Your role

- to take reasonable care for your own health and safety
- to take reasonable care that your conduct does not adversely affect the health and safety of others
- to comply with any reasonable instruction that is given to you by The Smith Family (relating to workplace, health and safety), and
- to cooperate with any policies or procedures relating to health and safety at the workplace

Bullying, Harassment and Discrimination



The Smith Family is committed to ensuring that the workplace is free from bullying, harassment and discrimination – unlawful and unacceptable forms of behaviour, which will not be tolerated under any circumstances.

The Smith Family's Harassment, Bullying and Discrimination Policy applies to paid and unpaid team members.

We are committed to a workplace free from harassment, bullying and discrimination, where all employees are treated with dignity, courtesy and respect.

Bullying, Harassment and Discrimination

Bullying

Repeated and unreasonable behaviour directed towards a team member or group of team members, while at work, that creates a risk to their health and safety

Harassment

Uninvited, unwanted verbal or physical conduct which a reasonable person, having regard to all the circumstances, could regard as being offensive, humiliating or intimidating (whether or not that effect was intended by the harasser)

Discrimination

When a person is treated less favourably than others because of that person's individual characteristics, or because that person belongs to a particular group of people, where the characteristics of the individual or group are an unlawful ground on which to discriminate against people



Bullying, Harassment and Discrimination



Team members, both paid and unpaid, are responsible for:

1

- Not participating in bullying, harassing, or discriminatory behaviour whilst engaged with The Smith Family.

2

- Not tolerating any form of bullying, harassment, or discrimination which may happen to themselves or any other team member.

3

- Notifying their manager or Smith Family contact if such a situation arises.

Our Values Promise



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Our Values Promise outlines how we expect team members to live out our values through our behaviours.

OUR VALUES PROMISE



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RESPECT

We are caring

- Shows empathy and consideration for others
- Listens actively to others
- Builds and maintains positive working relationships
- Encourages and supports others to have a voice
- Seeks to understand different points of view
- Values and celebrates all forms of diversity

INTEGRITY

We are ethical

- Is honest, open and transparent in interactions with others
- Upholds high ethical standards especially in difficult situations
- Does what they say they will do
- Ensures that confidential information remains confidential
- Treats others fairly
- Demonstrates behaviour that embodies desired culture and values

COLLABORATION

We work together

- Collaborates across teams and functions by sharing knowledge, information, resources and expertise
- Takes a shared responsibility for delivering outcomes which contribute to the achievement of organisational goals
- Works effectively and inclusively with others to capitalise on opportunities which enhance our work
- Demonstrates flexibility in their approach to work and others
- Works with others to resolve problems in the workplace
- Promotes and celebrates the work of others

INNOVATION

We are dynamic

- Challenges current practice by suggesting improvements that will increase effectiveness
- Is willing to explore creative solutions to problems
- Looks for fresh insights from diverse sources to enhance outcomes
- Is willing to view situations from a different perspective and take action
- Embraces change and sees it as an opportunity to be better
- Sees mistakes as learning opportunities

EXCELLENCE

We strive for quality

- Understands how individual performance links to organisational goals
- Plans and prioritises work effectively to ensure goals are achieved
- Reflects on and evaluates own performance
- Seeks feedback and acts on it to learn and improve performance when appropriate
- Is accountable for own actions and outcomes
- Demonstrates perseverance and resilience in working towards goals

Thank You!



Thank you for taking the time to complete our Volunteer Induction Module.

If you have any questions about this module or your application to be a volunteer, please contact your Smith Family representative, who will also be in touch with next steps including information on role-specific training (if this hasn't already been provided).

In the meantime, take a look at the next slide for more ways you can become involved in helping The Smith Family to provide disadvantaged young Australians with a bright future...



Spend time with The Family



Click on the following items to learn more:

Sponsor a student on our *Learning for Life* program

Donate and support our *Learning for Life* programs

Ask about our **Workplace Giving** program

Fundraise in your local community

Join our **online community** – Facebook and Twitter

Watch our stories on YouTube



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