



**QUEENSLAND
POLICE-CITIZENS YOUTH WELFARE
ASSOCIATION**

**VOLUNTEER
HANDBOOK**

OCTOBER 2006
(Version 1)

This Handbook has been designed to provide potential and existing Volunteers with information on their conditions of engagement with the QPCYWA.

It complements existing Association Manuals and policies.

In any case where there appears to be any conflict between this Volunteer Information Handbook and Association Manuals or policies, the Manuals and policies will take precedence.

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Inter/Intranet Addresses

QPCYWA Corporate Plan 2006 – 2009	<i>To be advised</i>
Volunteer Application Form (VolForm 1)	http://www.pcyw.org.au/docs/VolunteerApp.doc
Volunteer Agreement & Induction Checklist (VolForm 3)	<i>To be advised</i>
QPCYWA Code of Conduct	http://www.pcyw.org.au/admin/hr/index.htm , → Recruitment & Selection, Code of Conduct
Confidentiality Agreement	http://www.pcyw.org.au/admin/hr/recruit/ConfidentialityAgreement.doc
Blue Card Volunteer Application Form	http://www.childcomm.qld.gov.au/pdf/bluecard/volunteer_form.pdf
Volunteer History Sheet (VolForm 11)	http://www.pcyw.org.au/admin/formsreg/index.htm
Volunteer Attendance Record (VolForm 6)	http://www.pcyw.org.au/admin/formsreg/general/VolunteerSignin.xls
Exit Interview	<i>To be advised</i>
Complaints Form	http://www.pcyw.org.au/admin/formsreg/insurance/Complaints.pdf

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WELCOME

On behalf of the Queensland Police-Citizen's Youth Welfare Association (QPCYWA) and its member Police-Citizens Youth Clubs (PCYCs), I extend a welcome to you on choosing to join us as a volunteer.

The QPCYWA's founding objective in 1948 was to establish means to give young people of Queensland an opportunity to participate in healthy recreation. Our stated Mission is 'in partnership with Government, Community, Business and Families, to achieve excellence in youth development by encouraging participation in recreational, sporting, cultural and welfare programs'.

Our Vision of 'improving communities through youth development' underpins and guides our youth development and Branch activities. I encourage you to read our Corporate Plan 2006 – 2009, to gain a full understanding of how the PCYC (and your work) contributes to building a better future for Queensland youth.

PCYC Branches are essential in translating our Mission and Goals into reality. We are now widely acknowledged as the largest provider of sporting and recreational opportunities and quality outside school hours child care for young people in Queensland. Our programs are also targeted to provide young people with development opportunities, life skills, employment and entertainment, all in a safe, supervised, drug and alcohol-free environment. We also provide specific programs for youth at risk in many Queensland locations.

It is through these sporting, cultural, welfare and crime prevention initiatives conducted out of PCYC Branches that we support communities and develop our youth

While we have a strong and positive partnership with the Queensland Police Service, we are only as effective as our staff are dedicated and committed to our Mission and Vision.

You have chosen to help us by donating your time and skills to your local PCYC. We value your offer of support and will endeavour to make your time with us both challenging and rewarding. Without the support of our volunteers, the PCYC network would not be as well regarded or effective as it is.

We will treat you as a valued Team member and recognise your skills and contributions. As one of our Team members, you also have obligations to us - to be reliable and to work with your co-workers in a productive manner and for the benefit of the Branch and its members. Our Code of Conduct applies equally to paid and voluntary staff and details our mutual obligations.

Welcome to our Team. I hope your time with us is rewarding, challenging and that you remain with us for many years.

Senior Sergeant Rob Fiedler
A/Chief Executive Officer
QPCYWA

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RECRUITMENT OF VOLUNTEERS

Volunteers are to be recruited to meet specific needs and work priorities as determined by the Branch Manager, or nominated representative of each establishment. Volunteers who have an interest in the organisation and/or working for the Branch are identified through a variety of promotional and recruitment activities. Volunteer involvement beyond the immediate needs of each Branch will be considered at the discretion of the Branch Manager.

