



ESHSP&C

Emerald State High School Parents & Citizens

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Volunteer Policy

Introduction

This booklet has been designed as a guide for both staff and volunteers. We hope it will answer the many questions often asked and ease us 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.

Definition of Volunteer

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 enhance our role within the local community
- We believe that without volunteers our ability to deliver an effective education to our students would be disrupted

Key Contact Persons

Key Area	Contact Person
P&C Executive	Renee Firth P&C President Mob 0437030225
Parent Representatives	Shae Stokes P&C P&C Administration Email: eshs.treasurer.pandc@gmail.com
Tuckshop & Uniform Shop	Ruth Devlin Tuckshop Convenor Email: ESHS Tuckshop = eshstuckshop@gmail.com

Working with Children Suitability Check (Blue Card)

- All volunteers, unless they are parents/guardians of students enrolled at the school, must have a suitability check done and be the holder of a positive notice blue card before their volunteer duties commence. The school and the P&C are responsible for ensuring that applications for screening are forwarded without delay to the Commission for Children and Young People and Child Guardians.
- The requirement for a blue card applies to regulated voluntary work within a 12 month period of:
 - At least once a week over the course of one month, or
 - At least once a fortnight over the course of two months, or
 - At least once a month over the course of six months
- Exemptions – Persons not required to undergo this check are;
 - Children under 18 years who are volunteers
 - Volunteers who are parent/primary guardian of a child enrolled at the school
 - Teachers registered under the Education (Teacher) Registration Act 1988 (Qld)

Sign-On (and off)

On arrival EACH DAY, volunteers must sign in at the office if they are volunteering in the classroom or at an excursion. If you are volunteering at a P&C event, you must sign the 'Volunteer Register'. The attendance book provides a record of the amount of time given and is also a requirement for P&Cs Qld insurance cover (see further details below). Volunteers should also sign off in the attendance book when leaving.

These attendance books are referred to in times of emergency (such as fire or lock down) and it is essential that the school administration be able to account for all those signed on at the school at that particular time.

Insurance

P&Cs Qld each year negotiates on behalf of all state schools an insurance package to cover the needs of P&C Associations.

It is a condition of use of school facilities that the P&C Association have adequate Public Liability and Personal Accident insurance for their voluntary workers. This requirement has been made in the interests of members of P&C Associations to protect them against any legal claim arising from alleged negligence.

Activities should be noted in the minutes of the P&C Association (eg 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: That volunteers assist with class activities, excursions, camps and sport.

P&C activities eg 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&Cs Qld covers other community members who are genuine volunteers in schools (eg in the classroom and on excursions). These people do not have to be registered members of the P&C.

The Policy can be found at:

<http://www.pandcsqld.com.au/documents/2013/11/personal-accident-insurance-policy-wording.pdf>

The Policy covers:

- Expenses that are not subject to any full or partial Medicare rebate nor are they recoverable by You or the Insured from any other source and are incurred within twelve (12) calendar months of You sustaining Injury;
- They must be paid by You or the Insured on Your behalf and be for treatment certified necessary by a legally qualified medical practitioner, to a registered Private Hospital, physiotherapist, chiropractor, osteopath, nurse or similar provider of medical services;
- They include the cost of medical supplies or ambulance hire;
- They do not include the cost of dental treatment unless it is necessarily incurred to sound and natural teeth, other than first teeth or dentures, and is caused by Injury.
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For activities such as tuckshop, classroom or excursions, it is recommended that voluntary workers record their daily attendance at a point determined by the P&C. The register could be located at a central point, tuckshop or classroom. It should be noted that public liability for non P&C activities remain the responsibility of the Department of Education, Training and the Arts.

Code of Conduct

For all volunteers including P&C Association members, Committee members and Parent Representatives.

This Code of Conduct has been adopted to aid all members of our school community to work as a well-ordered group that promotes interest and facilitates development to further improve An Excellent State School.

A harmonious working environment is essential to the effective conduct of our school's volunteer contribution and job satisfaction. To this end, we have agreed to the following:

- Personal privacy is of paramount concern to all. Information gathered or obtained as a result of our roles as volunteers in our school community is to be ONLY passed onto the relevant school authority WITH the permission of the person disclosing the information.
- Courtesy and respect is to be observed by all.
- Discussion is healthy; personal attacks are destructive and to be avoided.
- Constructive criticism is always welcomed.
- Discrimination on racial, ethnic or religious grounds is forbidden, as is any form of sexual discrimination and/or harassment.

Role of Volunteers

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

As a volunteer you can expect:

- Recognition and thanks from 'an Excellent' State School for your valuable time and assistance
- Something for yourself such as new skills, friendships and personal satisfaction
- Appropriate information and support to undertake your duties effectively and the right for feedback on completion of your duties
- 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)
- Consideration and respect of the Class Parent Representative, other volunteers, school staff and student
- Training to familiarise you with the school's environment and relevant policies. This includes initial induction, ongoing training if required and supervision.

- Clear instructions of what you have to do and whom to report too To feel comfortable about going to the school administration or P&C representative

About Volunteer's Responsibilities

As a volunteer you are expected to:

- Work as a team member and be supportive and encouraging to other volunteers, students and staff
- Behave in a competent and trustworthy manner and present yourself as a good role model for our students
- Uphold the standards and perform your duties according to the policies and philosophies of this school community
- Treat our students, their families and staff with dignity and respect
- Be dependable and consistent in fulfilling your obligations (eg give adequate notice if you are unable to attend on your rostered time or unable to complete allocated tasks)
- Respect the privacy, dignity and wishes of others in this school community
- Treat any information you acquire about the students, staff and other volunteers as CONFIDENTIAL
- Discuss any concerns you may have regarding your voluntary work with the appropriate people
- Provide constructive feedback and suggestions to the appropriate people so that our work in our school can be continually improved
- Undertake training and information sharing to help assist in carrying out your and your counterparts activities more effectively
- Clearly state the tasks you do not like so that they may be assigned to other volunteers (it's OK to say 'no')

Grievance procedure

We understand that through the course of your work as a volunteer, there may be situations 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 noted:

- Attempt to take up the situation with the person concerned to resolve the issue. If it is not resolved –
- Where the issue concerns the P&C executive, then the issue should be directed to the school 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 supervisor/coordinator for the area or project you are involved in (e.g. fete coordinator, fundraising coordinator) or to the P&C Executive
- Where the issue concerns the principal, then it should be directed to the Regional Director (Schools) for your school's region.
- 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.
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We encourage you to express your concerns early to the appropriate person so that issues may be resolved quickly and quietly.

Welcome and we hope that your involvement in our school community is not only beneficial for our students but is also very rewarding for you too!