



VOLUNTEERS HANDBOOK

NUNDAH STATE SCHOOL

Dear Volunteers,

Nundah State School acknowledges and values the role parents and the broader community play in the education of our students. As such, we welcome and encourage parents and other community members to become a part of school life by volunteering to support school activities, including student learning experiences.

This Handbook for Volunteers provides information to parents and community members who may be interested in volunteering within the school to maximise student learning. Our school policy and relevant departmental policies are included. Further information can be obtained by contacting the School Principal on 3635 5888 or admin@nundahss.eq.edu.au

* These documents are to be signed and returned to the School Office prior to commencing as a volunteer.

On behalf of the school community, I would like to welcome you as an active participant in supporting students' learning journeys at Nundah State School.

Yours in education,
Deb Cox
Principal,
Nundah SS



Nundah State School

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Parent & Community Volunteer Policy

Rationale:

Research tells us that the most successful schools engage students, parents, carers and the community as partners in supporting student learning.

With the overwhelming evidence that parent engagement has a positive effect on student achievement, our school and its community is encouraged to strengthen their engagement - with and between students, teachers, parents and carers, support staff, community, industry and business groups.

Nundah State School encourages parents and community members to actively support student learning by volunteering with school and classroom activities.

Nundah State School's parent and community volunteers policy aims to document our school's approach to working with our community in order to maximise student learning.

School Community Beliefs About the Importance of Volunteers in Classrooms:

It is important that students, staff and parents/carers have a shared understanding of the role community members can play in supporting student learning experiences at school.

Nundah State School:

- is committed to promoting the key messages of the Parent and Community Engagement Framework;
- believes families and schools should work together in partnership;
- develops meaningful strategies to engage with parents and the broader community to maximise student learning;
- believes parents and broader communities have a reciprocal responsibility to engage with schools.

Responsibilities:

School responsibilities:

- acknowledge and value parent and community participation in school activities, including student learning experiences;
- help parents understand the language of learning;
- provide timely information on confidentiality, code of conduct, student protection and emergency management to volunteers;
- ensure blue cards are current for volunteers other than parents of NSS students;
- provide instruction and guidance to volunteers, and monitor their conduct;
- provide a safe environment for all students, staff and community members.

Volunteer responsibilities:

- negotiate with relevant classroom teachers to determine when volunteers are needed, how often they are needed and for what types of activities they are needed - in order to support student learning;
- adhere to teachers' instructions and seek clarification and guidance when necessary;
- uphold relevant school policies and procedures;
- provide the school with a copy of their current Blue Card (for volunteers other than parents of NSS students).

Strategies

At Nundah State School we promote participation of community volunteers by:

- helping parents and caregivers understand their importance in relation to supporting student learning;
- inviting and encouraging parents and community members to volunteer with classroom and school activities.

Procedures

Operational procedures for managing community volunteers include the following requirements:

- All volunteers are to sign in and out of the 'Visitors Register' located at the school office;
- All volunteers working with students are to be supervised by relevant classroom teachers at all times;
- Volunteers are not to be accompanied by minors under the age of 18, without prior permission from the school principal;
- Volunteers need to inform the school and/or the teacher if they are unable to attend the classroom session.

Some Related Resources

Parent and Community Engagement Framework

<http://education.qld.gov.au/schools/parent-community-engagement-framework/>

Student Protection Fact Sheet

The Department of Education, Training and Employment is committed to providing safe, supportive and disciplined learning environments, to help prevent reasonably foreseeable harm to students and to responding when an employee reasonably suspects harm or risk of harm to students.

Student Protection involves:

- Working to make our school safe, supportive and disciplined places for all students;
- Taking action to prevent our students being harmed;

- Reporting any suspicion you have that a student has been harmed or is likely to be harmed.

All students have a right to be protected from harm.

Harm is:

- Any detrimental effect of a significant nature on a student's physical, psychological or emotional wellbeing. This could also include harm to an unborn child. Harm can be caused by physical abuse, psychological or emotional abuse, neglect or sexual abuse or exploitation.

Everyone who works at our school must look after the best interests of our students.

Managing your own behaviour is the first step in student protection.

