



## Volunteer Management Policy

AMENDED 2009

### **Aims:**

Volunteers are an integral part of our school. Their participation in the work of the school is greatly appreciated and valued. While the welfare of our students is our highest priority, we want to do everything possible to ensure each volunteer's involvement is a rewarding experience.

### **Rationale:**

We believe that voluntary workers can make a significant contribution to the school community by giving their time and sharing their skills and expertise with others. Volunteers may have a wide range of interests and abilities that complement school programs, thus providing a wider range of interactions and experiences for students.

### **Selection Procedures:**

The Principal will assess volunteers for their suitability to work at the school. This assessment will relate to the skills and contributions being offered, and may include discussion with other staff and/or verification of the person's good character. *All volunteers must undergo a criminal history screening check as mandated by DECS policy. Volunteers assisting at North Ingle School will have their criminal screening check paid for through the Governing Council budget.*

All volunteers will be required to complete induction training and sign both an agreement and confidential declaration form before they commence volunteer work.

Volunteers offering to assist in programs working closely with students may be asked to provide:

- Details of qualifications, experience and other information relevant to the program.
- The names of two referees, who may be called upon to verify information provided and attest to the character of the volunteer.

The Principal's decision is final in determining who is eligible to work as a volunteer at the school. Any applicant not accepted for volunteer work will be advised in writing.

### **Sequence Of Steps for Volunteers**

1. Make informal contact with the school to ascertain school and/or class needs re volunteers.
2. Read and sign a 'Confidential Declaration Form'. (Assistance available if required)
3. Further background information may be required such as referee details, police checks etc.
4. An interview may be required at the discretion of the Principal.
5. All volunteers will be required to attend induction training and sign the 'Volunteer Agreement Form'.

### **The School's Responsibilities To Volunteers**

- A staff member/duty teacher or designated officer will be allocated to supervise a volunteer in each of the areas he/she works.
- Volunteers will be provided with full induction training that will include:
  - Mandatory reporting
  - Occupational Health Safety & Welfare procedures
  - Duty of Care responsibilities
  - Confidentiality requirements
  - Training specific to the area of volunteer work
- Volunteers will be matched with work that is suitable to their skills, interests, time commitments and health status.
- Changes to a volunteer's area of work or time commitment will be made with full consultation.
- A supervisor will be available to discuss any concerns as they arise.

- Supervising teachers will meet their duty of care to students by not leaving a volunteer to work unsupervised with students.

### ***Volunteers' Responsibilities***

- The volunteer's most important responsibility relates to his/her duty of care to children. Students are a vulnerable group generally, due to their age and lack of experience. Their vulnerability increases if they are very young, if they have an intellectual or physical disability, if they are newly arrived in Australia with English as a second language or if they experience emotional/physical neglect.
- For volunteers, respecting the rights of children means they must not:
  - work unsupervised with students
  - be involved in toileting students or assisting with change rooms/sickrooms
  - have unsupervised contact with students during break times
  - encourage affection from or dependency in students eg by giving presents
  - have intentional physical contact with students (the supervising teacher will provide comfort/first aid to a distressed student)
  - display bullying or intimidating behaviours towards students

Volunteers must:

- Refer all student concerns or behaviour issues to the supervising/duty teacher
- Sign in on arrival and out on departure
- Wear the provided 'Authorised Volunteer' badge at all times
- Notify the school as early as possible if they are unable to fulfil their volunteer commitment

### ***Coaching Volunteers & Transport Helpers***

The school encourages physical activity and organises a range of sporting teams that compete and train during and after school hours. Volunteers of sporting teams are bound by the same responsibilities and code of conduct as all other volunteers, however the level of teacher supervision of volunteers during training and games may differ. Written parental/caregiver permission will be required for student participation in training and matches run completely by volunteers not supervised by teachers.

Written parental/caregiver permission will also be required for students travelling to and from excursions and/or sporting activities by private vehicle. Students will always travel at least in pairs with the parent/caregiver helper. Travel arrangements will be sent home before the actual excursion or activity.

### ***Access To School***

As part of the school's commitment to safety and security all authorised volunteers and visitors are required to sign in on arrival and out on departure. Therefore:

- between 8:50am and 3:10pm each day only authorised volunteers and visitors are permitted on school premises
- parents/caregivers are permitted to enter school buildings with their child/ren after the 8:35am bell/siren and remain until 5 minutes after the 8:45am bell/siren
- parents/caregivers are permitted to enter school buildings after the 3:10pm bell/siren to collect their child/ren

From time to time the school will invite interested parents/caregivers onto the school premises for assemblies, open days, sports days and other important occasions. Parents/caregivers will not be required to sign in on these occasions, as staff will be aware that additional parents/caregivers will be in certain areas of school premises through invitation.

