getting it right
STANDARDS OF GOOD PRACTICE FOR CHILD PROTECTION
The Volunteer Development Agency is the lead organisation in Northern Ireland for the promotion and development of volunteering. The Volunteer Development Agency seeks to improve the quality of volunteer involvement across all sectors through the provision of training, support, information, publications, research and administering several grants initiatives.

Our Duty to Care is a project within the Agency, with a remit to provide support, advice, information and training to the voluntary and community sector, on good practice for the protection of children. The project is supported by the Department of Health, Social Services and Public Safety.
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introduction

As an organisation working with children\(^1\)/young people you will want to provide the best care for them, support your staff and volunteers through appropriate procedures and guidelines and reassure parents that your organisation is child centred.

This booklet is intended to help you to meet recognised and agreed minimum standards for child protection and will guide you towards improving your practice where necessary.

Organisations who work with children have a legal and moral duty to ensure their safety. The most effective way to do this is to have well thought out child protection policies and procedures in place. It is vital that all organisations that work with children (community, voluntary and statutory), irrespective of size, develop child protection policies, procedures and guidelines to inform and promote good practice.

\(^1\)Throughout this document when reference is made to child/children it is assumed that young people up to the age of 18 are included.
Policies, procedures and guidelines increase peace of mind for everyone:

- **Children/young people**
  Ensuring that the welfare of children is treated as a priority, that all children are treated equally and that their views are heard.

- **Parents**
  Reassuring parents that the organisation with which their child is involved views the child’s welfare as paramount and welcomes parental participation.

- **Staff/volunteers**
  Giving staff and volunteers clear direction to give them confidence in what they do and to help protect them as well as the children in their care.

The potential for abuse will be minimised and a positive atmosphere will be created, facilitating a rewarding and enjoyable experience for all concerned.

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**What is a child protection policy?**

A policy is a governing principle of an organisation that requires all those connected with the organisation to provide a consistent response to a given situation. A child protection policy outlines your organisation’s commitment to practice that protects children from harm. It applies to everyone associated with your organisation.

**What is a procedure?**

A procedure is a way of performing a task or conducting activities. Procedures are usually related to the implementation of a policy and are quite separate from the policy. Your organisation’s child protection procedures will describe the practice to be followed to uphold your child protection policy.

**What are guidelines?**

Guidelines are advice on how something should be done. Your organisation’s child protection policy may contain guidelines on how the policy objectives should be upheld.
This guide contains minimum standards of good practice for child protection, which all organisations should have. They are set out as a baseline to underpin continuous review and improvement.

This guide provides a basic template for child protection policy, procedures and guidelines that your organisation must consider. Every organisation is unique in terms of activities, structure, membership, and ethos. Therefore you must ensure that your organisation's policy and practice reflects the distinctive nature of your organisation. A sample Child Protection Policy Statement is outlined on page 5.

The sections are designed to build and expand on each part of the policy statement. The information contained in each section will form the basis of the procedures you will develop to support your organisation's policy statement. These include:

• Recruitment and Selection
• Effective Management of Staff and Volunteers
• Reporting Concerns
• Code of Behaviour
• Sharing Information
• General Safety and Management of Activities.

What to do

• Begin by formulating/reviewing/developing your organisation’s child protection policy.

• Ensure that your organisation's child protection policy covers each of the areas listed above.

• Work through the first three areas listed above to develop procedures, which will clearly describe the practice that will be followed.

• Work through the last three areas listed above to develop appropriate guidelines.

• Check that your organisation's policy, procedures and guidelines include the key elements outlined in each of the following sections.

• Ensure that guidelines are tailored to reflect the distinct nature of your organisation's activities.
A child protection policy statement is a statement of your intention to keep children/young people safe while in the care of your organisation. (Our Duty To Care p8, 1.2 and Some Suggestions 1).

It should be a simple statement such as:

Staff and volunteers in (organisation name) are committed to practice, which promotes the welfare of children and protects them from harm.

We wish to ensure that all children participate in an enjoyable and safe environment in which they can have fun and feel valued.

Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues, which cause children harm, and to establish and maintain a safe environment for them. We are committed to reviewing our policy, procedures and practice at regular intervals, at least every three years.

We will endeavour to safeguard children by:

• Following carefully the procedures laid down for recruitment and selection of staff and volunteers.

• Providing effective management for staff and volunteers through supervision, support and training.

• Reporting concerns to statutory agencies who need to know and involving parents and children appropriately.

