



# **VOLUNTEER HANDBOOK**

**BUNDABERG WEST STATE SCHOOL**

Dear Volunteers,

**Bundaberg West 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 from the school principal by emailing [admin@bundabergwestss.eq.edu.au](mailto:admin@bundabergwestss.eq.edu.au) or by calling us on 4132 8333.**

**The Code of Conduct and Confidentiality forms 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 West State School.**

Yours in education,

*Leanne McNamara*

Leanne McNamara



**WEST**  
State School

**BUNDABERG**

## **CONTENTS**

How Can I Volunteer at West? .....	p. 4
On Workplace Health & Safety .....	p. 5
Parent and Community Volunteer Policy .....	p. 6
Westie Volunteer your role & responsibilities .....	p. 8
Student Protection .....	p. 10
Emergency Management .....	p. 12
Other Matters .....	p. 14
Welcome - take 2 .....	p. 15
Strategic Plan .....	p. 16





A wooden gavel, a quill pen, a key, and a ribbon on a wooden desk with papers.

## **ACKNOWLEDGEMENT**

Education Queensland is committed to the development of productive partnerships between home and school.

People who volunteer their services to schools play a key role in developing positive relationships within the school and enhance student learning outcomes.

## **A DEFINITION**

A volunteer is someone who gives their time, talent, energy, and expertise freely without charge in a productive way to enhance and enrich our school community.

They may be relatives of students or people who have responded to a request.

## **PHILOSOPHY**

- We believe that a volunteer program is invaluable to our school BUT needs to be supported by sound policies, procedures and planning in order to meet our objectives.
- Interaction between volunteers and our school enhances our role within the local community.
- We believe that without volunteers our ability to deliver effective education to our students would be disrupted.

# How can I volunteer at West?



As part of our process to ensure a safe and supportive learning environment the following guidelines underpin our Volunteer policy:

1. All volunteers are required to participate in a Volunteers Information Session held at the beginning of each year or in other programs offered throughout the school year.
2. Tuckshop volunteers are required to undertake training by the tuckshop supervisor.
3. Classroom volunteers are required to undertake a short induction session lead by the classroom teacher or Head of Department - Curriculum, if relevant to the volunteering area.
4. Volunteers cannot work in the school unless they are actively involved in a program or initiative.
5. Volunteers who do not have children in the school must have a Blue Card.

# On Workplace Health and Safety

## Our expectations

West State School is responsible for the health and safety of all volunteers and staff in the workplace, in line with legislative requirements.

Under the Queensland Workplace Health and Safety Act 2003 the school must ensure that visitors and volunteers are not exposed to risks to their health and safety while they are on the school premises (WHS Act, Part 3, Div 3).

By law, smoking is not allowed on school grounds.

No volunteer may engage in any specialised activity that would normally be carried out by a licensed tradesperson – this includes working with electricity, handling chemicals or major repairs and maintenance to plant and buildings.

Volunteers have the same workplace health and safety obligations as a worker. To assist in maintaining a healthy and safe environment we ask that you:

- ▶ act with common sense
- ▶ take reasonable care in protecting your own health and safety and not put others at risk by your actions or failure to act
- ▶ follow reasonable instructions on health and safety
- ▶ use equipment supplied, e.g. gloves and trolleys to protect your health and safety
- ▶ report hazards, accidents and incidents to the office
- ▶ not be affected by drugs and alcohol.

## Lifting and carrying

Lifting and carrying are key tasks for volunteers. Following the right procedures will help avoid injury.

Heavy loads should be lifted by mechanical means whenever this is feasible. If you have to lift, only lift items you feel comfortable with or seek help from a colleague.

Break large loads into smaller loads where possible.

Use a trolley to move heavy items around the kitchen.

Where manual handling is unavoidable:

- ▶ size up the load and seek help or use a lifting aid if necessary
- ▶ position your feet close to the object to be lifted
- ▶ bend your knees, keep your back straight, and grip the object securely
- ▶ take a deep breath, keep your head erect and lift by straightening your legs
- ▶ keep your back straight, your arms in and your elbows and knees slightly bent
- ▶ when you are carrying something, keep it close to your body and avoid twisting your back
- ▶ when lowering the load, reverse this procedure, keeping your back straight.

If you need more information about lifting and carrying please ask.



# Parent & Community Volunteer Policy

## INTRODUCTION

This guide has been designed for both staff and volunteers alike. We hope it will answer the many questions often asked and assist through some of the problem areas.

We value our volunteers highly and recognise the important role they play in providing a full and effective education for our children. We also recognise what a huge contribution they make to the smooth running of our school.

## RATIONALE:

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

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

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

West State School's parent and community volunteer 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:

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.

West 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.

## 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 West State School students;
- ▶ provide instruction and guidance to volunteers, and monitor their conduct;
- ▶ provide a safe environment for all students, staff and community members.