NEVER harm a student, either physically, psychologically or emotionally

NEVER make fun of, put down or unlawfully discriminate against a student

NEVER touch a student in a sexual way, or engage in any other inappropriate sexual activity (for example: sending a suggestive text message, showing a student inappropriate images, engaging in overfamiliar and unprofessional conduct with a student)

NEVER do or say anything that would make people think you are doing or intending to do something sexual to a student.

•STUDENT PROTECTION

Any behaviour that harms a student is not acceptable. Our school and The Department of Education will not condone behaviours (e.g. a student witnessing domestic or family violence) or cultural customs (e.g. caning children or female genital mutilation) that fall into the definition of harm. In other words, claiming culture or custom is no excuse for harming a student.

You must report to the Principal any harm to a student that is caused by:

- someone working at the educational institution
- another student
- someone from the student's family, a friend or a stranger
- the student self-harming

If you see harm occurring:

1. Help the student who has been harmed, for example:
 - by telling other students to move away;
 - get another employee involved as soon as possible.
2. Tell the Principal straight away about what you have seen.
3. Write down what you saw and give the information to the Principal.

If you suspect a student has been harmed at our school or outside of it:

1. Tell the Principal straight away about what you suspect;
2. Write down what you saw and give the information to the Principal.

If a student tells you that they have been harmed at our school or outside of it:

1. Listen carefully;
2. Reassure the student that they have done the right thing by telling you;
3. Tell the student that you must advise the Principal about what they have told you;
4. Tell the Principal straight away about what the student told you;
5. Write down what the student told you and give the information to the Principal.

If you suspect that the Principal is responsible for causing harm to a student, report this to the Regional Director at the local regional office and the Ethical Standards Unit on (07) 3234 1514 or email at: ethicalstandards@dete.qld.gov.au.

Emergency Management Procedures Summary

Critical Incident Definition

A critical incident is any situation that impacts significantly on the welfare of staff and students or has the potential to interfere with their ability to function effectively. The impact of the incident may either be direct or indirect. Responses will vary as to type, degree and location. Ongoing risk assessment and risk management are essential elements in lessening the impact of any minor or major incident.

Warning Devices

- Evacuation – If working under the supervision of a class teacher, volunteers will accompany class to the designated area (SCHOOL OVAL). Volunteers working in other areas of the school are to make their way directly to the designated area (SCHOOL OVAL) and report to the Warden.
- Lock down – If working under the supervision of a class teacher, volunteers will accompany the class to the closest safe area, usually the classroom. Volunteers working in other areas of the school are to make their way directly to the nearest class or school office.

Action Plan

The plan will be activated through the following stages, depending on the nature of threat or disaster.

1. Alerting

The initial report of a disaster having taken place will be made by the person discovering it, to the Principal or in his/her absence, to the Acting Principal and / or Administration.

2. Decision and Action

The person noticing the “disaster” is, in the first instance, to assist anybody in immediate danger.

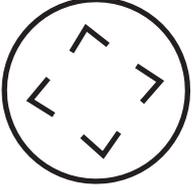
The Principal will assess the situation and decide on the most appropriate action.

However, the prime responsibility for combating the disaster and organising the release of the trapped and injured will be the appropriate Emergency Service.

