ST HILDA'S SCHOOL
GOLD COAST

Staff Handbook

2026 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
Child Safety Induction Overview
Ethos in Anglican Schools
Child Safe Anglican Education Policy
St Hilda's School Child Safe Action Plan
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

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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.

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4. PUBLIC COMMITMENT

Our Anglican schools, and education and care services are committed to promoting the safety, wellbeing and best interests of children, and to preventing, detecting and responding to child harm.

Every child has the right to be safe and feel safe.

As Anglican child safe organisations, we commit to:

- Implementing Queensland's 10 Child Safe Standards and the Universal Principle.
- Operating by Gospel values, which emphasise service, inclusivity, integrity, character, dignity, compassion and justice.
- Providing children with exceptional pastoral care.
- Providing care that is physically, emotionally, psychologically and culturally safe.
- Taking all reasonable steps to protect children from exposure to harm.
- Empowering children to participate in decisions that affect them.
- Educating children about who to approach if they feel unsafe, or have concerns.
- Instructing our community members on how to respond to complaints, concerns, and breaches of our conduct expectations.
- Maintaining effective processes for responding to concerns of child harm.
- Listening, learning, and seeking to improve.

Source: Anglican Church of Southern Queensland – Child Safe Anglican Education Policy v2.1 (13/07/2026)

5. POLICIES AND PROCEDURES

The Anglican Church of Southern Queensland has developed the Child Safe Anglican Education Policy; Procedures: Child Safe Responses and Procedures: Child Safe Operations 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 Child Safe Induction Overview booklet, identifies responsibilities, expectations and obligations.

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6. CHILD SAFE ADVOCATES

The Child Safe Advocates are:

- 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 Lisa Roper – Head of Middle and Senior School
- Mrs Justine Bishop – Deputy Head of Middle and Senior School
- Mrs Amanda Rigby – Head of Boarding
- Mrs Victoria Egan – Head of Junior Boarding
- Mrs Lisa Cleverly – Head of Athena
- Mrs Katherine Holmes – Deputy Head of Junior School
- Mrs Georgia James – Head of Teaching and Learning Junior School
- Mrs Michelle Leftwich – Junior School Teacher
- Mrs Jacqueline Pearson – Junior School Teacher
- Miss Sophie Kruger – School Psychologist
- Miss Alannah Giavara – School Psychologist

Pre-Prep Child Safe Advocates are:

- Mrs Lisa Cleverly – Director of Pre-Preparatory

Outside School Hours Care Child Safe Advocates are:

- Mrs Lisa Cleverly – Director of Pre-Preparatory

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

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7. SECTION 1: VOLUNTEERS

7.1. 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: Child Safe 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.

7.2. 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 of Southern Queensland (ACSQ) and abide by Faithfulness in Service in Schools: A Code of Conduct Developed for Members of Governing Bodies of Schools.

7.3. Recruitment and Application Process

Formal and informal volunteer positions are advertised internally to staff via email 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 Child Safe Anglican Education Policy and Child Safety Induction Overview, 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.

7.4. 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.

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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 Child Safe Anglican Education Policy; Procedures: Child Safe Responses and Procedures: Child Safe Operations and Child Safety Induction Overview 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 Middle and Senior 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.

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- 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.

7.5. Acknowledgement

All volunteers must read the Child Safety Induction Overview 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.

7.6. Breaches

Any breaches of the Code of Conduct for Anglican Schools and Education 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.

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7.7. 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 Middle and Senior 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.

7.8. Screening Volunteers

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

7.9. 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 "Child Safety Induction Overview" Acknowledgement of Understanding form for the current year? (To be completed annually)

☐ Have they undergone the student protection induction for the current year? (To be completed annually).

7.10. 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.

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VOLUNTEER/VISITOR INDUCTION PROCESS AND TIMELINE				
Subject	**Detail**	**Delivery Method**	**Timeframe**	**Who**
Child Safety	Child Safe Anglican Education Policy and Procedures: Child Safe Responses and Procedures: Child Safe Operations 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
Child Safety Induction Overview 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
Child Safe Advocates/ Reporting	Volunteers/Visitors **must immediately** discuss with a Child Safe Advocate 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 Child Safe Anglican Education Policy; Procedures: Child Safe Responses and Procedures: Child Safe Operations and Child Safety Induction Overview Child Safe Advocates	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. • **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. • 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 Community. • Volunteers are expected to be aware of, and conduct themselves in accordance with,	Email	Minimum of 1 Week prior	Supervising staff member

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VOLUNTEER/VISITOR INDUCTION PROCESS AND TIMELINE				
	the School's Privacy Policy.			
Sign-in/Sign-out Procedures	• 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	• 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 Education and Care Services.	Email	Minimum of 1 Week prior	Supervising staff member
Role and reporting relationships	• Volunteers are to report directly to their supervising staff member.	Email	Minimum of 1 Week prior	Supervising staff member
Orientation, facilities and introduction	• 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	• Volunteers are to follow the advice of their supervising staff member during Emergency Evacuations. • Volunteers will be advised by their supervising staff member of Emergency Procedures. • 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	• 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

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VOLUNTEER/VISITOR INDUCTION PROCESS AND TIMELINE				
Breaches	• Any breaches of the Code of Conduct for Anglican Schools and Education 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)	• 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 Middle and Senior School, Head of Junior School or the Director of Pre-Preparatory.	Email	Minimum of 1 Week prior	Supervising staff member
Dismissal (ii)	Possible grounds for termination include, but are not limited to: • 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				
Child Safety Induction Overview 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**

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8. SECTION 2: VISITORS

The ACSQ has developed the Child Safe Anglican Education Policy; Procedures: Child Safe Responses and Procedures: Child Safe Operations 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 Child Safety Induction Overview booklet, identifies responsibilities, expectations and obligations.

8.1. 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.

8.2. Expectations of Visitors

Official visitors to St Hilda's School are required to read and complete the Child Safety Induction Overview 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.

8.3. Screening Visitors

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

8.4. 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 Child Safety Induction Overview Acknowledgement of Understanding form for the current year? (To be completed annually)

☐ Have they undergone the student protection induction for the current year? (To be completed annually).

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8.5. 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 Child Safety Induction Overview.

8.6. Dress Code

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

8.7. 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.

8.8. Restricted Access

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

8.9. Emergency Procedures

During an emergency evacuation, visitors are to follow the instructions of their supervising staff member.

8.10. 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, Head of Middle and Senior School, Head of Junior School or Director of Pre-Preparatory.

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9. EMERGENCY PROCEDURES HANDBOOK EXTRACT

ST HILDA'S SCHOOL
GOLD COAST

EMERGENCY PROCEDURES STAFF INDUCTION

ST HILDA'S SCHOOL

52 High St, Southport, QLD 4215

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9.1. EMERGENCY CONTROL ORGANISATION

What is an ECO?

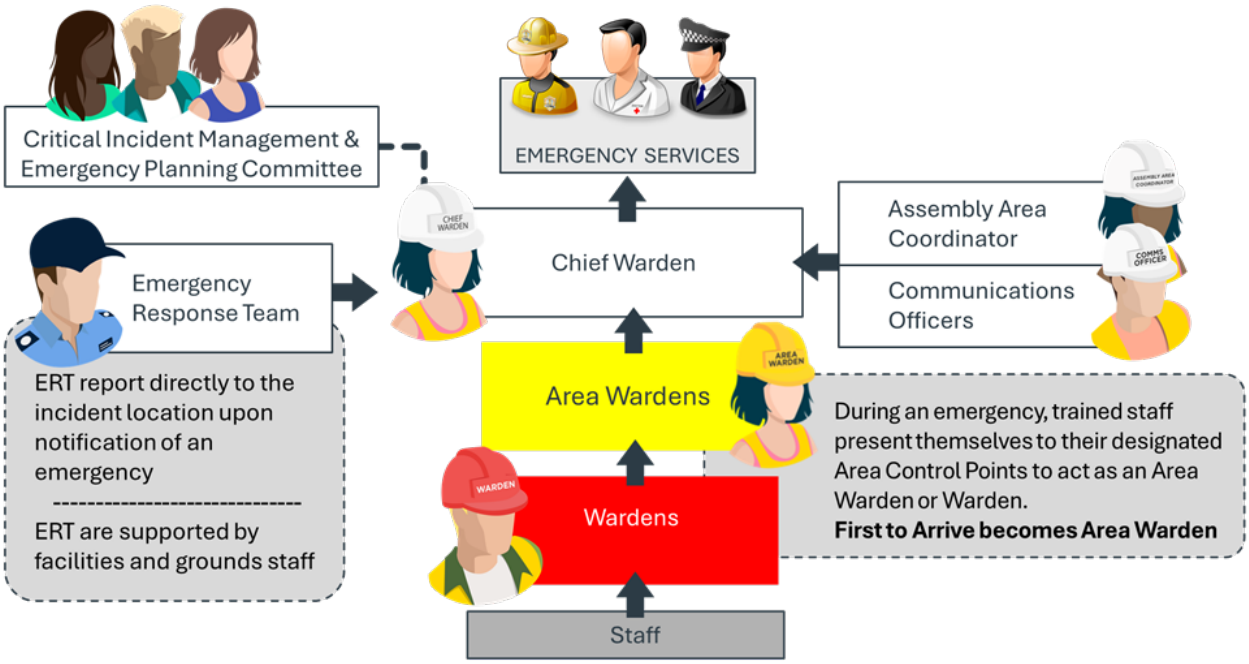
While buildings incorporate safety features, these alone cannot manage emergencies. An Emergency Control Organisation (ECO) is the most effective system for responding to and managing emergencies.

