



Volunteers Policy and Procedure

January 2016

Table of Contents

- 1. Policy3**
- 2. Definition3**
- 3. Scope3**
- 4. Guidelines3**
- 4.1. College’s Responsibility to Volunteers3**
- 4.2. Volunteers Responsibility to the College4**
- 5. Review of Policy5**
- 6. Policy Release Details5**
- APPENDIX 16**
- APPENDIX 211**

1. Policy

This policy aims to provide clear guidelines for staff and volunteers regarding the involvement of volunteers in activities under the auspices of The Lakes College and to ensure the College and volunteer comply with current legislative requirements in relation to working with children.

2. Definition

2.1. Volunteer - is a person who offers services for College activities, but receives no remuneration or reward from the College for the services provided. Volunteers may be parents, guardians, relatives of a student or College community members.

For the purpose of this policy a volunteer does not include the following people/events:

- Guests who are invited by the classroom teacher to provide a brief presentation on a specific topic;
- Relatives/friends who attend the classroom to observe a particular event such as a student talk or assembly presentation
- Visitors in the classroom for brief periods of time, during which the teacher is constantly present.

3. Scope

This Policy provides guidelines for all personnel volunteering at The Lakes College and should be read in conjunction with the Volunteer Handbook (Appendix One) and the Volunteer Declaration (Appendix Two).

4. Guidelines

4.1. College's Responsibility to Volunteers

Volunteers will be:

- Allocated a staff member to supervise them (directly or indirectly) in the area in which he/she works
- Given training by a supervising staff member or another member of staff in the area in which they work if appropriate
- Protected from liability for community work undertaken at the College if these activities are undertaken in accordance with the College guidelines, are within the scope of the College's community work and are undertaken in good faith. Further, they are protected by the College's public liability and personal accident insurance whilst acting as a volunteer
- Recorded in attendance for emergency and evacuation purposes

- Required to familiarise themselves with relevant information available on The Lakes College website regarding:
 - ✓ Child Protection Policy
 - ✓ College Community Code of Conduct
 - ✓ Evacuation Procedure
 - ✓ Lockdown Policy
 - ✓ Privacy Policy
 - ✓ Social Media Policy
 - ✓ Cyber Safety Policy

4.2. Volunteers Responsibility to the College

In order to operate as a volunteer within the College, the volunteer needs to:

- Acknowledge understanding of the Child Protection Policy and reporting requirements relating to their position in the College prior to commencing that position
- Ensure that their behaviour neither encourages nor supports behaviours in others that undermine the purpose of the Child Protection Policy
- Refrain from any behaviour which is inappropriate or could lead to harm of a student
- Practise safe behaviours at all times during the course of their volunteer role
- Understand that College staff have certain reporting obligations by virtue of legislation and policy to report all suspicions, information or allegations of sexual abuse, risk of sexual abuse and likely sexual abuse and other forms of harm and inappropriate behaviour of/to a student/s
- Refer all student concerns or behaviour issues to the Principal or supervising teacher including all suspicions or concerns they may have or have formed about any form of harm to a student
- Notify the College as early as possible if they are unable to fulfil their volunteer commitment
- Keep confidential any personal or sensitive information of which the volunteer becomes aware through involvement with the College. This includes information about a child's educational progress
- In the event of an emergency, follow the instructions of the teacher/staff member until such time as the emergency is declared over
- Ensure Blue Card requirements as detailed in the current Blue Card Policy are current and updated where necessary
- Ensure standard of dress is suitable and appropriate for the activity being undertaken and the College's expectations
- Know the guidelines of action to be taken in the event of an accident and be aware of emergency contact procedures
- Be accompanied by a TLC employee when appropriate
- Complement the work of staff members
- Sign in and out as a guest at Human Resources or at their immediate work area
- Follow instructions and guidance provided and exercise due care in the performance of duties to prevent accident or injury to yourself, peers or others

- Demonstrate behaviours that support the Christian ethos of the College including respectful, empathetic and tolerant behaviours
- Support the Mission and Values of the College.