### ***Cancellation of Agreement***

When concerns arise about a volunteer, opportunity to remedy a problem or improve an area of concern will be offered wherever appropriate. A volunteer's agreement can be cancelled at the Principal's discretion or where the volunteer:

- has no more suitable work available
- fails to follow requirements outlined in the volunteer policy and the induction training
- behaves towards students, parents or staff in a manner deemed inappropriate or improper
- repeatedly fails to meet commitments without notice to the school

#### ***evaluation:***

This policy will be reviewed as part of the school's review cycle and if any new information or guidelines become available from the department.

#### ***further Information:***

'Interim Procedure for the Management of Volunteers' available from  
[http://www.decs.sa.gov.au/docs/files/communities/docman/1/Interim\\_Procedures\\_Volunte.pdf](http://www.decs.sa.gov.au/docs/files/communities/docman/1/Interim_Procedures_Volunte.pdf)



# VOLUNTEER AGREEMENT – NORTH INGLE SCHOOL

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**As a volunteer at North Ingle School (CPC – Year 7) I agree to:**

1. Work as a volunteer in the area/s of .....
2. Discuss any concerns in relation to school matters with the appropriate staff member or a member of the senior management of the school.
3. Keep all school related matters confidential and under no circumstances approach parents or community members in relation to issues arising at the school. I understand this is the responsibility of the Principal.
4. Abide by the terms and conditions detailed in the 'Volunteer Management Policy' and 'Information for Volunteers' brochure.

**As a volunteer:**

5. I have participated in an induction program and I understand my responsibilities regarding mandatory reporting, occupational health safety & welfare procedures, duty of care to students and confidentiality. I have also received training specific to my area of volunteer work.
6. I understand that if I breach any of the above agreements my services as a volunteer may be terminated
7. I also understand that my services as a volunteer may be terminated at the Principal's discretion.

**VOLUNTEER:**

Signed: .....

Name: .....

Date: .....

**SCHOOL PRINCIPAL (OR DELEGATE)**

Signed: .....

Name: .....

Date: .....

Title: .....



# CONFIDENTIAL VOLUNTEER DECLARATION

## NORTH INGLE SCHOOL

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### Section 1

Name: ..... (Please print clearly)

Address: .....

.....

I seek to work as a volunteer in the area/s of: .....

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### Section 2

Please place a tick in the appropriate boxes below.

1.	I am aware of the special responsibilities associated with working with students.	<input type="checkbox"/>
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2.	I consent to a criminal record screening.	<input type="checkbox"/>
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3.	There are no circumstances or reasons, which might preclude my working with/near students.	<input type="checkbox"/>
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I certify the accuracy of the above information. I am aware that I am required to provide a police clearance if before I can commence my volunteer duties at North Ingle.

Signature: .....

Date: .....

**Acknowledgment: Education Department of Western Australia**

## **INFORMATION FOR VOLUNTEERS**

Volunteers are an integral part of our school. Your participation in the work of the school is greatly appreciated and valued. While the welfare of our students is our highest priority, we want to do everything possible to ensure your involvement is a rewarding experience. The following introductory information is provided to ensure that we exercise our responsibility for the safety of our students, and to strengthen our partnership with you.

All volunteers at North Ingle School will receive training in their role with specific guidelines for those who have close contact with students, eg volunteers listening to reading, LAP volunteers, canteen volunteers, and those who assist at camps or similar activities.

### ***Selection Procedures:***

The Principal will assess volunteers for their suitability to work at the school after discussion with other staff. This assessment will relate to the skills and contributions being offered and follows verification of the person's good character.

All volunteers will be required to complete induction training and sign both an agreement and confidential declaration form before they commence volunteer work.

Volunteers offering to assist in programs working closely with students may be asked to provide:

- Details of qualifications, experience and other information relevant to the program.
- The names of two referees, who may be called upon to verify information provided and attest to the character of the volunteer.

The Principal's decision is final in determining who is eligible to work as a volunteer at the school. Any applicant not accepted for volunteer work will be advised in writing.

A copy of the school's "Volunteer Management Policy" is available from the front office.

### ***Sequence Of Steps For Volunteers***

1. Make informal contact with the school to ascertain needs re volunteers.
2. Read and sign a "Confidential Declaration" form (assistance available if required)
3. Further background information may be sought, such as referee details, police checks, etc.
4. An interview may be required at the discretion of the Principal.
5. All volunteers will be required to attend training and sign the 'Volunteer Agreement' form.

### ***Record Keeping***

The school's administrative staff need to know who is in the school at any one time, especially in case of emergency, so you will be required to "sign in" at the front office or CPC and "sign out" on your departure. Badges will be supplied for volunteers.

### ***Privacy And Confidentiality***

Schools must comply with "Information Privacy Principles" regarding the use and release of information. Any personal information (including names, addresses, telephone numbers, circumstances or situations of any nature) about students, staff and volunteers that you become aware of during your volunteer work must not be shared, unless it is required by law eg it is relevant for reporting alleged child abuse. Please refrain from making any comments about the use of individual teaching methodologies or student behaviour management methods.