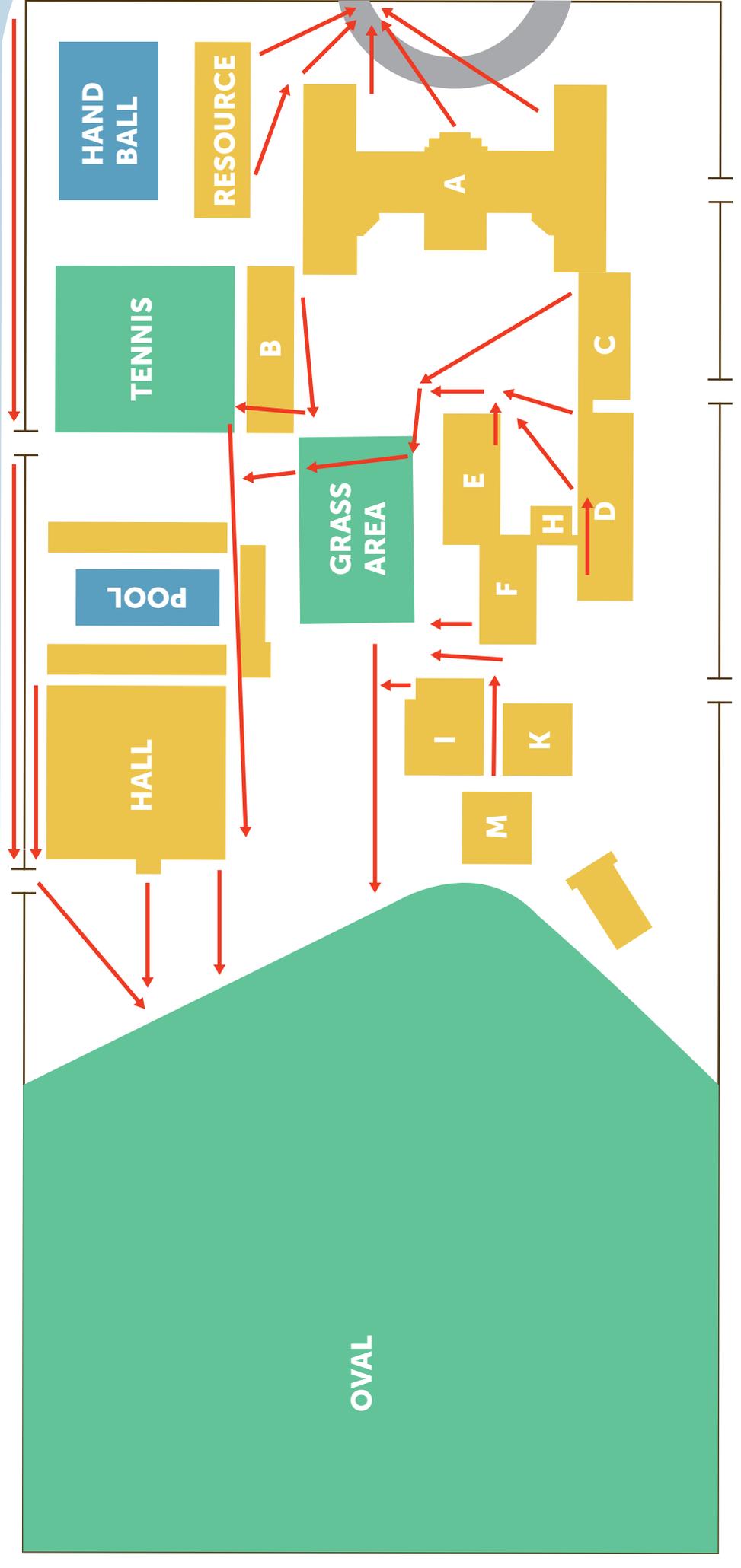
3. Recovery

The Principal, after consultation with Emergency Service Groups, District Crisis Response Team and School Workplace Emergency Management Team, will decide on re-occupation or dispersal of the students.

Evacuation	Lock-Down
<p>One long continuous ringing of school bell OR; Telephone or messengers, if others are inaccessible.</p>	<p>The electric bell will ring on/off/on/off continuously.</p>