# 6





## STRATEGIES

At West 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 in 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 'Volunteers Register' located at the school office. The attendance books provide a record of the amount of time given and is also a requirement for Queensland Council of Parents & Citizens Association (P&C Qld) insurance cover.

*(see details on insurance next column).*

- ▶ 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.

## INSURANCE

P&C Qld (QCPCA) each year negotiates on behalf of all state schools an insurance package to cover the needs of Parents and Citizens' Associations.

It is a condition of use of school facilities (Education Act and Regulations Act 1989) that the Parents and Citizens' Associations have adequate Public Liability and Personal Accident insurance for their voluntary workers. This requirement has been made in the interests of members of Parents and Citizens' Associations to protect them against any legal claim arising from alleged negligence.

Activities should be noted in the minutes of the P&C Association (e.g. Fetes, working bees, carnivals and other fundraising activities).

Regular activities need to be approved by the P&C Association at least at the beginning of each year. The activities must be noted in the minutes.

Resolution to be minuted: Volunteers assist with class activities, excursions, camps and sport.

P&C activities (e.g. Fetes, working bees, carnivals, tuckshop) should also be included in the minutes as they arise.

P&C's personal accident insurance cover taken through P&C QLD covers other community members who are genuine volunteers in schools, (e.g. In the classroom and on excursions). These people do not have to be registered members of the P&C.

For activities such as tuckshop, classroom or excursions, it is recommended that voluntary workers record their daily attendance at a point determined by the school or the P&C's Volunteer Program Coordinator. The register is located at a central point, in our administration or other designated locations identified by the principal. It should also be noted that public liability for non P&C activities remain the responsibility of the Department of Education.

(This information comes from QCPCA School Talk Magazine, August 1994, p 21.)



# WESTIE VOLUNTEER

## YOUR ROLE

The role of the volunteer and the duties required will be determined by the person responsible for the area of the school in which the volunteer is working (e.g. classroom teacher, tuckshop convenor, fundraising coordinator, P&C executive).

As a volunteer you can expect:

- i Recognition and thanks from West State School for your valuable time and assistance.
- ii Something for yourself such as new skills, friendships and personal satisfaction.
- iii Appropriate information and support to undertake your duties effectively and the right for feedback on completion of your duties.
- iv Worthwhile duties that are within your capabilities and areas of interest (you can say 'no' to duties you do not like, without feeling uncomfortable about it.)
- v Consideration and respect from other volunteers, school staff and students.
- vi Training to familiarise you with the school's environment and relevant policies. This includes initial induction, ongoing training if required and supervision.
- vii Clear instructions of what you have to do and to whom you need to report.
- viii To feel comfortable about going to admin or the P&C representatives to raise any issues in confidence and feel supported in doing so.

## YOUR RESPONSIBILITIES

As a volunteer you are expected to:

- i Be supportive and encouraging to other volunteers.
- ii Behave in a competent and trustworthy manner.
- iii Be loyal to West State School by upholding its standards and performing your duties according to its policies and philosophies.
- iv Treat our students, their families and our staff with dignity and respect.
- v Be dependable and consistent in fulfilling your obligations. (Please give the school adequate notice if you are unable to attend on your rostered time.)
- vi Respect the privacy, dignity and wishes of our students.
- vii Treat any information you acquire about the students as **CONFIDENTIAL**.
- viii Undertake training and information sharing to help assist in carrying out your activities more effectively.
- ix Clearly state the duties you do not like so that they may be assigned to other volunteers.
- x Provide constructive feedback and suggestions to the Volunteer Coordinator so that the volunteer programme can be continually improved.

# 8







## COMMUNICATION

It is extremely important for volunteers and the school to communicate effectively. Without this the program will fall apart.

All teachers need to make sure that the task that they want you to carry out is very clear and within your time frame and training.

You must also be clear and not afraid to say “no” if you do not feel confident with a particular task.

We want you to feel comfortable and confident with what you are doing.

- ▶ It is important that you ***do not discuss problems outside of the school!***
- ▶ If you decide that you need a change or a bigger challenge, ***let us know!***
- ▶ If there is something that you are unsure of, ***ask!***
- ▶ If you have any suggestions ***please make them!***

As a classroom volunteer you will be provided with a short induction prior to your first volunteering session by the teacher you are working with. You can expect as a minimum:

1. That the teacher provides as part of their classroom induction process an outline of how your skills and expertise will be deployed.
2. An overview/plan of the program you will be supporting – e.g. reading groups.
3. To be provided with information pertaining to individual students learning needs and learning goals if working with them. (This is where there are high expectations on confidentiality.)

## Dress code

Volunteers are expected to wear neat clean casual dress with shoes that do not slip.

Kitchen staff should wear enclosed, comfortable footwear. Aprons, hats and beard covers should be worn at all times and are provided.

Jewellery should be kept to a minimum and thongs, singlets and crop tops are not appropriate.

Long pants are appropriate but if shorts are worn they should be dress shorts.