In order to operate as a volunteer within the College, the following situations must be avoided:

- In the course of volunteer duty, taking students in private vehicles without express permission of the Principal or delegate and appropriate procedures being followed;
- Having intentional physical contact with children;
- Displaying bullying or intimidating behaviours towards others;
- Initiating out of hours contact with students.
- Engage in inappropriate conversations with others about the behaviour of staff, students and parents observed while undertaking volunteer duties
- Being alone with a student.

Appendix One: *Volunteer Handbook*

Appendix Two: *Volunteer Declaration*

5. Review of Policy

The Principal of The Lakes College will ensure that this policy is reviewed every three years, unless required earlier because of changes to the risk profile of the workplace or relevant legislation. If necessary, further changes and actions may be introduced to ensure that workplace harassment is prevented and controlled.

6. Policy Release Details

Date of Policy

January 2016

Approved by

The Lakes College Board

Chairman

Date

Review Date:

Every 3 years or as necessary

Related Policies and Documents:

Child Protection Policy

Class Parent Representative Scheme (CPR)

APPENDIX 1



Volunteer Handbook

College Mission

To provide excellence in education, with opportunities to develop, nurture and recognise individual talents, within a caring community.

College Values

The College is engaged in the fundamental task of forming and informing young minds and hearts. In promoting the good news of Jesus Christ among students, families and staff members, gospel values are central to all that we seek to do:

Faith	Loving God and our neighbours as ourselves
Hope	Fostering a positive, optimistic and empowering environment
Love	Demonstrating support, encouragement and compassion to all
Courage	Developing resilience and determination to succeed
Community	Fostering respect and tolerance through working together in service for others
Justice	Celebrating diversity through demonstrating inclusivity and care for the community

General Expectations of Volunteers

In order to operate as a volunteer within the College, the volunteer needs to:

- Become familiar with and support the College's policies as relevant to the volunteer role. This includes, but is not limited to the following documents which are available on the College's public website:
 - ✓ Child Protection Policy
 - ✓ College Community Code of Conduct
 - ✓ Evacuation Procedure
 - ✓ Lockdown Policy
 - ✓ Privacy Policy
 - ✓ Social Media Policy
 - ✓ Cyber Safety Policy
- Acknowledge understanding of the Child Protection Policy and reporting requirements relating to their position in the College prior to commencing that position
- Ensure that their behaviour neither encourages nor supports behaviours in others that undermine the purpose of the Child Protection Policy
- Refrain from any behaviour which is inappropriate or could lead to harm of a student
- Practise safe behaviours at all times during the course of their volunteer role
- Understand that College staff have certain reporting obligations by virtue of legislation and policy to report all suspicions, information or allegations of sexual abuse, risk of sexual abuse and likely sexual abuse and other forms of harm and inappropriate behaviour of/to a student/s
- Refer all student concerns or behaviour issues to the Principal or supervising teacher including all suspicions or concerns they may have or have formed about any form of harm to a student
- Notify the College as early as possible if they are unable to fulfil their volunteer commitment;
- Keep confidential any personal or sensitive information of which the volunteer becomes aware through involvement with the College. This includes information about a child's educational progress and individual community member's contact details
- In the event of an emergency, follow the instructions of the teacher/staff member until such time as the emergency is declared over;
- Ensure Blue Card requirements as detailed in the current Blue Card policy are current and updated where necessary;
- Ensure standard of dress is suitable and appropriate for the activity being undertaken and the expectation of the College;
- Know the guidelines of action to be taken in the event of an accident and be aware of emergency contact procedures;
- Be accompanied by a TLC employee when appropriate
- Complement the work of staff members
- Sign in and out as a guest at Human Resources or at their immediate work area
- Follow instructions and guidance provided and exercise due care in the performance of duties to prevent accident or injury to yourself, peers or others
- Demonstrate behaviours that support the Christian ethos of the College including respectful, empathetic and tolerant behaviours
- Support the Mission and Values of the College.