Boyd Rd



Buckland Rd

Park Rd

	DO	DO NOT
Language	<ul style="list-style-type: none"> • Use encouraging/positive words; • Adopt a pleasant tone of voice; • Modify your language to suit the age or developmental ability of the student; • Use warm, open body language. For example, maintain eye contact. 	<ul style="list-style-type: none"> • Make fun of a student, put them down or insult them; • Call students names; • Swear or raise your voice; • Intimidate or try to frighten a student; • Make sexually suggestive comments or jokes.
Relationships	<ul style="list-style-type: none"> • Set a good example. For example, look at and listen to the teacher when he/she speaks; • Give students opportunities for decision making by offering limited and appropriate choices. For example, "Which book would you like to read?" 	<ul style="list-style-type: none"> • Play favourites; • Give students gifts unless previously discussed with the class teacher; • Spend time alone with a student where you can not be observed by others; • Initiate contact with a student outside of school hours (does not relate to pre-existing family friendships).
Physical Contact	<ul style="list-style-type: none"> • Redirect child-initiated contact where that contact is inappropriate. For example, a student who wants to cling on to your leg as you walk around the classroom; • Discuss any concerns about appropriate contact with the class teacher; • Touch a student as necessary to render medical assistance or protect from harm. For example, hold hands with a student who is having difficulty negotiating the stairs. 	<ul style="list-style-type: none"> • Hit, slap, push, punch or kick a student or make physical contact with a student; • Restrain a student unless you are in immediate physical danger; • Engage in any other form of violent or aggressive behaviour; • Engage in any inappropriate sexual activity. For example, show a student pornography; • Do anything that would make other people think you have a sexual interest in a student. For example, pinch a student's bottom.
Other	<ul style="list-style-type: none"> • Wear appropriate clothing for anticipated role and activities including enclosed shoes and sun smart clothing; • Comply with school policies in respect to school visitors. For example, report to the office on arrival and wear a visitor's badge; • Introduce yourself to parents and other classroom visitors. 	<ul style="list-style-type: none"> • Wear clothing that is inappropriate for anticipated role and activities; • Make or accept mobile phone calls while working with students in the classroom; • Use alcohol or other substances before coming into the classroom or while at the school.



Confidentiality Agreement for Volunteers

Teachers, staff and adults working in the school community will at times be privy to confidential information about students and their families.

It will often be necessary to share some of this information with volunteers in order for them to work with children. It is necessary, therefore, to fully understand that this information is protected and maintained under a strict confidentiality policy.

By understanding and agreeing to the following principles, the dignity and respect of all school community members will be protected.

- I must never discuss a child or share my knowledge of a child to anyone who is not authorised to receive such information.
- I will defer to the class teacher or school administration any request for information which may come from a parent or carer of a child.
- I will ensure that any discussions I need to have with a class teacher are conducted in a safe, secure environment to avoid any information being overheard or shared with other people.
- I understand that I may also be privy to information about staff or students' parents or carers and this information is also strictly confidential.
- I understand that any information about students, parents or staff remains confidential, even after I leave the position.
- I understand that any breach of confidentiality is a serious breach of trust and this breach may result in my services as a volunteer being discontinued.

Signature of volunteer:

Student Name: Class:

Signature of Principal:

Date:



Code of Conduct for Volunteers

Volunteers have a special place in our school and assist in many ways. We, at Nundah State School, appreciate and value your time and effort in assisting us. To assist us to provide a safe environment and a positive educational climate for all staff, students and volunteers, volunteers are required to adopt the following Code of Conduct.

- Observe similar standards of behaviour and ethical conduct to that required of staff. For example, you are expected to act within the law, be honest and fair, respect other people (including students) and work to the best standard of your ability.
- Appreciate that teachers have a special duty of care for students which cannot be delegated or transferred to others. Therefore, if you encounter a problem while working as a volunteer you must refer the problem to the teacher for whom you are volunteering or to the Principal. At no stage should you deal with any issues involving either your child or another child.
- Appreciate that all persons have rights and aspirations. Treat all persons with dignity and respect, without harassment, victimisation or discrimination.
- Observe confidentiality in respect of all information gained through your participation as a volunteer. The Right to Information laws are very clear for all personnel. Therefore volunteers should not discuss or disclose to others, personal information about students and their families or staff or incidents that may have occurred during your time volunteering.
- Report any information of a personal nature that a student discloses to the Teacher for whom you are volunteering or to the Principal. Some information is sensitive. Sensitive and/or personal disclosures require additional caution in the way it is treated.
- Accept and follow directions from the Teacher and Principal and seek guidance through clarification where you may be uncertain of tasks or requirements. You may be directed to familiarise yourself with the Department of Education, Training and Employment policies and guidelines on particular issues.
- Observe safe work practices avoiding unnecessary risks, apply reasonable instructions given by supervisors and report any hazard or hazardous practice in the school. In the event of an emergency you must follow the instructions of your supervisor at the time.
- Report any problem which may arise to your supervisor including incidents, injury or property damage.
- Avoid waste or extravagance and make proper use of the resources of the school.
- In the interest of working together for the benefit of the students at Nundah State School, I, as a volunteer, understand and agree to the above conditions.

Name of volunteer:..... (Please print)

Signature:

Date: