



ST HILDA'S SCHOOL
GOLD COAST

Staff Handbook

2025
Visitors and Volunteers
Handbook

Registered CRICOS Provider No. 00510M

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1. INTRODUCTION

1. The aim of this policy is to provide an environment which is safe for those attending St Hilda's School.
2. The School will endeavour to ensure that all School Council members, staff, volunteers, visitors and onsite contractors are appropriate individuals to be involved in child-related work and/or to be on our premises.
3. St Hilda's School is committed to the safety and wellbeing of all children and young people. Wherever it is at risk, child safety will be the primary focus of our care and decision-making. St Hilda's School has zero tolerance for child abuse and neglect.
4. St Hilda's School is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.
5. Every person involved in and with St Hilda's School has a responsibility to understand the important and specific role they play individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

2. LEGISLATION/REGULATION AND RELATED DOCUMENTS

Working with Children (Risk Management and Screening) Act 2000
Working with Children (Risk Management and Screening) Regulation 2020
Code of Conduct for Anglican Schools and Education and Care Services
Creating Environments for Students to Thrive
Ethos in Anglican Schools
Protecting Children and Young People in Anglican Education Policy; Guidelines and Procedures
St Hilda's School Child and Youth Risk Management Strategy
St Hilda's School Privacy Policy
St Hilda's School Social Media Policy
Safeguarding our Students
Blue Card Services: Schools
Blue Card Services: Homestay providers information sheet

3. ETHOS IN ANGLICAN SCHOOLS

The vocation of Anglican Schools is education driven by a vision of humanity shaped by the image of God made visible in Jesus, present in every human being.

You are the light of the world. A city set on a hill cannot be hidden... let your light shine before others, so that they may see your good works and give glory to your Father who is in heaven.

Matthew 5.14-16

The kingdom of God is like leaven that a woman took and hid in three measures of flour, until it was all leavened.

Luke 13.20-21

Our Schools have their own distinctive identity shaped by unique histories, contexts, communities and foundational stories. Across these, Anglican schools will share a number of key markers.

Incarnational – essential words live in us

God the Creator cares about creatures and creation. Matter matters and the Creator loves creation enough to enter in person: the Word becomes flesh. Words become real when lived. Essential words must be embodied within people and practised within our communities, for example: kindness, generosity, love, justice, fairness, truth, hospitality, service, compassion, forgiveness, redemption. These express values that describe God's activity among us. Living them is essential to the identity of an Anglican School.

The following five markers are an expression of our incarnational authenticity and our accountability as educational institutions to form new generations who be a particular way in the world.

Intellectual – we embrace a comprehensive liberal education

Anglican schools are unapologetically committed to the intellect: the relentless, fearless pursuit of truth; the discipline of academic rigour; meticulous scientific endeavour; critical analysis and philosophical accountability; unhindered artistic exploration and expression; bold ventures of entrepreneurial development and more.

Intelligence is diverse and multiplanar and the mind is not an isolated entity. Being intellectual is more than academic scholasticism. The person is an integrated being whose head is inseparable from heart and hand and the web of life in which we all are embedded. A comprehensive education of the mind intentionally engages students' heart and soul for the purpose of being in the world in a way that enriches a greater and common good.

Pastoral – we care for the fold

Every person bears the image and likeness of God. We have a responsibility to know each person and care for their wellbeing (mind, heart, body, soul) and the social and cultural web in which they are entwined. This responsibility applies to our staff as well as our students. Everyone should feel like they belong, are safe and able to thrive.

Missional – we are leaven for the rising of the whole

Christian Mission – a portion within the whole – We intentionally engage in Christian formation seeking to nurture committed followers of Christ, building confidence in their capacity to serve as a loving and gracious presence in community bearing witness to the enticing life of faith.

Civic Mission – the whole for the whole lot – We are learning communities whose end is moral, spiritual and character formation with the capacity to transform and turn the whole community towards a greater and common good. This is a way of being in the world that seeks to participate in and transform society for the good of all. For us this way specifically includes merciful attention to the needs of the bruised and broken, vigorous work of restorative justice and guardianship of the sacredness of the created order. Service runs across both Christian and Civic mission.

Service is solidarity with the other, working alongside the other for their best interests, awakening their power. Service builds up community whose markers are justice, inclusiveness, sustainability, diversity. Service copies the actions of Christ and is the practice of being a neighbour in the world.

Faithful

We are faithful to the Christian story, living it in a way that invites discovery. We are faithful to the scriptures and the seasons, saints and celebrations of the Christian story and the life, death and resurrection of Jesus.

We are faithful to a calendar and rhythm of spiritual awareness that runs under and outside the school timetable. This awareness is practised through patterns of reflection, chapel, prayer, art, architecture, stillness, symbol, silence, sacrament, storytelling, celebrations, blessing and gratitude. Our liturgical traditions are ordered; participatory; musical; narrative and engaging of the senses, arts and creation; rooted in scripture; sacramental; intellectually robust and connected to the school's pastoral practices and missional service.

Hospitable

We acknowledge and celebrate that both our student and staff memberships are plural. We invite and welcome all and hospitality is given to every student, no matter the race, gender, sexuality, ideology, ability/disability or religion. No one is excluded. The only pre-condition for membership in our schools (outside fees) is respect, respect for our ethos and the Gospel at its heart.