In order to operate as a volunteer within the College, the following situations must be avoided:

- In the course of volunteer duty, taking students in private vehicles without express permission of the Principal or delegate and appropriate procedures being followed
- Having intentional physical contact with children
- Displaying bullying or intimidating behaviours towards others
- Initiating out of hours contact with students
- Engage in inappropriate conversations with others about the behaviour of staff, students and parents observed while undertaking volunteer duties
- Being alone with a student.

BLUE CARDS

Under the Commission for Children & Young People & Child Guardian Act 2000 ('The Act'), people working with children under 18, in certain categories of business and employment, must undergo the Working with Children Check and be issued with a Positive Notice Blue Card.

Volunteers who are parents of a current TLC student DO NOT have to be in possession of a blue card. Volunteers who are not parents of current students may not commence or continue in regulated duties unless they hold a valid Positive Notice Blue Card.

For employees or volunteers who have advised that they have already applied for a blue card through another employer/organisation, or who already hold a blue card, a further application can be made to the Public Safety Business Agency (PSBA) to confirm that fact by completing an 'Authorisation to confirm a valid blue card form'. Upon lodgement of this form, the PSBA will confirm in writing the current blue card status of the volunteer. The form also enables the PSBA to notify your organisation should there be any change to the status of a volunteer's blue card.

Blue cards expire three (3) years from the date of issue and must be renewed to ensure continued validity.

A blue card holder can continue to carry on a regulated activity after the expiry of their blue card, provided their card was not suspended or cancelled and they lodge a renewal application at least 30 days prior to the expiry of their card.

CONFIDENTIALITY

All notes and memoranda of any information concerning the affairs of the College or any other property made or received by you in the course of carrying out your placement shall remain the property of the College, and should be surrendered by you to the College on completion of your placement or at any time upon request by the Principal.

Except in the proper course of your duties, you may not use or disclose to any person whatsoever, any confidential information or contact details which may have come into your possession, in the course of your placement with the College relating to the affairs of the College, any associated activity of the College, any staff, students, clients, parents or other members of the College community, or any other person,

organisation or company associated with the College. Further, no information, may be used in a manner that may cause loss or injury to the College.

INTELLECTUAL PROPERTY

Any invention, improvement or idea a volunteer develops in connection with their volunteer commitment at the College whether during or outside ordinary volunteer hours will become and remain the property of The Lakes College.

RISK MANAGEMENT

The Lakes College is committed to providing a safe learning and working environment for members of its community. Although the College is aware that it is impossible to eliminate risk entirely, it is the expectation that all members of the College community will report immediately any concern regarding risk to their immediate supervisor.

As a volunteer it is expected you shall not undertake, or be expected to undertake, an activity which you believe may present a hazard to a student, volunteer, member of the general public or private property. Any concern, no matter how small, should be promptly reported to the supervisor/coordinator, who will assist in completing any forms that are required.

DISCRIMINATION, HARRASSMENT AND BULLYING

The College requires all persons to behave responsibly, not tolerate unacceptable behaviour, maintain privacy during investigations and immediately report incidents of discrimination and sexual harassment to the Head of School or Principal.

Those supervising volunteers must also ensure that no person is exposed to discrimination and sexual harassment and are required to demonstrate appropriate behaviour, promote the discrimination and sexual harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

CHILD PROTECTION

The Lakes College has a Child Protection Policy, which acknowledges and outlines the important role of the College in protecting children from harm. The policy applies to all staff, service providers, students and members of the College community. Volunteers are expected to familiarise themselves with this policy.

To summarise, volunteers must immediately report any matters regarding child protection to the supervising staff member or the Principal. Even if unsure or doubtful about whether something observed, overheard or reported to you is a child protection matter, it is necessary to report it to the supervising staff member. It is always far better to be cautious than to withhold information.