Volunteers must complete the *Volunteer Application Form* (VolForm 1) as part of their recruitment process.¹

BLUE CARDS/ SUITABILITY NOTICES

PCYC has a duty of care to members and clients, and a need to maintain the professional reputation of the Association. In order to maintain this standard, all staff must have current Suitability Notices (Blue Cards); volunteers must possess a current Volunteer Suitability Notice for Child-Related Employment (Blue Card)² **before** they commence duties with any PCYC Branch. Any volunteer presenting with a valid Blue Card obtained through another sponsor must provide an Authorisation to Confirm a Valid Blue Card form.³

If at any time, the volunteer becomes ineligible to retain a Blue Card, they must immediately advise the Branch Manager. Failure to notify the Branch Manager of suspension or revocation of a Blue Card, or ineligibility to hold a Blue Card is grounds for instant dismissal from the Branch.

(Refer to Part 52 (*Commission for Children & Young People Act (Q) 2000*) of the Association Rules).

WORKPLACE HEALTH AND SAFETY

The *Workplace Health and Safety Act (Q) 1995* requires the Association to maintain a safe and healthy work environment and work practices through the provision of education, equipment, and staff support.

The Association is also required to appoint a qualified Workplace Health and Safety Officer (the State Risk Management Coordinator), in addition to taking all steps practicable to ensure the health and safety of all persons attending the Branch or involved in Association activities.

Every Association worker (volunteers and paid staff) are required to report any health and safety issues that may arise to the nominated Workplace Health and Safety Compliance Officer.

(Please also read and understand Part 1.13 (Insurance Risk Management Procedures) of the Procedures Manual).

ANTI-DISCRIMINATION

Every person has the right to be treated with dignity and respect, regardless of their personal circumstance.

If a discrimination issue arises, please raise this on a confidential basis with your Branch Manager, or the Association's Human Resources and Volunteer Services Manager (telephone 07 – 3357 1850).

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Disciplinary action will be taken against anyone who is found to have been discriminatory in their treatment or dealings with another Association worker, member or visitor, as described by the Federal and State Anti-Discrimination laws.

Discipline may involve counselling, a warning or dismissal depending on the nature and impact of the incident/s.

(Please also read and understand Part 55 (Anti-Discrimination) of the Association Rules).

SEXUAL HARASSMENT AND BULLYING

All staff have a right to work in an environment free of hostility, offensiveness, intimidation and sexual harassment. Harassment in the workplace, whether bullying or of a sexual nature is unacceptable behaviour and will not be tolerated. For the purposes of this policy, volunteers are considered as employees.

Sexual harassment can be described as any conduct of a sexual nature (physical or verbal) which is unwelcome or offensive to an employee, or any action which may be reasonably perceived as being so.

The Association supports a 'zero tolerance for bullying' and complies with the Queensland Government Code of Practice on the Prevention of Workplace Harassment.⁴

If a discrimination or bullying issue arises, please raise this on a confidential basis with your Branch Manager, or the Association's Human Resources and Volunteer Services Manager (telephone 07 – 3357 1850).

Disciplinary action will be taken against anyone who is found to have harassed a co-worker. Discipline may involve counselling, a warning or dismissal depending on the nature and impact of incident/s.

(Please read and understand Part 2.25 (Sexual Harassment) of the Association Rules).

SECURITY OF INFORMATION AND PRIVACY

The Association is committed to maintaining the confidentiality and security of all information relating to volunteers and related persons. It is the policy of the Association that individual volunteers have the right to access information held on them by the Association.

By law, personal information regarding volunteers, paid staff and members must be handled in an appropriate and secure manner. PCYC complies with the National Privacy Principles (NPPs) as identified by the *Commonwealth Privacy Amendment (Private Sector) Act 2000*. The Corporate Services Manager (telephone 07 – 3357 1850) is the Association's Privacy Officer.

CONFIDENTIALITY

In maintaining each individual's right to privacy, volunteers have a responsibility to ensure that privileged information (verbal, written and electronic) gained through their participation is not disclosed to external parties without the consent of the individual or organisation to which it pertains.