4. SECTION 1: VOLUNTEERS

4.1. Statement of Commitment for Students, Volunteers and Employees

Statement of Commitment for Students, Volunteers and Employees St Hilda's School aims to develop and maintain a safe and secure learning environment for all students, volunteers, and employees. St Hilda's School expects all employees and volunteers to act in the best personal and educational interests of every child and to treat all students equally with appropriate courtesy, sensitivity, tact, consideration, and humility. The Anglican School's Commission Code of Conduct for Anglican Schools and Education and Care Services and other relevant local, National and School policies have been developed to help achieve this goal.

4.2. Definition of a Volunteer

A volunteer is a person who is employed by another person (in this case St Hilda's School) and does not carry out any 'work' for the school for a financial reward (Source: Protecting Children and Young People in Anglican Education Policy). For St Hilda's School, 'work' can be defined as:

- Any activity carried out for the welfare of a school, or any other body organised to promote the welfare of the school.
- Any activity carried out for the welfare of the school at the request of the Principal or School Council.
- Providing any assistance in the work of school class activities internally or externally from the school.

4.3. Types of Volunteers

St Hilda's School has identified four main types of Volunteers:

- **Formal Volunteers** who provide regular, ongoing service. Examples include (but are not limited to) a parent assisting in the classroom, Parent Volunteer Group members, Student Cultural Exchange family member, sport/co-curricular volunteer.
- **Informal Volunteers** who provide assistance that is onsite, offsite, one-off or irregular. Examples include (but are not limited to): parent assistance for excursions, ad hoc in-class support, sports carnival assistance.
- **Student Volunteers** such as (but not limited to) pre-service teachers doing a practical placement as required by their education provider, and trainee students doing a work experience placement.
- **School Council Members** are overseen by the Anglican Church Southern Queensland (ACSQ) and abide by Faithfulness in Service in Schools: A Code of Conduct Developed for Members of Governing Bodies of Schools.

4.4. Recruitment and Application Process

Formal and informal volunteer positions are advertised internally to the School Community via the St Hilda's School Correspondence email, the School Newsletter and/or the excursion/incursion process (parent information letter).

All those who wish to volunteer their services at St Hilda's School, both current parents of St Hilda's students, and those who are not parents of current students, must:

1. make an application;
2. receive confirmation and notification from the supervising staff member as to whether Working With Children Check (BC or E card) is required; and
3. undertake an induction prior to working with students.

School volunteers at St Hilda's School, working in any capacity, must read and sign off on an understanding of the Protecting Children and Young People in Anglican Education and Creating Environments for Students to Thrive, and be officially accepted by St Hilda's School prior to performance of any task. Unless specifically stated, volunteers shall not be considered as employees of St Hilda's School.

4.5. Expectations of Volunteers

In accordance with the Anglican School's Commission Code of Conduct for Anglican Schools and Education and Care Services policy, volunteers are expected to follow the principles of safety, respect, confidentiality, and support. They must also use appropriate communication skills and conduct themselves ethically when engaging with staff, students, and members of the St Hilda's School community.

Volunteers are expected to:

- put the safety of all students, other visitors, and employees first in all their activities and observe duty of care to themselves and others.
- follow safety requirements, to the best of the volunteer's ability, as outlined during induction and in the [Protecting Children and Young People in Anglican Education Policy: Guidelines and Procedures](#) and [Creating Environments for Students to Thrive](#) for those working, either paid or volunteering in Anglican Schools.
- report all injuries, illnesses, accidents and near misses immediately to the employee responsible for the activity. If necessary, fill in an Accident/Incident Form.
- in an emergency, assist in evacuating the area as quickly as possible following guidelines in the St Hilda's School Emergency Procedures Handbook (reviewed during Visitors and Volunteers' Induction).
- follow all procedures to the best of their ability at all times and promote healthy and safe work practices.
- not use specialised equipment unless appropriately trained.
- report to the appropriate School contact or supervising staff member if confronted with a challenge beyond the volunteer's control, role, or responsibility.
- avoid being alone with individual students in any circumstances. (At least two adults should be present when there is only one child, and at least two children should be present when there is only one adult.) If, through circumstances beyond the volunteer's control, the volunteer finds themselves in a position where they are alone with a student, the volunteer must report (in writing) the circumstances to the School employee overseeing their voluntary work. Such a person will notify either the Head of Senior School, Head of Middle School, Head of Junior School or the Principal.
- ensure any one-on-one work with a student is conducted in a public area or in a visible area such as in an office with an interior window or an open door so that another adult or student can be present outside the room as a witness.
- exercise caution to ensure that any physical contact necessary with a child is appropriate and acceptable. For example, when providing First Aid, discuss with the student how the contact will be conducted.

Volunteers are expected to treat students and staff with respect by:

- treating everyone with courtesy, sensitivity, tact, consideration, and modesty.
- supporting an environment free of fear, harassment, discrimination, racism, and exploitation.
- accepting the cultures, beliefs, opinions, and decisions of others even if not always in agreement.
- referring all behaviour management issues, and behaviours which constitute bullying, discrimination and sexual harassment to the supervising staff member, or Principal.
- wearing presentable clothes (or those suitable for the activity) that reflect the standard appearance expected of staff.

Volunteers are expected to observe principles of confidentiality in all aspects of the School's operation by:

- not sharing or discussing School documents or processes with any third party.
- being aware of, and conducting themselves in accordance with, the School's [Privacy Policy](#).
- not counselling students on personal issues.