### ***Student Behaviour***

We expect students to treat you with respect and courtesy at all times. If students behave inappropriately, you should tell them that the behaviour is offensive or inappropriate. If the behaviour persists, please seek help from the supervising staff member or leadership team.

### ***Conversations With Students***

As a role model to the students your language and topics of conversation should be above reproach.

### ***Being Alone With Students***

You should be within sight of a member of staff when working alone with an individual student. Do not shut or lock a door so that you are in a room alone with a student. You will not be required to mind a class in the absence of a teacher.

### ***Toilets***

Please use the staff toilets, and do not enter toilets allocated for student use. You will not be required to assist with the toileting of students, nor with sickroom activities.

### ***First Aid***

If a student is injured or ill, please advise the supervising teacher or front office staff as soon as possible. Our first aid officer or other staff member will provide first aid/comfort to the student, and contact parents if necessary.

### ***Touching Students***

Please refrain from touching students unless there is a genuine emergency.

### ***Mandatory Notification Of Child Abuse***

Under the Children's Protection Act, 1993, as a volunteer you are obliged by law to notify Children, Youth and Family Services (CYFS) if you suspect that a child (under the age of 18) has been abused or neglected. This is done by telephoning the Child Abuse Report Line on 131 478. Failure to notify suspected child abuse or neglect is an offence and carries a maximum penalty of a \$2,500 fine.

If you observe someone who works with children eg teacher, SSO, sports coach, or volunteer, acting in an inappropriate manner, telephone CYFS. Do not question those involved as this could compromise an investigation. The law does not require that you prove your suspicions, but it does require that you report your suspicions. Consult the principal or any member of staff for advice if you feel the need or require more information.

### **Definitions Of Abuse:**

#### **Physical Abuse**

"Physical abuse is any physical injury inflicted upon a child."

#### **Sexual Abuse**

"Sexual abuse is any sexual behaviour imposed on a child."

#### **Emotional Abuse**

"Emotional abuse is a chronic attitude or behaviour towards a child which is detrimental to or impairs the child's emotional and/or physical development."

#### **Neglect**

"Neglect refers to any serious omission or commission by a person which jeopardises or impairs the child's physical, intellectual or emotional development."

#### **Sexual And Racist Harassment, And Bullying**

Under the Equal Opportunity Act, 1984, it is unlawful to subject a student, a fellow employee or volunteer to sexual or racist harassment.

The principal or delegate will investigate any reports of sexual or racist harassment or bullying. We also have staff who will maintain confidentiality, listen sympathetically and explain the complaint procedures to you.

The staff representatives to contact are the Occupational Health Safety and Welfare (OHSW) staff representative or a member of our Personnel Advisory Committee. Names are available from the front office.

Harassment and bullying consist of acts or behaviours, which are directed against individuals or groups, and which are experienced as insulting, offensive, demeaning, humiliating or intimidating. It can include belittling comments, ridicule, graffiti, name-calling, put-down jokes, attacks on property, exclusion, and physical violence.

#### **Occupational Health Safety And Welfare (OHSW)**

The school is responsible for providing a safe working environment. You are asked to take reasonable responsibility for your own health and safety, and avoid the possibility of an accident or injury while you are at the school. Special care is needed when lifting heavy objects. Do not be involved in any activity, which is likely to put you, a student or anyone else at risk. Please familiarise yourself with emergency procedures for evacuation, and report all injuries and accidents occurring whilst at the school, to office staff as soon as possible. Further information is available in the Occupational Health Safety and Welfare Manual available upon request at the front office.

#### **Smoking**

Smoking is not permitted in buildings or on school grounds.

#### **Insurance**

The Volunteers Protection Act, 2001, protects volunteers from being sued for an act or omission done or made in good faith and without recklessness while carrying out volunteer duties. The department manages claims for out-of-pocket expenses arising from personal injury sustained by volunteers in schools. Further information is available from the principal or department's *Administrative Instructions and Guidelines*.

#### **Policies And Guidelines**

A range of policies and documents concerning the school's operations can be found in the school and on the DECS web site [www.schools.sa.gov.au/schlparents](http://www.schools.sa.gov.au/schlparents)

Information about training offered by DECS can be found at [www.developingpeople.sa.edu.au/developingpeople](http://www.developingpeople.sa.edu.au/developingpeople)

Training in mandatory notification and other matters is provided by the South Australian Association of School Parents' Clubs:

[www.nexus.edu.au/Associations/SAASPC/SAASPC.htm](http://www.nexus.edu.au/Associations/SAASPC/SAASPC.htm)

Other useful sites include: [www.parenting.sa.gov.au](http://www.parenting.sa.gov.au) and [www.napcan.org.au](http://www.napcan.org.au)



# INFORMATION

# FOR

# VOLUNTEERS

# NORTH INGLE SCHOOL

*Do not hesitate to speak with the principal or another member of staff if you have any concerns or require further information.*  
April 2005