• Adopting child protection guidelines through a code of behaviour for staff and volunteers.

• Sharing information about child protection and good practice with children, parents, staff and volunteers.

• Ensuring safety procedures are adhered to.
developing procedures

Recruitment and Selection

The majority of people who want to work with children are well motivated and without them voluntary and community organisations could not operate. Unfortunately some individuals will try to use voluntary and community organisations to gain inappropriate contact with children.

Good recruitment and selection procedures will help screen out and discourage those who are not suitable from joining your organisation.

Good recruitment and selection procedures benefit everyone. Staff and volunteers will have a clearly defined role. This will enhance their self-confidence, which will have a positive impact on children.

Parents will be assured that all possible measures are being taken to ensure only suitable people will be recruited to work with children.

Written recruitment and selection procedures should include:

- Definition of role.
- Open recruitment process.
- Application forms.\(^2\)
- Declaration.

NIACRO suggest good practice guidelines that declaration of convictions or cases pending should be sought only from short listed applicants. (Our Duty To Care, Some Suggestions 2, Sample Declaration Form).

- Interview/meeting with at least two representatives of the organisation.
- Identification.
- Two references.
- It should also be noted that staff and volunteers should also be checked if appointed to a regulated position.

Your organisation’s management/executive committee should ratify all recommendations for appointment. The decision to appoint staff or volunteers is the responsibility of an organisation, not any one individual within it. (Our Duty To Care p 15-17, 4 / Fact sheet 7 / Action Checklist 3).

Effective Management of Staff and Volunteers

Good management of staff/volunteers will contribute to safe activities for children. Good management will also create an atmosphere where staff and volunteers feel valued, are listened to and where issues can be dealt with quickly by systems already in place.

Once staff/volunteers are recruited they should be informed about your organisation’s policies, procedures and guidelines and be provided with appropriate training, support and supervision. This will minimise unintentional harm of children through lack of knowledge or skills and should pick up on possible intentional harm of children.

The following is a template for your organisation to use in order to develop and tailor to your organisational structure, ethos and activities. The main elements are included for your organisation to expand upon.

Effective management for all staff and volunteers should include:

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\(^2\) Sample Volunteer Application form see page 18
Induction
• Organisational policies, procedures, guidelines, activities and ethos should be provided and explained to new leaders.
• Make staff and volunteers aware of what is expected and required of them and the boundaries or limits within which they must operate.
• Staff and volunteers should be asked to acknowledge that they have been introduced to the organisation’s policies, procedures and guidelines, that they understand them and agree to abide by them.
(Our Duty To Care p20, 5.4).

Probationary Period (Staff)/Trial Period (Volunteers)
All appointments should be conditional on a satisfactory period of work, i.e. a probationary period for staff and a trial period for volunteers.

Every new post should be reviewed within an agreed period of time. The length of time will vary depending on the nature of the post.

It is good practice to have a review at conclusion of the probationary/trial period to confirm the post in writing.
(Our Duty To Care p20, 5.5).

Training
All staff/volunteers should receive induction, particular skills and child protection training appropriate to their role. Training should be updated and reviewed regularly for new staff/volunteers and in line with changing legislation.

All staff/volunteers (including designated officers and management committees) should have child protection training that includes a basic awareness and understanding of child protection issues and the organisation’s child protection policies, procedures and guidelines.

Training must be carefully selected to ensure it is sufficient. For instance a one hour training session is unlikely to be very useful. A minimum of three hours is required for basic awareness raising.
(Our Duty To Care p20, 5.4).

Support and Supervision
Provision for a structure for regular formal/informal, individual/group support and supervision will enable staff/volunteers to become more effective by identifying training needs and dealing quickly with difficulties.
(Our Duty To Care p20, 5.5).

Annual Appraisal (Staff)/Review (Volunteers)
This provides a means of enhancing support and supervision in order to highlight future support and training needs.
(Our Duty To Care p20, 5.5 and Action Checklist 3).
developing procedures

Reporting Concerns

It is important to have policies and procedures in place to facilitate staff/volunteers in reporting child protection concerns or disclosures should the need arise.

It is not your organisation’s responsibility to identify and investigate possible instances of abuse of children. This is the role of the statutory agencies - Social Services, PSNI and NSPCC.

It is a statutory responsibility to report any child protection concerns.

It is important that your organisation has procedures in place for dealing with child protection concerns/disclosures/allegations in order to support staff/volunteers, children and parents through the process of reporting a disclosure or allegation. As well as reporting allegations to appropriate authorities you should follow your own organisation’s internal disciplinary procedures and refer to the DHSS&PS list (if appropriate) whether or not a criminal investigation proceeds.