Volunteers are expected to communicate appropriately by:

- practising effective listening (for example: asking open questions, being alert to non-verbal communication, staying calm).
- using non-discriminatory, respectful, and non-judgmental language.
- conducting themselves in a manner and using language that is always appropriate and of a high standard.
- being aware of, and conducting themselves in accordance with, the School's Social Media Policy (reviewed during Visitors and Volunteers' Induction).
- seeking advice whenever appropriate.
- taking instruction from, and not obstructing, the responsible staff member in any way with regards to the execution of their duties.
- reporting any illegal activity to the Principal or appropriate staff member.

Volunteers must NOT:

- utilise their position to take advantage of any child or young person.
- harass or abuse any person or swear while on campus or at a School activity.
- be the only adult in a bathroom, shower room, locker room or other dressing area whenever students are using such facilities. If volunteers need to monitor the area or deal with discipline, they must take care to leave the door ajar or to call for another teacher or volunteer to assist.
- contact students outside of School hours by telephone, email, or any other means.
- seek the telephone numbers, home addresses, email addresses, or any other contact information from students, for any purpose unless required as part of their role as a volunteer, and then only with direct approval from the School and the appropriate parent(s)/carer(s).
- make comments of a sexual nature.
- use, possess, alcohol, illegal drugs, weapons, inappropriate videos/reading materials or other similar objects on the School grounds or at School events.
- smoke anywhere on the School campus or within five metres beyond the boundary of School land. It is a statutory offence to do so. This includes in parked cars. The law applies at all times, during and after School hours, on weekends and during School holidays.
- use e-cigarettes on the School campus or while on any school activity.
- condone the use of, or provide any of the above substances, to any student, staff member, volunteer, or other personnel.
- engage directly with media representatives. Media enquiries must be referred to the Principal.

4.6. Acknowledgement

All volunteers must read the Induction Overview Volunteers and Staff – Creating Environments for Students to Thrive and sign the Acknowledgement of Understanding, every school year. All volunteers in the Junior School must also attend a Parent Induction Session which are held regularly.

4.7. Breaches

Any breaches of the Code of Conduct for Anglican Schools and Education & Care Services will be dealt with by the School Principal (or delegate) in the first instance and appropriate authorities will be contacted if necessary.

4.8. Dismissal

Volunteers who do not adhere to these guidelines or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Principal, Head of Senior School, Head of Middle School, Head of Junior School, and/or the Director of Pre-Preparatory.

Possible grounds for dismissal include, but are not limited to:

- committing a reportable offence; gross misconduct or insubordination.
- breach of confidentiality or the School's Privacy Policy.
- theft of property or misuse of School materials.
- abuse or mistreatment of students, staff, or other volunteers.
- failure to abide by School policies and procedures.
- failure to satisfactorily perform assigned tasks.

4.9. Screening Volunteers

In deciding if a Volunteer needs to have a Blue Card, St Hilda's School staff will follow the process below.

4.10. Blue Card Checklist

- Does the person meet the Volunteer criteria?
- Does the person require a Blue Card?
- Is the person listed on the Annual Primary Data Register for Volunteers and Visitors for current year?
- Have they completed and signed the "Creating Environments for Students to Thrive" form for the current year? (To be completed annually)
- Have they undergone the student protection induction for the current year? (To be completed annually).

4.11. Responsibilities of Volunteer if Blue Card Required

Card holders have a responsibility to ensure that their BC is renewed prior to expiry and that the School is notified of any change to circumstance which would disqualify the card holder from having a BC.

VOLUNTEER/VISITOR INDUCTION PROCESS AND TIMELINE				
Subject	Detail	Delivery Method	Timeframe	Who
Protecting Children and Young People in Anglican Education	Protecting Children and Young People in Anglican Education Guidelines and Procedures may be accessed on the School's website: sthildas.qld.edu.au via Safeguarding our Students.	Email	Minimum of 1 Week prior	Supervising staff member
Creating Environments for Students to Thrive for those working, either paid or volunteering in Anglican Schools	To be completed and signed by volunteer prior to attending campus and off campus events. Volunteers will be invited to attend an induction session, where possible, prior to the commencement of their event or service to the School.	Email	Minimum of 1 Week prior	Supervising staff member
Student Protection Officers/ Reporting	Volunteers/Visitors must immediately discuss with a Student Protection Officer or the Principal all matters of suspected abuse or neglect of a student, suspected inappropriate behaviour by a staff member or volunteer towards a student (all matters as outlined in the Protecting Children and Young People in Anglican Education Policy; Guidelines and Procedures and Creating Environments for Students to Thrive Student Protection Officers	Email	Minimum of 1 Week prior	Supervising staff member
Dress Code	Professional attire is an expectation for all employees, visitors and volunteers at St Hilda's School. <ul style="list-style-type: none"> • The following items are not appropriate when working with children in the school environment: tank tops, midriff tops, shirts with potentially offensive words, terms, logos, pictures, cartoons or slogans, halter-tops, tops with bare shoulders or plunging necklines. • Shoes should be closed in and appropriate for the environment – thongs and flip flops are not acceptable. • Please model sun-safe practices. 	Email	Minimum of 1 Week prior	Supervising staff member
Code of Conduct	Volunteers are expected to read, understand and follow the Code of Conduct for Anglican Schools and Education and Care Services . <ul style="list-style-type: none"> • Volunteers are expected to follow the principles of safety, respect, confidentiality and support. • Volunteers must also use appropriate communication skills and conduct themselves ethically when engaging with staff, students and members of the St Hilda's School 	Email	Minimum of 1 Week prior	Supervising staff member