An ECO (or Warden team) is a group of individuals who have been trained to deal with emergency situations at a workplace from the time an emergency is declared until the arrival of the Emergency Services (police, fire brigade, ambulance). An ECO has been implemented in your School according to AS 3745:2010 for the safety of the site's occupants in an emergency. An ECO will always place safety of life above protection of property and assets.

The ECO assumes management of the site **(normal management ceases)** and makes decisions to protect life and property. You need to comply with all directions given by ECO members.

Your ECO

The below structure shows the hierarchy used at your School:



The ECO is led by the **Chief Warden** who will implement the relevant emergency procedure and decide whether to Evacuate, Lockdown or Shelter-in-Place. The Chief Warden will usually be a member of the School leadership or administration team however, a dedicated team of staff (primarily non teaching staff are offered annual training and are expected to assist in fulfilling the ECO positions above when not in the act of teaching **(see ECO Activation on following page)**.

Emergency Services

When Emergency Services arrive on site in an emergency, they immediately become responsible for the safety of all the building occupants. They will use the Emergency Control Organisation resources, but the ECO is under their control and will need to take directions as instructed.

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9.2. Emergency Control Organisation

A dedicated team of staff at St Hilda's School are trained as ECO Members. Upon notification of an emergency the selection process for trained Wardens operates as per the diagram below:

Chief Warden, Communication Officers & Assembly Area Coordinators

School leadership and selected administration staff are trained and expected to take on the role of Chief Warden.

During an emergency response the first Chief Warden to arrive at the Emergency Control Point will take control of the response and deputise others to assist as Communication Officers or Assembly Area Coordinators.

Area Wardens & Wardens

Wardens consist of trained support staff members with no or limited teaching responsibilities. A team of Wardens are trained to cope with the flexible workforce and use of facilities at St Hilda's School during a normal school week. During an emergency, all staff who have received Warden training and who are not in the act of teaching must present themselves to the nearest Area Control Point to act as an Area Warden or Warden.

First Aider

Qualified First Aid personnel may be called upon by the Chief Warden to attend to casualties.

Emergency Response Team (ERT)

The St Hilda's School Facilities Team during an emergency report directly to the incident location to aid and directly report from the incident area to the Chief Warden at the emergency control point.

Staff in the act of Teaching

Staff are to take control of the class group or any visitors under their control at the time of the emergency. All staff must comply with all directions given by Wardens.

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9.3. Evacuation Assembly Area (EAA)

The Evacuation Assembly Area(s) location is displayed below:

Sometimes the Chief Warden may assess the Evacuation Assembly Area (EAA) as being unsuitable for use. An example of this may be where the area is downwind of smoke or hazardous materials. Also, if a bomb threat has been made, the Chief Warden may choose an area not publicly known and will advise you of that location when implementing the Evacuation procedure.