Important points for you to remember about child protection matters and how to respond:

1. Never promise a student that you will keep information confidential. As a volunteer and an adult, it is your responsibility to ensure students are protected from harm. Part of your responsibility for ensuring that students are protected from harm is reporting immediately to the supervising staff member or Principal, information that could reasonably suggest a student is at risk of being, or has been or is likely to be harmed. Usually a student will understand this and it will not prevent them from making a disclosure to you.
2. Remember that child protection is about 'harm', which is wider than sexual abuse. Harm includes anything that has a detrimental effect of a significant nature on a student's physical, psychological or emotional well-being, however caused. Bullying and harassment can fall within the definition of harm.
3. Providing you have acted honestly and in good faith, you cannot be held liable if information you provide is proven to be false.
4. Potential child protection matters must never be discussed with anyone other than those to whom you report. All information must remain confidential.

ACCIDENT AND INCIDENT REPORTS

Risk Management and Work Place Health and Safety is everyone's responsibility. It is imperative all accidents and hazards are reported in a timely manner. The relevant forms to report Accidents and Hazards can be accessed on the intranet. As a volunteer it is expected you will advise the College employee you are working with of any incident and accidents and they will complete the relevant form in a timely manner.

APPENDIX 2



Volunteer Declaration

Thank you for offering of your time to volunteer at The Lakes College. Please take the time to read the following terms of engagement and sign the bottom in acknowledgement prior to commencing your volunteer placement. The work done by volunteers for the College is valued and appreciated. Please take note of the following guidelines which outline requirements of all adult members of the community.

1. CONFIDENTIALITY

All notes and memoranda of any information concerning the affairs of the College or any other property made or received by you in the course of carrying out your placement shall remain the property of the College, and should be surrendered by you to the College on completion of your placement or at any time upon request by the Principal.

Except in the proper course of your duties, you may not use or disclose to any person whatsoever, any confidential information or contact details which may have come into your possession, in the course of your placement with the College relating to the affairs of the College, any associated activity of the College, any staff, students, clients, parents or other members of the College community, or any other person, organisation or company associated with the College. Further, no information, may be used in a manner that may cause loss or injury to the College.

2. INTELLECTUAL PROPERTY

Any invention, improvement or idea developed by you in connection with your placement at the College will become and remain the property of The Lakes College.

3. PROFESSIONAL CONDUCT

All members of the The Lakes College community, are expected to demonstrate professional and ethical behaviour, complete confidentiality and overt support for the College and its ethos and core values at all times. They need to adhere to the Community code of conduct, including:

- Accepting that the use of swearing, derogatory terms, sexual jokes, innuendo and other inappropriate language in the College environment or around students will not be tolerated
- Ensuring relationships with students are strictly in accordance with appropriate roles and that favouritism and special treatment are avoided
- Ensuring physical contact with students is appropriate given the age of, and relationship with, the student such that questions of impropriety do not arise

- Respecting and complying with all applicable Commonwealth and State laws
- Demonstrating honesty and integrity
- Respecting diversity in people, their ideas and opinions and treat others fairly regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, sexual orientation, age or disability
- Showing proper care and regard for College property and the property of others
- Respecting the legal and moral rights of others and treat them with dignity, civility and respect at all times, and especially when there is a disagreement
- Taking appropriate measures to help those in need
- Supporting the College in the development of a Christ-centred learning community based on the College's ethos
- Supporting the College's policies
- Acknowledging the Principal is responsible for implementing the College's policies
- Working with the College to deal promptly with areas of concern
- Acknowledging and affirming success in individual and College achievement
- Seeking staff assistance, if necessary, to resolve conflict peacefully
- Not being in possession of, or under the influence of, or provide others with, alcohol or illegal drugs. The exception is when, in the normal course of events, the College provides hospitality to members or guests of the College Community in keeping with appropriate legal and hospitality regulations.

4. WORKPLACE HEALTH AND SAFETY

The Lakes College is committed to providing a safe and healthy workplace for all employees, students and visitors to the College. All members of The Lakes College community are expected to comply with their obligations under the Workplace Health and Safety Act and the College's Workplace Health and Safety Policies.

Please confirm your acceptance by signing, dating and returning to the Office.

I _____ confirm that I have read and understood the terms of this volunteer arrangement at The Lakes College. I have read the Volunteer Handbook and any relevant policies and procedures requested and agree to comply with all expectations of me as a Volunteer within The Lakes College community.

Signature

Date