VOLUNTEER/VISITOR INDUCTION PROCESS AND TIMELINE

	<p>Community.</p> <ul style="list-style-type: none"> Volunteers are expected to be aware of, and conduct themselves in accordance with, the School's Privacy Policy. 			
Sign-in/Sign-out Procedures	<ul style="list-style-type: none"> Volunteers when working on St Hilda's School campus are to go directly to Visitors' Reception to sign in and receive a visitor's badge. The visitor's badge is to be worn for the duration of the School visit/event. When working after hours on St Hilda's School campus, Volunteers are to sign in and out of Boarders' Reception, accompanied by their staff supervisor. Volunteers working off campus are to check in with their staff supervisor where they will receive a Volunteer's label (or may wear the Parent Support Group badge). The label is to be worn for the duration of the event. 	Email	Minimum of 1 Week prior	Supervising staff member
Supervision	<ul style="list-style-type: none"> Volunteers are to be supervised by a staff member at all times. Volunteers are to be met at Visitors' Reception by the supervising staff member and escorted to the appropriate venue. After the event, the supervising staff member is to escort the volunteer to Visitors' Reception to sign out and return badge. Volunteers are to be under the general supervision of staff member/s at off campus events. Volunteers are expected to think and act safely as per the Code of Conduct for Anglican Schools and Care Services. 	Email	Minimum of 1 Week prior	Supervising staff member
Role and reporting relationships	<ul style="list-style-type: none"> Volunteers are to report directly to their supervising staff member. 	Email	Minimum of 1 Week prior	Supervising staff member
Orientation, facilities and introduction	<ul style="list-style-type: none"> Volunteers are to be advised of car parking and sign-in/out requirements prior to the event by their supervising staff member. Volunteers are to be advised of restricted access to campus and supervision requirements while on campus by their supervising staff member. 	Email	Minimum of 1 Week prior	Supervising staff member
Emergency Evacuation	<ul style="list-style-type: none"> Volunteers are to follow the advice of their supervising staff member during Emergency Evacuations. Volunteers will be advised by their supervising staff member of the Emergency Assembly Point (Del Mellefont Oval/Prep Oval). Volunteers are to assist in evacuating the area as quickly as possible, following directions from their supervising staff member. 	Email	Minimum of 1 Week prior	Supervising staff member
Responsible use of Social Media	<ul style="list-style-type: none"> Volunteers are advised to abide by the School's Social Media Policy. No photos are to be taken nor social media posts actioned without express permission from the Principal. 	Email	Minimum of 1 Week prior	Supervising staff member

VOLUNTEER/VISITOR INDUCTION PROCESS AND TIMELINE

Breaches	<ul style="list-style-type: none"> Any breaches of the Conduct for Anglican Schools and Care Services will be dealt with by the School Principal (or delegate) in the first instance and appropriate authorities will be contacted if necessary. 	Email	Minimum of 1 Week prior	Supervising staff member
Dismissal (i)	<ul style="list-style-type: none"> Volunteers who do not adhere to these guidelines or who fail to satisfactorily perform their volunteer assignment are subject to having their access to St Hilda's School terminated. No volunteer access will be terminated until the volunteer has had an opportunity to discuss the reasons for possible termination with the Principal, Head of Senior School, Head of Middle School, Head of Junior School or the Director of Pre-Preparatory. 	Email	Minimum of 1 Week prior	Supervising staff member
Dismissal (ii)	<p>Possible grounds for termination include, but are not limited to:</p> <ul style="list-style-type: none"> committing a reportable offence; gross misconduct or insubordination. breach of confidentiality or privacy policy. theft of property or misuse of School materials. abuse or mistreatment of students, staff or other volunteers. failure to abide by School policies and procedures. failure to satisfactorily perform assigned tasks. 			
Action Required by Volunteer				
Creating Environments for Students to Thrive for those working, either paid or volunteering in Anglican Schools	This document to be completed and signed by volunteer and emailed/delivered to the supervising staff member.	Email/ Delivered by hand	Minimum 2 days prior	Volunteer

5. SECTION 2: VISITORS

5.1. Statement of Commitment for Visitors

Statement of Commitment for Students, Volunteers and Employees St Hilda's School aims to develop and maintain a safe and secure learning environment for all students, volunteers, and employees. St Hilda's School expects all employees and volunteers to act in the best personal and educational interests of every child and to treat all students equally with appropriate courtesy, sensitivity, tact, consideration, and humility. The Anglican School's Commission Code of Conduct for Anglican Schools and Education and Care Services and other relevant local, National and School policies have been developed to help achieve this goal.

The ACSQ has developed the [Protecting Children and Young People in Anglican Education Policy; Guidelines and Procedures](#) to guide school staff, volunteers, and visitors (paid or unpaid) at an Anglican School in their responsibilities under legislation and/or policy to recognise and report suspected child abuse and neglect or inappropriate behaviour towards a student.

The [Creating Environments for Students to Thrive](#) booklet, identifies responsibilities, expectations and obligations.

5.2. Definition of a Visitor

An official visitor to a school is any person who visits the school on a one-off or regular basis to provide services (paid or unpaid) to the School. This includes contractors, consultants, and presenters of one-off programs.