What might constitute a concern about a child/young person?
A concern relates to the possibility of a child suffering harm. Indicators of this might include:

- Sudden, unexplained or worrying changes in behaviour.
- Physical signs or symptoms that may be indicative of abuse (emotional, sexual, physical or neglect).
- Worrying remarks made by a child.
- A situation where a child is exposed to potential risk of harm.

All concerns should be recorded and passed to the Designated Officer, no matter how insignificant they may seem, whether they relate to situations internal or external to your organisation. For instance concerns connected to a family or school situation should be noted as well as concerns related to your organisation.

What is a disclosure?
A disclosure is when a child tells a staff member/volunteer that they have been or are being harmed or abused in some way. This may be physical, sexual emotional abuse, neglect or bullying.

It is important to reassure the person who has made the disclosure and offer appropriate support.

All disclosure must be reported to the Deputy/Designated Officer.

What is a concern or allegation about the behaviour of staff/volunteers?
Inappropriate or unacceptable behaviour or communication, favouritism or negligence are examples of what may constitute a concern about the conduct of a member of staff/volunteer.

An allegation about a staff member/volunteer occurs when a child, parent or other staff member/volunteer reports specific unacceptable behaviour where a child has been harmed or abused in some way. Allegations against staff/volunteers must be referred to the Deputy/Designated Officer.
In the case of allegations against one of the Designated Officers this should be reported to the Chairperson, the other Designated Officer or directly to a statutory agency.
(Our Duty To Care p27, 6.6).

Recording
All concerns, disclosures and allegations should be recorded on pro formas provided by your organisation and passed to the Designated Officer.
(Our Duty To Care Action Checklist 4).

Designated Officer
Your organisation should appoint designated staff/designated child protection officer who has completed child protection training to deal with child protection concerns, disclosures and allegations.

It is good practice to appoint two people, one Designated Officer and one Deputy Designated Officer.

The role of the Designated Officer is to make contact with local statutory agencies such as Social Services and PSNI and to report any allegations against staff/volunteers, disclosures or concerns (if appropriate) to the relevant agency.

It is good practice to establish a relationship with a local child and family social worker and a member of the closest PSNI CARE Unit to check out reporting procedures and gain relevant child protection advice.  
(Our Duty To Care Fact sheet 10).

Staff and volunteers need to know:
• What constitutes a “concern”, “disclosure” and, “allegation”.
• Who to report to (Deputy/Designated Officer) and their contact details.
• How to access and complete the pro formas used by your organisation for reporting concerns, disclosures and allegations.
• Contact details for PSNI and Social Services in the event that the Deputy/Designated Officer is not available in an emergency.
• Your organisation will support them through the reporting process.
• Their primary concern as the first person that suspects or is told of possible abuse is to report it to the designated person and ensure the concern is taken seriously.

This information should be given to all staff/volunteers at induction and relevant training provided as necessary.
(Our Duty To Care, Action Checklists 4 and 5).

Under no circumstances should any staff/volunteer attempt to deal with the problem of abuse alone.

If your organisation has concerns about adults who are not involved in your organisation but may pose a risk to children in other organisations advice should be gained from statutory agencies on how this information should be shared appropriately.
(Our Duty To Care p24, 6.3 and Fact Sheet 8).
getting it right: standards of good practice for child protection

developing guidelines

Code of Behaviour

What is it?
It is likely that your organisation will already be engaged in good practice. However it is essential that everyone involved in your organisation knows what behaviour is acceptable and what is not. This can be done through a Code of Behaviour. (See Our Duty To Care p9, 2.1).

Every organisation should have a written Code of Behaviour relating to adults and children. Your organisation will also need to consider and formulate guidelines relating to specific areas you are involved in such as creative arts, drama and sports activities, day trips and residential3.

Why bother?
It minimises the opportunity for children to suffer harm and seeks to protect staff/volunteers from false allegations. It will inform parents of the child-centred ethos of your organisation. It will ensure consistency of practice and will promote the safety, protection, enjoyment and comfort of children.

A Code of Behaviour will give staff/volunteers the confidence to carry out their roles and develop positive relationships with children. It is an essential framework for staff/volunteer interactions with children with regard to support and supervision, training needs and disciplinary actions.