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All staff are required to sign a Confidentiality Agreement as part of their selection/induction process. Any materials produced by volunteers as a result of tasks and work performed on behalf of PCYC remains the property of the organisation and is subject to copyright laws. Continued employment

with the Association is conditional on adherence to the provisions of the Agreement as they relate to confidentiality and intellectual property.⁵

Any queries in relation to how this Agreement applies to your work within PCYC should be directed to the Association's Human Resources and Volunteer Services Manager (telephone 07 – 3357 1850).

TIME COMMITMENT

The QPCYWA aims to provide a volunteering experience that is productive and satisfying for all involved, including the staff working with volunteers. PCYCs aim to maximise the value and effectiveness of voluntary involvement, and manage the health and comfort of all personnel.

Your PCYC Branch will expect a minimum, regular and dependable commitment of time to Branch activities. Ideally you might commit to a weekly contribution of voluntary hours. Alternatively, if a regular weekly time commitment can't be achieved, you might commit to some other arrangement, e.g. perhaps one (1) day regularly per fortnight or perhaps two (2) regular days per month. This needs to be agreed between you as the volunteer and your local PCYC Branch Manager.

It is essential that a mutually acceptable time commitment is negotiated during the initial interview and that there is ongoing adherence to this commitment.

RELIABILITY

PCYC Branches have a critical need for a reliable workforce, especially as our members and customers rely on us for service delivery. Volunteers are an important part of the Association's workforce. PCYC expects that volunteers commit to being as dependable and punctual as possible. In cases where scheduled attendance obligations cannot be met, volunteers are requested to provide adequate prior notification (at least one (1) working day) of the impending absence.

In order to maintain a record of volunteer attendance, and for purposes of insurance, the Branch Manager will maintain a record of volunteer attendance and hours of duty (refer to Record Keeping, below).

WORK AGREEMENT

The Association and prospective volunteers have a responsibility to negotiate a work arrangement that is mutually beneficial and productive to both the Branch and the person offering to volunteer their time and skills. PCYC will assess the feasibility and value of volunteer involvement on a 'case by case' basis.

Prospective volunteers will meet with a volunteer liaison person (usually the Branch Manager or Branch Administration Officer) to identify and agree upon an appropriate work arrangement. Ideally, this will be a commitment of a least 4 hours per week, or the equivalent over a fortnightly (i.e., 1 day per fortnight), or monthly (2 days per month) cycle (see Time Commitment, above).

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Completion of the *Volunteer Agreement and Induction Checklist*⁶ (VolForm 3) and agreement on a *Volunteer Duties List*⁷ (VolForm 10) confirms agreement of the parties to the work arrangements, and signifies the commencement of voluntary engagement with the PCYC.

The PCYC reserves the right to decline offers of voluntary involvement if a mutually beneficial agreement cannot be reached (refer to Right to Decline Offer of Services, below).

INDUCTION

In order to ensure effective volunteer involvement and the health, safety and comfort of all involved, volunteers will participate in an induction within one (1) week of their commencement with PCYC. This induction will provide basic training and information on the nature, purpose, activities and work practices of the Association and its Branches.⁸

TRAINING

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their voluntary role to a competent standard. The timing and methods for delivery of such training will be determined according to the complexity and demands of the position and the needs of the volunteer.

DUTY OF CARE

PCYC Volunteers have a responsibility to ensure appropriate actions are taken to guarantee the well-being of all those who come in contact with the Association and our activities. To ensure volunteers and paid staff are able to act responsibly, PCYC will provide training, support and supervision.

INSURANCE

Under the Association's insurance arrangements, all persons who undertake voluntary activities (including meetings) for and on behalf of the Association are classified as 'insured persons' under our personal accident insurance policy. Note that persons over the age of 85 years are *not* covered by our personal accident policy.

Information regarding all insurance matters can be found in the Association's Insurance Manual which is held in each Branch Office or by contacting the State Risk Management Coordinator on telephone number 3357 1850.

UNIFORMS AND IDENTIFICATION

PCYC Branches usually issue uniforms and identification badges to volunteers and paid staff. Uniforms are to be kept in a clean state of repair and worn at all times when attending to Branch duties. Similarly identification badges and Blue Cards (usually on lanyards), are to be prominently displayed at all times by all staff when engaged in PCYC activities, especially those activities outside the PCYC Branch building/precincts.

Lanyards may not be required to be worn when PCYC staff are engaged in physical activities where wearing a lanyard may pose a risk of injury (e.g. choking). Immediately following the activity, lanyards are to be worn by the PCYC staff.

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REIMBURSEMENT OF EXPENSES

The Association recognises that volunteers may incur costs while undertaking business on behalf of the Branch and in the normal course of their duties. No volunteer is expected to be out-of-pocket when volunteering their services for the Association, however in all but emergent circumstances expenses will only be reimbursed when approved in advance.

Guidelines for reimbursement of expenses will be discussed with volunteers upon commencement. In general terms, the Branch Manager (or delegate) will advise all volunteers of the type of expenses that will be reimbursed, and the procedure for claiming them. Volunteers will be expected to keep a record of kilometres or expenses claimed. Other claimable expenses (parking fees, telephone, postage, grocery purchases, etc) will generally need to be approved in advance (and most likely, a petty cash advance will be provided to ensure the volunteer is not out of pocket). Only claims supported by appropriate records and/or receipts will be reimbursed. Claims for reimbursement of expenses must be submitted using the Association Form YC8 (Reimbursement of Expenses Incurred).

USE OF VEHICLES

As a minimum requirement, Branch vehicles may only be used for Association purposes, by a driver with a current Queensland licence applicable to the type of vehicle driven. The Branch Manager will discuss Part 36.7 (Use of Association Motor Vehicles) of the Association Rules as part of the Induction process.

Volunteers are not expected nor encouraged to use their own vehicles for PCYC work. Vehicles are available at the Branch for use for organisational business; however there may be exceptional circumstances where a volunteer may offer to use their own vehicle to conduct business or activities on behalf of the Branch. When this happens, the Volunteer must provide written advice that their comprehensive motor vehicle insurance cover has been amended to extend to voluntary work for PCYC. Adequate compensation (ATO determined kilometre costs) will be provided.

The Branch will *not* accept responsibility for any damage or liability arising from an accident involving the volunteer's vehicle, and for this reason volunteers are urged *not* to use their vehicles for PCYC activities.

USE OF ASSOCIATION ASSETS

The Branch Manager, in accordance with Association Rules, is responsible for the maintenance and custody of all Branch assets. All assets, supplies and equipment will be used to the benefit of all within the Association. No assets, supplies and equipment will be used for personal gain, or in a manner that is unsafe or inappropriate.

(Please also read and understand:

- Part 36.2 (Use of Association Assets), and Part 56.2 (Checking of Employees Email) of the Association Rules, and
- Part 1.23 (Vehicles).of the Procedures Manual).

RECORD KEEPING

The maintenance of volunteer records is an important administrative function for which each Branch is responsible. Volunteers are required to assist with record-keeping activities for insurance, safety and administrative purposes by using the Volunteer Sign In/Sign Out sheet.⁹

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REWARD AND RECOGNITION

The Association recognises the importance of the contributions of volunteers in achieving our Vision to improve communities through youth development. PCYC policy and practice values character, loyalty, education, experience and performance. Volunteers will be recognised in accordance with these principles.

Local, Branch-level recognition is provided through service awards and other rewards and acknowledgements appropriate to the individual and their unique contribution to Branch activities.

The Association also has a range of formal awards to recognise long-serving volunteers (refer to Part 53 (Awards) of the Association Rules).

CODE OF CONDUCT

All PCYC staff (volunteers and paid staff) are expected to have read and understood the Association's Code of Conduct as part of their induction to the Branch.¹⁰

If the volunteer is unsure of any aspect of the Code as it applies to their role or Branch operations, the Branch Manager is responsible for ensuring that these issues are clarified and understood.

Breaches of the Code of Conduct may be subject to disciplinary action, including dismissal.

REPRESENTING THE ASSOCIATION

The Association takes pride in the range of activities and services we offer to our local communities through our PCYC Branch network. At all times volunteers should maintain a high level of behaviour when in the public eye and ensure their actions are in compliance with our Code of Conduct.

Giving public statements or acting outside the scope of authorised roles risks detrimental effects on the Association and Branch.