## Children

- ▶ Children under 10 are not permitted in the working area of a kitchen.
- ▶ Children should not be left unattended.
- ▶ If for any reason there is an incident, the child must be protected and removed from the scene as soon as practical.

## Animals and pets

No dogs, cats, other pets or animals are permitted in kitchens or on the school grounds.

## Smoking

Being a State School, Bunaderg West maintains a smoke-free environment for its staff, volunteers and students. Kitchen volunteers should always wash their hands after smoking outside the school grounds during a break.



# 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.





**WEST**  
State School  
**BUNDABERG**

**STUDENT PROTECTION**

# Any behaviour that harms 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 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.

**11**



# Emergency 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 their 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

**ALERT TONE  
WILL STATE EVACUATE**

1. STUDENTS LINE UP QUICKLY AND QUIETLY AND WALK TO OVAL WITH TEACHER
2. CALL CLASS ROLL ON OVAL
3. TEACHER STAYS WITH CLASS
4. CLASS REPRESENTATIVE CHECKS IN WITH WARDENS TO LIST MISSING

**ALERT TONE  
WILL STATE ALL CLEAR**

## IN CASE OF FIRE

**R**emove people from immediate danger

**A**lert the fire service call '000'

**C**onfine fire & smoke close doors and windows (if safe to do so)

**E**vacuate to Assembly Area B (on the oval)

## LOCKDOWN

**ALERT TONE  
WILL STATE LOCKDOWN**

1. STUDENTS TO BE OUT OF SIGHT E.G. UNDER DESKS AND BLINDS DOWN
2. LOCK DOORS & WINDOWS
3. TURN OFF LIGHTS
4. CHECK WITHDRAWAL ROOM
5. CALL CLASS ROLL - LIST MISSING
6. WAIT FOR OFFICE TO CALL. REPORT MISSING STUDENTS AND EXPECTED LOCATION

**ALERT TONE  
WILL STATE ALL CLEAR**

# 12



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



# Other Matters

## **GRIEVANCE PROCEDURE**

We understand that through the course of your work as a volunteer, there may be situations that arise where you may be unhappy with a situation, the way you were treated or the outcome of a situation.

If you choose not to resolve the situation and move on then it is business as usual. But should you choose to seek a resolution to the situation, the following points should be explored:

- Attempt to take up the situation with the person concerned to resolve the issue.
- Where the issue concerns the P&C executive, then the issue should be directed to the principal.
- For issues relating to staff, these should be directed to the school principal.
- Where the issue concerns other volunteers, the issue should be directed to the P&C President.
- Where the issue concerns the principal, then it should be directed to the Regional Executive Director.
- If the issue isn't resolved to the satisfaction of all parties, then a formal grievance procedure can be implemented where a copy of the grievance will be provided to all parties who will be given the opportunity to respond in writing and a meeting will be convened to try and reach a mutually satisfactory agreement between the parties.
- If a satisfactory agreement cannot be reached, then an independent mediator will be engaged to resolve the issue.
- We encourage you to express your concerns early to the appropriate person so that issues may be resolved quickly and to the satisfaction of all.

## **CONTACT US**

[admin@bundabergwestss.eq.edu.au](mailto:admin@bundabergwestss.eq.edu.au)

School - Reception 4132 8333



# Welcome to West

**Once again welcome, and thank you for investing your valuable time and precious assistance in fostering the education of all our students here at West State School.**

**We sincerely wish that your involvement in our school community is not only beneficial for our students but is also very rewarding for you too in the new skills, friendships and sense of personal satisfaction you will achieve here.**

**Great things are possible and with your help we are set to achieve them together.**





# STRATEGIC PLAN

## OUR VISION

2019 ~ 2022

## OUR VALUES

As Westies we...

**W**ork together  
**E**xcel at our talents  
**S**trive to do our best  
**T**ry in tough times  
**I**magine and read  
**E**ncourage kindness  
**S**ay no to bullying



## OUR FOCUS

(School Performance)

- ✓ Pride
- ✓ Kindness & Honesty
- ✓ Confidence & Resilience
- ✓ Organisation & Persistence

### Successful Learners

Improve student ability to explain and respond orally, in writing and using digital technologies.

### Quality Teaching

Staff employ quality, inclusive, evidence-based practices focused on success for every student.

### Empowerment

Promote positive behaviour for learning to be 'on track'

be: **T**houghtful  
**R**esponsible  
**A**ccountable  
**C**o-operative  
**K**ind

### the Measure of Our Success

1. Inclusive practices result in outcomes of success for every student including:
  - students with disability
  - Aboriginal and Islander students
2. Daily school attendance @ (95%).
3. Students 'on track' for success @ (85%).
4. Quality age-appropriate pedagogies embedded.
5. Achievement in English, Mathematics & Science
6. Communication and positive connections

*Great Choices  
Bright Future!*



# BUNDABERG WEST STATE SCHOOL