What will it look like?
One of the best ways of ensuring that your organisation’s Code of Behaviour does not become a negative list of rules is to ensure that everyone, staff/volunteers and children, has input into the development of the Code of Behaviour. This could be done at a special meeting or through a suggestion box for example.

The Code of Behaviour should be prominently displayed or communicated to everyone associated with your organisation.

Below are listed key areas that your organisation should consider as part of your Code of Behaviour. Your organisation will need to consider all of the key elements and develop recommended practice for each area. This list is not definitive. There may be other areas specific to your organisation that you may need to include.

Key Areas for Code of Behaviour

• Positive statements about how your organisation expects staff/volunteers to act towards children. Such as listening to children.

• Statements relating to behaviours to be avoided.
Such as being alone with a child except in unavoidable circumstances. (Our Duty To Care Action Checklist 2).

• Statements about unacceptable behaviour. Such as no hitting, punching or fighting.

• Anti-Bullying guidelines. Such as defining bullying and agreeing how to deal with bullying if it occurs. (Our Duty To Care pl2, 3.1.i and 3.1.iii).

• Guidelines relating to physical contact. Staff and volunteers are advised not to make unnecessary physical contact with a child. In circumstances where this is unavoidable physical contact should only take place with the consent of the child. (Our Duty To Care pl2, 3.1.i).

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3“Contract” for a specific activity, residential or day trip is additional to a generic Code of behaviour as outlined in a child protection policy.
• Guidelines relating to special needs. Consider the impact on the other key areas within your Code of Behaviour and ensure the best way of accommodating special needs.

(Our Duty To Care p10, 2.2).

• Sanctions. It is noteworthy that Codes of Behaviour are ineffective without carefully thought out sanctions, which are clearly communicated to:
  • Staff - through clear written disciplinary procedure.
  • Volunteers - through clear written procedures for dealing with difficult situations. This may be included in a Volunteer Agreement or a separate policy.
  • Children - written information should be provided on sanctions such as challenging behaviour, time out from attending organisation or participating in a specific activity.
  • Parents - should be informed of sanctions relating to staff, volunteers and children.

(Our Duty To Care p9, 2.1).

Sharing Information
Good communication makes for good practice. If your organisation puts in place good systems and provides opportunities for sharing information with children, parents, staff/volunteers, everyone will feel that their input is valued and that their ideas and concerns will be listened to. An ethos of partnership between parents, staff and volunteers will engender mutual trust.

It is important that general written information on policy and procedures is circulated to everyone connected with the organisation in a way that is understandable to all, for instance through an information session or by sending out information leaflets or newsheets.

Written Information Sought from Parents
It is essential:
  • To gain information relating to children in relation to membership and consent for activities, day trips, residential and emergency situations.

(Our Duty to Care p18, 5:1).

• That consent is provided by those with parental responsibility.
• That your organisation informs those giving consent that it must be obtained from those with parental responsibility.

(Our Duty To Care p28-29, 2.2).

Parents should always be informed of the limits of confidentiality around their contact details and any information they provide to the organisation.

Confidentiality
Some information should only ever be shared on a need to know basis. It is important to have a clear written statement on confidentiality relating to the limits of confidentiality, when information must be passed on, why and to whom.

(Our Duty to Care p26, 6:5).

Ensure your confidentiality policy reflects the specific ethos, activities and structure of your organisation.

The policy should be written and include reference to:
  • Storage of information
  • Access to information
  • Length of time information is kept

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4Natural mother always has parental responsibility. Natural father gains parental responsibility:
   • If married to mother at time of birth or subsequently marries her.
   • Through an Agreement witnessed by solicitor or a Parental Responsibility Order.
   • Post 15 April 2002 if they jointly register the baby’s birth.

5Sample Activity Consent Form p14 and Sample Health Form p15.
developing guidelines

• Procedures/guidelines for appropriate sharing of information.

Record Keeping
It is important that all staff/volunteers are aware of and follow a written procedure for record keeping.
(Our Duty to Care p18, 5:1).

Complaints/Grievances
Everyone has the right to complain or report a grievance. Children, parents, staff/volunteers should be facilitated in passing on a concern or complaint. Written complaint and grievance procedures should be in place.

Positive relationships should encourage swift dealing of complaints. However, facilities for dealing with complaints and grievances should be in place and communicated to all associated with your organisation e.g. a complaints form, an anonymous comments box or a meeting with the leader in charge.

Everyone also has the right to appeal a decision made regarding a complaint or grievance.

Your organisation should consider how to facilitate this, e.g. address their complaint to senior management or executive/management committee.
(Our Duty to Care p22, 6:1).