Volunteers must not speak for, or obligate the Association unless directly authorised to do so, or unless specifically indicated within their voluntary position description. Any additional representation of the organisation undertaken by volunteers requires written pre-approval from the Chief Executive Officer.

(Please also read and understand Part 63 (Public Comment) of the Association Rules and Part G (Official Information and Public Comment) of the Code of Conduct).

VOLUNTEER PERFORMANCE MANAGEMENT

Volunteers have a right to be informed about their work performance in a supportive and confidential manner. Management, or their identified representative, aims to provide feedback to volunteers on a regular basis.

Regular informal performance and development reviews of volunteers are conducted to facilitate the fulfilment of the needs of the Association and the volunteer. Typically, these reviews are given verbally (i.e., through discussion between the Branch Manager and the volunteer staff). Goals and standards on which development is assessed will be negotiated and agreed to by both parties prior to commencement of the review period.

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Performance feedback is designed to review work performed over a set period of time (usually 6 months) and to discuss with the staff member any developmental, training or career advancement needs they may have. It should be constructive, future-focussed and designed to 'grow' the individual so that they might better contribute to Branch operations. There may be occasions when the work performed by a volunteer goes well beyond our expectations and need to be formally recognised and rewarded. In some rare instances, the behaviour or actions of a volunteer may negatively reflect upon the work and activities of PCYC. In the latter cases, the matter will be discussed with the volunteer at the first possible opportunity and any issues promptly resolved.

Paid staff and volunteers have identical workplace behaviour standards to comply with, as detailed in our Code of Conduct. As well, societal norms applicable to the contemporary workplace underpin the Association's behavioural expectations of paid and unpaid staff.

If performance issues cannot be amicably resolved, the volunteer may be asked to separate from the Association. Alternatively, if the volunteer feels aggrieved at some treatment or determination in relation to their performance or any aspect of their work at the Branch, they may use the Association's Complaints Process to seek an independent review.⁴

RIGHT TO DECLINE OFFER OF SERVICES

If a mutually beneficial voluntary arrangement cannot be agreed and/or maintained, either the volunteer and/or management have the right to decline or discontinue involvement. Any grievances regarding a decision by management to decline an offer of services can be made using the Association's complaints process.¹¹

COMPLAINTS PROCEDURE

In common with our paid staff, volunteers have the right to express complaints, grievances, concerns or dissatisfaction with any aspect of the Association's practices and programs without fear of reprisal or adverse consequences. The Association is committed to providing a fair, equitable and transparent process for dealing with volunteer's complaints. However if a volunteer wishes to express their dissatisfaction they must do so through the appropriate complaints procedure.¹²

Raising complaints outside the Association's complaints procedures may incur disciplinary or other action if in breach of the Confidentiality Agreement.

In the event that a complaint or grievance cannot be resolved within the Branch, the Branch Manager will refer to grievance to the Association's Chief Executive Officer for review. The Chief Executive Officer's decision will be final.

RESIGNATION / SEPARATION

Volunteers may resign from their volunteer position at any time. It is requested that volunteers provide as much advance notice of their resignation as possible and, preferably, a reason for their decision (so that we might address any Branch issue which might have contributed to the volunteer's departure). Upon resignation volunteers will be required to return their uniform and any organisational materials in their possession and requested to complete a confidential Exit Interview.¹³

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DISMISSAL

We have the same work performance and workplace behaviour expectations of volunteer staff as we do for paid staff. All PCYC staff are subject to our Code of Conduct. Difficult, uncooperative and inefficient staff (including volunteers) disrupt, distress and demotivate other staff, and do more harm to our reputation than good. Performance management and discipline processes will apply to volunteers whose performance is not acceptable. In cases of an unwillingness to comply with our workplace expectations or repeated incompetence, volunteers will be asked to separate from the Branch, or dismissed.

(Refer to Appendix 5 (Complaints Procedure) of the Association Rules).

EVALUATION

The Association seeks continuous improvement of our volunteer management practices. Branch Managers will encourage both formal and informal feedback regarding volunteer involvement and perform regular reviews of volunteer management practices. This process will be supported by learnings from volunteer exit interviews and periodic State Office reviews.