5.3. Expectations of Visitors

Official visitors to St Hilda's School are required to read and complete the [Induction Overview Volunteers and Staff – Creating Environments for Students to Thrive](#) booklet, developed by the Anglican Schools Commission.

This document informs visitors to St Hilda's School of their responsibilities for recognising and reporting information in relation to child protection.

Visitors are to read the document carefully, complete and sign as indicated, and return the document to their staff supervisor prior to their visit to the School.

5.4. Screening Visitors

In deciding if a Visitor needs to have a Blue Card, St Hilda's School staff will follow the process below.

5.5. Visitors' Checklist

- Does the person meet the Visitor definition?
- Is the person listed on the Annual Primary Data Register for Volunteers and Visitors for current year?
- Have they completed and signed the [Creating Environments for Students to Thrive](#) form for the current year? (To be completed annually)
- Have they undergone the student protection induction for the current year? (To be completed annually).

5.6. Visitors' Induction

Visitors are to undergo an induction with their supervising staff member prior to their event on the School campus.

Student Protection in Anglican Schools – recognising and reporting information in relation to child protection – as per [Creating Environments for Students to Thrive](#).

Dress Code

Professional attire is an expectation for all official visitors to St Hilda's School.

Sign-in and Sign-out Procedures

Visitors are to arrive at Visitors' Reception via Gate 2 Cougal Street Southport where they are required to sign in prior to entering the school grounds.

Visitors will receive a visitor's badge for the duration of their visit.

Visitors will be met by their supervising staff member at Visitors' Reception, escorted to their venue, and at the end of the presentation/visit escorted to Visitors' Reception to sign out and return their visitors' badge before leaving the school grounds.

If attending the School after hours, visitors are required to sign in and out from Boarders' Reception with their supervising staff member.

Restricted Access

Visitors are to be supervised by a staff member at all times whilst on St Hilda's School campus.

Emergency Procedures

During an emergency evacuation, visitors are to follow the instructions of their supervising staff member (Assembly point: School Oval during the school day and Quad between Jennifer Reeves Building and Boarding after school hours).

Responsible Use of Social Media

Visitors are advised that no photos are to be taken or social media posts actioned without expression permission from the Principal, Deputy Principal – Head of Junior School or Director of Pre-Preparatory.

STUDENT PROTECTION OFFICERS			
Ms Julie Jorritsma	Deputy Principal Strategic Projects, People and Culture	Mr Pete Shaw	Deputy Principal Middle and Senior School Operations
Ms Chan Welfare	Head of Junior School	Mrs Amanda Rigby	Head of Boarding
Mrs Justine Bishop	Head of Senior Boarding	Mrs Victoria Egan	Head of Junior Boarding
Mrs Lisa Roper	Head of Middle School	Mrs Michelle Leftwich	Deputy Head of Junior School
Mrs Georgia James	Head of Teaching and Learning Junior School	Ms Katherine Holmes	Coordinator of Student Initiatives
Miss Sophie Kruger	School Psychologist	Miss Alannah Giavara	School Psychologist
CHILD PROTECTION CONTACTS			
Mrs Lisa Cleverly	Director of Pre-Preparatory/ Head of Athena	Mrs Annika Wilson	OSHC Co-ordinator

Any queries in relation to Child Protection matters should be directed to the visitor's supervising staff member.

6. EMERGENCY PROCEDURES HANDBOOK EXTRACT

This Emergency Procedures Handbook has been designed as guidance and information for the occupants of St Hilda's School in the event of:

1. Fire and Emergency Evacuation
2. Bomb Threat
3. Lockdown

In the event of an emergency evacuation, all occupants have to be evacuated from buildings. The procedures herein have been designed to enable the safe evacuation of the occupants and it is mandatory that these procedures are actively supported and adopted by all staff, students, visitors, volunteers, and contractors, or by all who are on School grounds.

It is imperative that all staff, visitors, volunteers, and contractors know the evacuation routine. A copy of the Emergency Procedures Handbook is available electronically in our Staff Portal. These procedures will be reviewed and amended as required, at a minimum, annually.

6.1. Alarms

For all alarms, the first step is to follow the Fire Evacuation Flowchart on the next page, and always keep yourself, students, visitors, volunteers, and contractors, safe and away from harm.

There are several different alarm tones in use throughout the school. These are:

Two Stage Alarm

There is a dual stage alarm that has an alert tone (beep, beep) and evacuation tone (Whoop!, Whoop!). This type of alarm may be accompanied by a voice message issuing instructions.

General Fire Alarm

This type of alarm is a continuous ringing bell that emits a loud clanging, metallic noise.

Smoke Detector Alarm

This type of alarm when activated by heat and/or smoke will emit a continuous series of loud, high-pitched beeps similar to a domestic smoke detector. If you hear this alarm, you are to evacuate the immediate area and building and follow the Fire Evacuation Flowchart on the next page. Where possible, call Visitors' Reception on Ext 9 or 5532 4922. You are then to proceed to your Assembly Point (Junior School Area: see Pre-Prep to Year 6 Assembly Area Map; or Middle Senior School Area: Years 7-12 Assembly Area Map in this handbook).

Verbal Alarm

In the event of fire and/or smoke (and there is no audible alarm sounding) then the alarm is to be raised verbally, using a loud, slow voice, "FIRE, FIRE, FIRE" until such time all people in the affected area have evacuated.

Manual Call Point (break glass)

This type of alarm may not emit any noise in the area where it is activated. In this event, the alarm is to be raised verbally (see above).

If you hear any of these types of alarms, you are to evacuate the immediate area and proceed to your Assembly Point.

6.2. Fire/Emergency Evacuation

Escape routes and instructions for evacuation are displayed in buildings. Please read the routes and instructions carefully.

**WHEN THE ALARM SOUNDS,
EVERYONE IN THE SCHOOL MUST EVACUATE**

General Instructions

1. When the alarm sounds, stand, then move immediately and quietly.
2. Do **NOT** take any of your materials with you.
3. Do **NOT** touch electrical switches.
4. Move quietly in single file, ensuring you follow the indicated route for THAT room.
5. Walk briskly and do not speak.
6. **Junior School Form teachers** will assemble on the Junior School Grass Field with their class and will call the roll.
7. **Middle Senior School Roll Call teachers** will assemble with their class on the School Oval (Del Mellefont Oval) and will call the roll.
8. **All other Junior School staff** will assemble on the Junior School Grass Field, reporting to a Junior School Warden upon arrival.
9. **All other Middle Senior School staff** will assemble on the School Oval (poolside of the STEM Building), reporting to a Middle Senior School Area Warden upon arrival.
10. **Uniform Shop staff** assemble on the Junior School Grass Field, reporting to a Junior School Warden upon arrival.
11. **Across School Specialist teachers** assemble according to where they do the majority of their teaching, reporting to the relevant Warden upon arrival.
12. **All other staff, contractors, visitors and volunteers** are to assemble on the Junior School Grass Field or the School Oval (poolside of the STEM Building), dependent on the location of where they are working at the time – Pre-Prep/Junior School or Middle/Senior School, reporting to the relevant Warden upon arrival.
13. Refer to the School Map, and Pre-Prep and Junior School Assembly Map, and Middle Senior School Assembly Map in this Handbook. Please note where students should line up in their Pre-Prep class, Junior School Form class, Middle Senior School Roll Call class, in alphabetical order facing as indicated on the maps.

Junior School Area: Pre-Prep to Year 6

Assembly area for Pre-Prep to Year 6 is the Junior School Grass Field, on the western side of the Pre-Prep Building. In the event that the Junior School Grass Field is not clear for assembling, follow directions of the Area Wardens or Emergency Services.

Middle Senior School Area: Years 7-12

Assembly area for the Middle Senior School is the School Oval (Del Mellefont Oval). In the event that the School Oval is not clear for assembling, follow directions of the Area Wardens or Emergency Services.

Please refer to the maps in this Handbook for the exact Emergency Evacuation Assembly Area locations.

6.3. Lockdown Procedure

Examples of incidents that require a lockdown include:

- Police activity
- Violent/dangerous intruder(s)/animals(s)
- Hostage
- Custodial incident
- Storm/tempest
- Dangerous substance

6.4. Lockdown Alarm Statement

The alarm statement for a lockdown is the following message, which is announced over the School's PA System, three times:

"Miss Fittock is in....." (name of Building).

For example, ***"Miss Fittock is in the Langford Theatre"***

means there is a critical incident in the Langford Theatre
so, do not go there.

Stay in or go to safe spaces not under threat eg classrooms or
other safe spaces eg Chapel.

All students, staff, visitors, volunteers and contractors are to **GO TO THE NEAREST SAFE CLASSROOM OR BUILDING** away from the designated danger area and stay silent, out of sight, with doors and windows closed.

6.5. Maps

The following maps are available on next three pages.

1. School Map
2. Pre-Prep and Junior School Evacuation Assembly Map
3. Middle Senior School Evacuation Assembly Map

School Map



MAP

OF ST HILDA'S SCHOOL

- VR VISITORS' RECEPTION
- BR BOARDERS' RECEPTION
- JR JUNIOR RECEPTION
- MSR MIDDLE SENIOR RECEPTION

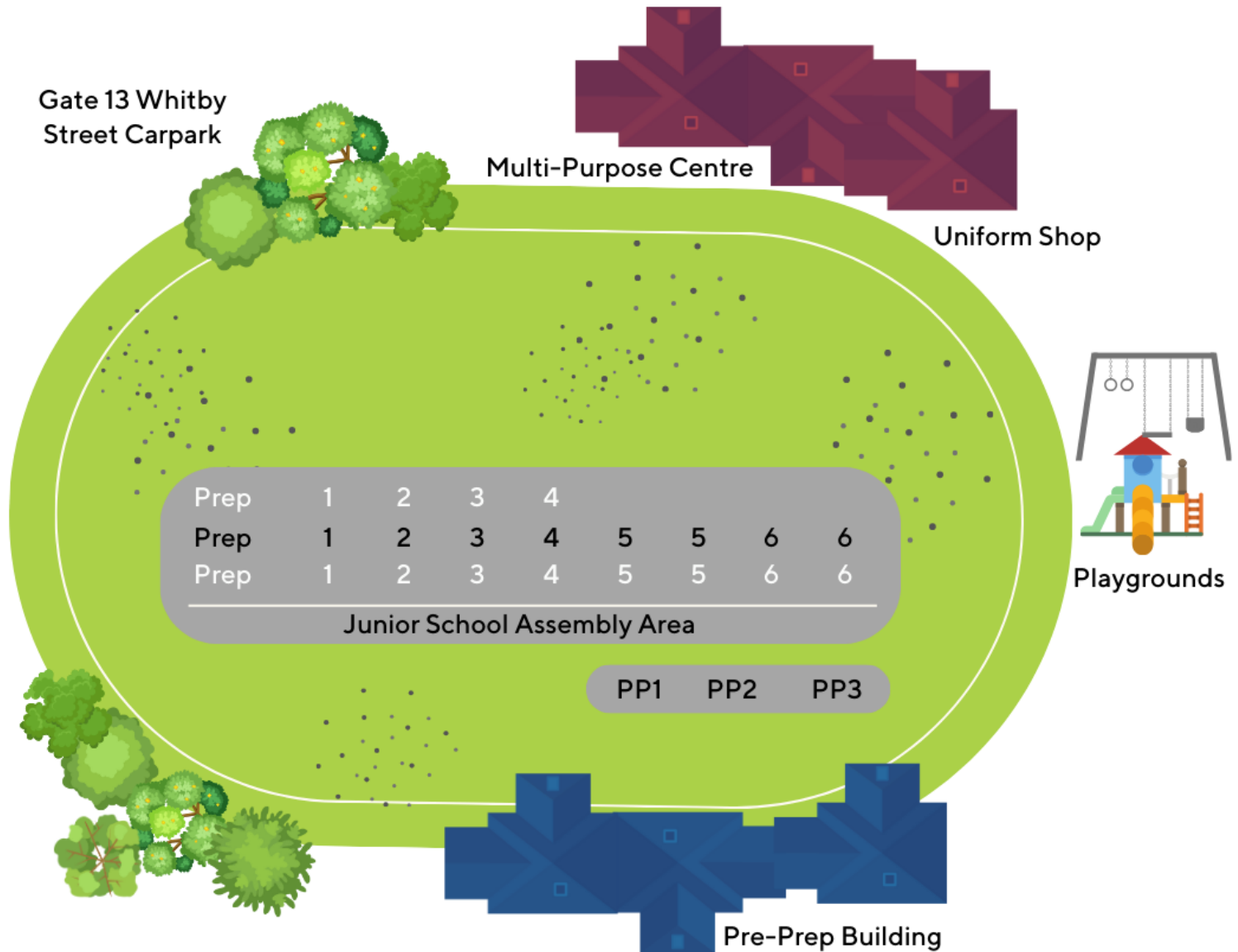
ENTRY/DROP OFF/PICK UP

- M MAIN
- B BOARDERS' ENTRY
- J1 JUNIOR YR PP-2
- J2 JUNIOR YR3 - 6
- SG SCHOLARS' GATE
- CL CAREY LANE

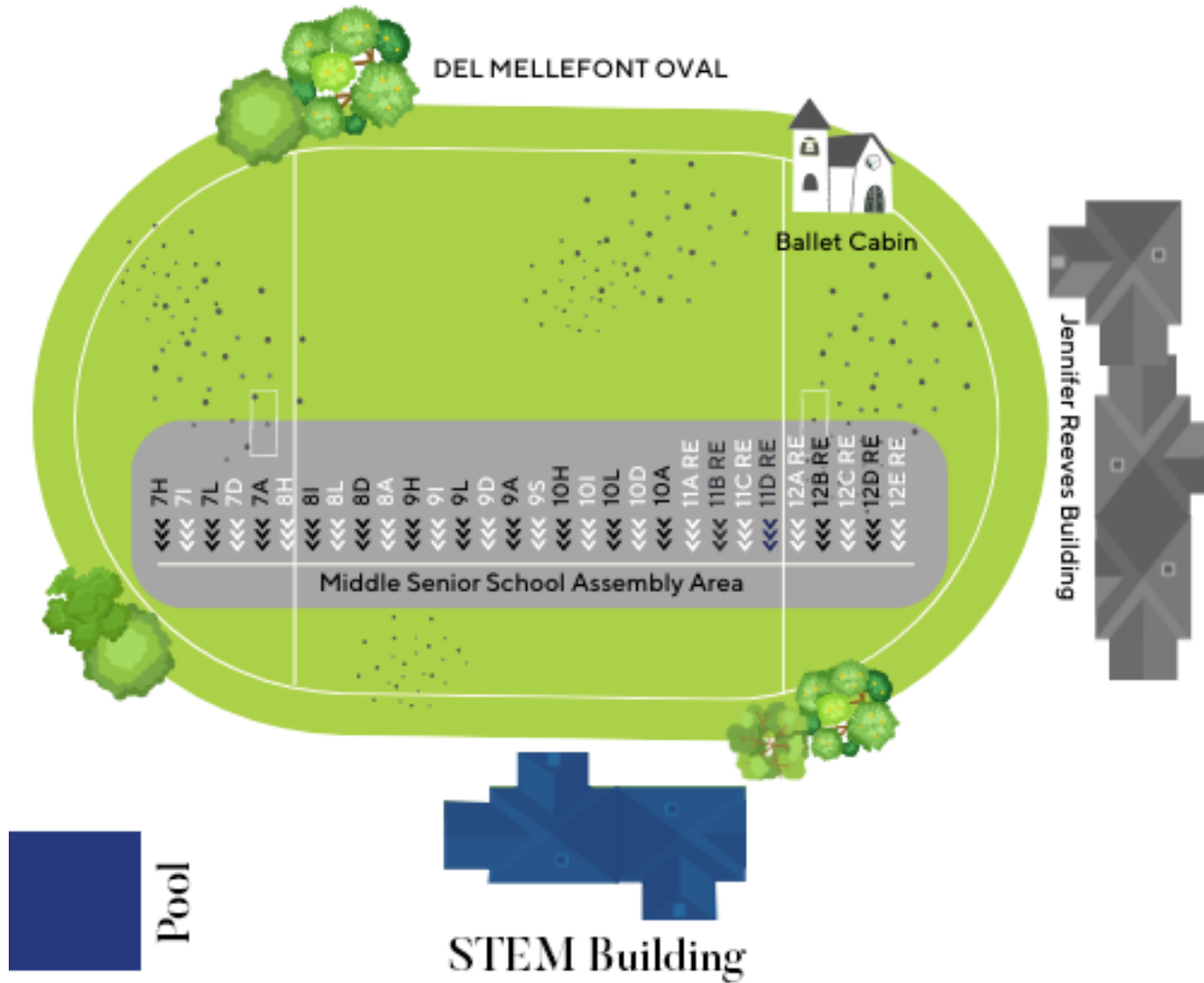
COLOUR CODES

- COMMON AREAS
- OUTDOOR RECREATION
- JUNIOR SCHOOL
- MIDDLE SENIOR SCHOOL
- BOARDING

Pre-Prep to Year 6 Assembly Area Map



Years 7 to 12 Assembly Area Map





Type: School Handbook	Name: Visitors and Volunteers Handbook	Policy No: HR2.40
Implementation Date: Unknown	Last Reviewed: January 2025	Review Date: January 2026

Visitors and Volunteers Handbook

Related documents

- **Legislation**
 - [Working with Children \(Risk Management and Screening\) Act 2000](#)
 - [Working with Children \(Risk Management and Screening\) Regulation 2020](#)
 - [Blue Card Services: Schools](#)
 - [Blue Card Services: Homestay providers information sheet](#)
- **St Hilda's School**
 - [Child and Youth Risk Management Strategy](#)
 - Emergency Procedures Handbook
 - [Privacy Policy](#)
 - [Social Media Policy](#)
 - Visitors and Volunteers Administration Checklist
- **Anglican Schools Commission**
 - [Code of Conduct for Anglican Schools and Education & Care Services](#)
 - [Creating Environments for Students to Thrive](#)
 - [Protecting Children and Young People in Anglican Education Policy](#)
 - [Protecting Children and Young People in Anglican Education Guidelines and Procedures](#)

Document Control

Version	Description	Date
Unknown	Document created. Updated annually.	Unknown
2022	Document updated.	January 2023
V1.0	Document reviewed and updated including: <ul style="list-style-type: none"> • Reformatted to current branding • Removed COVID-19 reference • Student Protection Officers • Volunteer/Visitor Induction Guidelines table – changed title from Guidelines to Process and Timeline • Emergency Procedures Handbook Extract • Added table of contents and reordered some sections. • Updated the Creating Environments for Students to Thrive – Acknowledgement of Understanding sign-off page – Student Protection Officers (appended to this Handbook upon publication). • Updated Deputy Principal to Deputy Principal – Head of Senior School. • Updated Head of Junior School to Deputy Principal – Head of Junior School. • Changed Working with Children in Anglican Education Policy; Guidelines and Procedures to Protecting Children and Young People in Anglican Education Policy; Guidelines and Procedures • Updated Statement of Commitment section. 	15/01/2024

Version	Description	Date
	<ul style="list-style-type: none"> Removed Queensland Health Requirements section. Media enquiries must be referred to the Principal (only). 	
V2.0	Document reviewed and updated including: <ul style="list-style-type: none"> Maps Changed Senior School to Middle Senior School Student Protection Officers Updated role titles Document links 	16/01/2025
V2.1	Updated: <ul style="list-style-type: none"> Student Protection Officers School Map All volunteers in the Junior School must also attend a Parent Induction Session which are held regularly. 	11/04/2025
V2.2	Updated: <ul style="list-style-type: none"> Student Protection Officers 	19/05/2025
V2.3	Updated: <ul style="list-style-type: none"> Student Protection Officers 	03/09/2025
V2.4	Updated: <ul style="list-style-type: none"> Student Protection Officers 	30/09/2025

Distribution Checklist

No.	Recipient	Responsible	✓
1	Document location: St Hilda's SharePoint> OneDrive>Documents>General>Policies and Procedures>2. Human Resources>Visitors and Volunteers	EA to the Deputy Principal	✓
2	Staff Portal – PDF format, all St Hilda's staff access	Payroll & Compliance Officer compliance@sthildas.qld.edu.au	✓
3	St Hilda's School website sthildas.qld.edu.au	St Hilda's School marketing team marketing@sthildas.qld.edu.au	✓
4	Printed form: <ul style="list-style-type: none"> Principal's office 	EA to the Deputy Principal	X

Appendix to this document: Induction Overview New Volunteers and Staff – **Creating Environments for Student to Thrive and Acknowledgement of Understanding** (includes list of Principal and Student Protection Officers; plus signatory panel for acknowledgement by Visitor/Volunteer).



ST HILDA'S SCHOOL
GOLD COAST

Non Nobis Solum

- Not for Ourselves Alone -