General Safety and Management of Activities

General safety
In order to ensure the safety of children is paramount, your organisation should have written guidelines for the following:

• First aid
For instance having a named and qualified first aider and stating the location of the first aid box.

• Accidents and Incidents
Should be recorded on pro formas and guidelines should be developed for passing on information relating to accidents.

• Transport
Should be roadworthy and adequate for the purpose.

• Insurance
Should be up to date and adequate to cover transport, activities and public liability.

• Emergencies
Guidelines for emergencies such as fire drills and location of emergency telephone numbers should be developed.
• **Premises**
  Should meet health and safety guidelines.
  *(Our Duty To Care p 18, 5.1).*

**Management of Activities**

It is important to plan activities so that they are safely managed and take into account not only the nature of the activity but also the age range and ability/disability of participants.

Your organisation should have written guidelines relating to:

**Competency and Qualification of Leaders**

Qualifications should be up to date and verifiable and leaders should only be supervising activities they are competent and/or trained to do so.

**Safety of Equipment**

Equipment should be safe and used for the purpose for which it is intended.

**Supervision Ratios**

Ratios should take into account the age, gender, nature of activity and the impact of leaders being diverted away from group activities to deal with special needs that may arise will have on supervision ratios.

*(Our Duty To Care p 19, 5.2 and Action Checklist 6).*

**Residentials and Day Trips**

Residentials and day trips will encompass different activities than usually experienced in your organisation. It is important to prepare for this, for instance:

- A risk assessment should be carried out for all activities.
- Supervision ratios should be met at all times.
- A decision should be made on which reporting procedure to use, your own organisation or the centre you are visiting.
- Sleeping arrangements should be agreed that provide adequate supervision and no substantial access.

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Please complete this form and return it to (organisation name).

A signed consent form is a condition of participation in this activity for those under the age of 18.

Child’s name __________________________

Date of birth __________________________

GP name ______________________________

GP telephone number ____________________

I am willing for (child’s name) to participate in (activity) and confirm that s/he is willing to participate as fully as possible.

Furthermore (please tick one of the following)

I permit (child’s name) to only travel on transport that has been designated as official for the purpose of this event (e.g. minibus/coach)

YES  ☐  NO  ☐

or, I permit (child’s name) to travel in either private vehicles or any other transport that has been designated official for the purposes of this event.

YES  ☐  NO  ☐

(Child’s name) has the following medical condition and requires the following medication (give details)

Signature ______________________________

Date _________________________________

Print Name __________________________

Relationship to child __________________

Consent must be provided by the person with parental responsibility*

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*See The Children (NI) Order 1995 Article 6 (i) Natural mother always has parental responsibility. Natural father gains parental responsibility:

- If married to mother at time of birth or subsequently marries her.
- Through an Agreement witnessed by solicitor or a Parental Responsibility Order.
- Post 15 April 2002 if they jointly register the baby’s birth.
### Sample Health Form

All information is strictly confidential and should be as detailed as possible.

<table>
<thead>
<tr>
<th>Name (organisation)</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Personal Details**

<table>
<thead>
<tr>
<th>Name (child)</th>
<th>Date of birth</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Medical card number**

<table>
<thead>
<tr>
<th></th>
<th>Contact 1 Parent/guardian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Relationship to child</td>
</tr>
<tr>
<td></td>
<td>Telephone number work</td>
</tr>
<tr>
<td></td>
<td>Telephone number home</td>
</tr>
<tr>
<td></td>
<td>Telephone number other</td>
</tr>
</tbody>
</table>

**Contacts for emergencies**

Should be in a position to collect the child if necessary.

<table>
<thead>
<tr>
<th>Contact 2 (Should be different contact details from Contact 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Relationship to child</td>
</tr>
<tr>
<td>Telephone number work</td>
</tr>
<tr>
<td>Telephone number home</td>
</tr>
<tr>
<td>Telephone number other</td>
</tr>
</tbody>
</table>

*continued overleaf*
### Sample Health Form

**Doctor's Details**
- Name
- Address
- Tel

**Medical Details**
- Does she/he suffer from any medical conditions? Yes [ ] No [ ]
  - If yes please give details
- Does she/he suffer from any allergies? Yes [ ] No [ ]
  - If yes please list and detail any related medicines or inhalers used
- Does she/he have:
  - Impaired hearing Yes [ ] No [ ]
  - Impaired vision Yes [ ] No [ ]
  - Other disability Yes [ ] No [ ]
  - Please detail

**Current Medication**
- Is she/he taking any medication / treatment? Yes [ ] No [ ]
  - Please detail

**For the purposes of residential or day trips**
- Please ensure your child has sufficient medication for a day trip or residential.