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ASSOCIATION RULES APPLICABLE TO VOLUNTEERS

For the purposes of the Association Rules and the Code of Conduct listed below volunteers will be included in references to 'staff', 'employees' and 'personnel'.

CONDUCT

- Code of Conduct

COMPLAINTS AND WORKPLACE EQUITY POLICIES

- Part 55 (Anti-Discrimination) of the Association Rules
- Part 56 (Sexual Harassment) of the Association Rules
- Appendix 5 (Complaints Procedure) of the Association Rules

HEALTH, SAFETY AND SECURITY

- Part 4 (Privacy) of the Association Rules
- Part 40 (Alcohol and Tobacco) of the Association Rules
- Part 1.13 (Insurance Risk Management Procedures) of the Procedures Manual

WORKING WITH CHILDREN / CRIMINAL CHECK

- Part 52.2 (*Commission for Children & Young People and Child Guardian Act (Q) 2000*) of the Association Rules

EXPENSE, REIMBURSEMENT AND CASH ADVANCES

- Part 12.7 (Payment of Out of Pocket Expenses) of the Association Rules

USE OF ASSOCIATION MOTOR VEHICLES

- Part 36.7 (Use of Association Motor Vehicles) of the Association Rules

USE OF ASSOCIATION ASSETS

- Part 36.2 (Use of Association Assets) of the Association Rules
- Part 56.2 (Checking of Employees Email) of the Association Rules
- Part 1.23 (Vehicles) of the Procedures Manual

AWARDS

- Part 53 (Awards) of the Association Rules

PUBLIC COMMENT

- Part 63 (Public Comment) of the Association Rules
- Part G (Official Information and Public Comment) of the Code of Conduct

For details of the above requirements, refer to the documents held at the Branch or use the Association's intranet at the following addresses:

- Code of Conduct, see <http://www.pcyw.org.au/admin/hr/index.htm>, go to Recruitment & Selection, Code of Conduct
- Association Rules, see <http://www.pcyw.org.au/admin/constitution/AssociationRules.doc>
- Procedures Manual, see <http://www.pcyw.org.au/admin/manuals/index.htm>

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END NOTES

This Guide has been designed to complement the Association Procedures Manual. In any case where there appears to be any conflict between the Volunteer Guide and our Procedures Manual, the Manual will take precedence.

For the purposes of consistent work practices student placements, work experience, practicum work and community service workers will also be treated as volunteers, unless their work agreements specify otherwise.

In accordance with the Association Rules (Part 2.30) the term 'voluntary capacity' refers to any member(s) of the QPCYWA, who, while being a member of the Association have worked for the Association of their own free will. It is immaterial that at some time the member(s) have received monetary remuneration from the funds of the Association.

REFERENCES

- ¹ Refer <http://www.pcy.org.au/docs/VolunteerApp.doc> (Intranet document).
- ² Refer http://www.childcomm.qld.gov.au/pdf/bluecard/volunteer_form.pdf (Internet document)
- ³ Refer http://www.ccypcg.qld.gov.au/pdf/bluecard/authorisation_confirmation_for_bluecard.pdf
- ⁴ Refer <http://www.dir.qld.gov.au/workplace/law/codes/harassment/index.htm>. (Internet document)
- ⁵ Refer <http://www.pcy.org.au/admin/hr/recruit/ConfidentialityAgreement.doc> (Intranet document)
- ⁶ Refer To be advised (Intranet document)
- ⁷ Refer To be advised (Intranet document)
- ⁸ Refer To be advised (Intranet document)
- ⁹ Refer <http://www.pcy.org.au/admin/formsreg/general/VolunteerSignin.xls> (Intranet document)
- ¹⁰ Refer <http://www.pcy.org.au/admin/hr/index.htm>, → Recruitment & Selection, Code of Conduct (Intranet document)
- ¹¹ Refer <http://www.pcy.org.au/admin/formsreg/insurance/Complaints.pdf> (Intranet document)
- ¹² Refer <http://www.pcy.org.au/admin/formsreg/insurance/Complaints.pdf> (Intranet document)
- ¹³ Refer To be advised (Intranet document)