**If the child is unable to administer the medication themselves**
- I give permission for the leader in charge/first aider to give (child's name) the (medication, dosage and frequency). I enclose a letter from the GP stating that the leader in charge/first aider can administer the medication.

**In the unlikely case of an emergency it is important to know if she/he can take:**
- Paracetamol Yes [ ] No [ ]
- Panadol Yes [ ] No [ ]
- Asprin Yes [ ] No [ ]

**When did she/he last have a tetanus injection?**
Sample Health Form

Has she/he had any adverse reaction to an anesthetic?
Yes ☐ No ☐
If yes please give details

Any other relevant information?

In the case of emergency leaders will do everything possible to contact the parents so that they can make the appropriate medical decisions for their child. In extreme circumstances where medical treatment is required without delay and it has been impossible to contact those named on the health form, I authorise the certified first aider and/or the leader in charge to give consent for any medical treatment on my/our behalf. Please delete as appropriate
Yes ☐ No ☐

Consent must be provided by the person with parental responsibility

1See The Children (NI) Order 1995 Article 6 (i) Natural mother always has parental responsibility. Natural father gains parental responsibility:
• If married to mother at time of birth or subsequently marries her.
• Through an Agreement witnessed by solicitor or a Parental Responsibility Order.
• Post 15 April 2002 if they jointly register the baby’s birth.
### Sample Volunteer Application Form

<table>
<thead>
<tr>
<th>Name</th>
<th>____________________________________________________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>____________________________________________________________________________</td>
</tr>
<tr>
<td>Tel</td>
<td>____________________________________________________________________________</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>____________________________________________________________________________</td>
</tr>
<tr>
<td>Are you (please tick)</td>
<td>Employed [ ] Unemployed [ ] Student [ ] Homemaker [ ] Retired [ ] Other (please specify) [ ]</td>
</tr>
<tr>
<td>Previous work experience (highlight experience of working with children/young people).</td>
<td>____________________________________________________________________________</td>
</tr>
<tr>
<td>Why do you want to work with children/young people?</td>
<td>____________________________________________________________________________</td>
</tr>
<tr>
<td>Please detail any medical conditions or allergies you have.</td>
<td>____________________________________________________________________________</td>
</tr>
<tr>
<td>Have you previously been involved in voluntary work? Yes [ ] No [ ]</td>
<td>If yes, give details.</td>
</tr>
</tbody>
</table>
Sample Volunteer Application Form

How much time can you commit to voluntary work? (Please tick)

<table>
<thead>
<tr>
<th>Day</th>
<th>Morning</th>
<th>Afternoon</th>
<th>Evening</th>
</tr>
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<tbody>
<tr>
<td>Monday</td>
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<td>Saturday</td>
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<td></td>
</tr>
<tr>
<td>Sunday</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please provide names and addresses of two people whom we could contact for a reference (not relatives).

Name

Address

Tel

Date

Name

Address

Tel

Date

Any other relevant information? (insert blank lines)

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

Please return completed form to: Organisation’s contact details

Thank you for your interest.

If you require further information about volunteering or volunteer management please contact the Volunteer Development Agency, 4th Floor, 58 Howard Street, Belfast BT1 6PG Tel 028 9023 6100. Email info@volunteering-ni.org
useful contacts

Police CARE Units
For all Belfast CARE Units telephone the central number 028 9065 0222 and ask to be put through to the CARE Unit nearest you.

Health and Social Services Trusts
Armagh and Dungannon
028 3752 2262
Causeway
028 2766 1337
Craigavon and Banbridge
028 3883 1983
Down and Lisburn
028 9266 5181
Foyle
028 7127 3690
Homefirst Community
028 2563 8664
Newry and Mourne
028 3082 5000
North and West Belfast
028 9032 7156
North Down and Ards
028 9181 6666
South and East Belfast
028 9056 5656
Sperrin and Lakeland
028 6638 4000

Emergency out of hours numbers
Eastern Health & Social Services
028 9056 5444
Northern Health & Social Services
028 9446 8833
Western Health & Social Services
028 7134 5171
Southern Health & Social Services
028 3888 4444
Newry & Mourne
028 3083 5000

See also ‘Our Duty To Care’ Fact Sheet 11.
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