Wardens have the authority to move evacuees away from the EAA to a safer location if they believe there is a threat to people's wellbeing, such as being downwind of an incident.

The Chief Warden dependent on the Emergency Location may instruct areas of the campus to evacuate to alternate assembly area locations or Shelter In Place locations as displayed on the map above.

Usually there will be an Assembly Area Coordinator at the EAA to relay messages to and from the Chief Warden. It is very important that evacuees remain calm and quiet to allow the Assembly Area Coordinator to hear critical messages.

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9.4. Warden Search Zones

To assist the Chief Warden with the management of the School, it has been divided into a number of Warden Areas and Area Control Points (ACPs) as shown in the map below. Wardens may be required to assist in clearing or restricting access to one of these areas. Copies of area breakdowns and duty cards for Wardens are kept at the ACPs and will be issued if required.

Please note:

Emergencies at St Hilda's School will be managed using the following 3 stages:

Stage 1: Occupants of buildings in immediate danger

Stage 2: Occupants of nearby buildings

Stage 3: If required complete site Evacuation

A full site Evacuation is not always required. Given the size and layout of the School, it is unlikely that a full Evacuation would be required. St Hilda's School has the ability to partial evacuate certain areas while other areas that aren't affected by an emergency remain in place. It is important to listen to PA announcements and tones and follow instructions in your area.

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9.5. Emergency Communication

Reporting Emergencies

An emergency is most effectively controlled when information about the emergency is well reported and prompt.

This is often up to you. You may be the first person to witness an incident - a fire, hazardous material spill, an intruder or a bomb threat. You need to immediately report the emergency.

Dial **EXT 996** to notify a Chief Warden (leadership or admin)

Report the type of emergency, exact location, injuries or casualties and current status.

Outside of school hours the Emergency Number is diverted to the Caretaker on Duty, call **000** first then call the Emergency Number **EXT 996**

Before reporting an emergency, you should move yourself and others away from danger. Any Staff member can commence the Evacuation, Lockdown or Shelter in Place, if danger is present.

Emergency Broadcast/Warning System

The Chief Warden has access to a make broadcast via the School's PA system. Upon notification of an emergency the Chief Warden will arrange for a Communications Officer to broadcast appropriate emergency announcements.

The PA System can be used to:

- *Make announcements*
- *Sound the Alert Tone (a repetitive BEEP…BEEP…BEEP…)*

  Upon hearing this tone in your area, occupants are to stop what they are doing and listen for further instruction.

- *Make Evacuation Announcements*

  These specify the area requested to evacuate, Assembly Area location & any areas of the campus to avoid

- *Some building have automated emergency tones that will sound an* ***Evacuation Tone (a repetitive WHOOOP… WHOOOP…WHOOOP…)*** *upon hearing this tone in your area, occupants are to evacuate to the Evacuation Assembly Area and follow the guidance of Wardens.*

- Sound the **Lockdown music (Claire de Lune"):** occupants are to commence lockdown in the nearest safe area and follow the guidance of Wardens.

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9.6. Evacuation Procedure

When to Evacuate:

- If an internal threat to safety of life exists
- If told to evacuate by a Warden, the Chief Warden or responding Emergency Services (e.g. in person or over the Public Address system)

Staff Evacuation Procedure:

Staff are to take control of the class group or any visitors under their control at the time of the emergency. In doing so they must:

- Turn off anything that may become a hazard if unsupervised (e.g. cook tops, ovens, candles, science equipment, etc)
- Direct students and visitors to the nearest safe exit
- Make final check of room, take the class roll (where available) and shut the door
- Lead students to the nominated or closest Evacuation Assembly Area
- Account for your current class group and report any problems (anyone missing or requiring assistance) to the Assembly Area Cooridinator
- Remain in control of your class group at the Evacuation Assembly Area until the Chief Warden or
- Emergency Services declares that it is safe to return to the building or to disperse
- Follow any further instruction from the ECO or responding Emergency Services

NOTE: When evacuating the building, you are allowed to take small nearby personal effects (such as handbags, wallets, keys, etc). Do not take bulky items with you as these may create a hazard, especially in stairs.

Area Wardens & Wardens (trained staff not in the act of teaching):

- Report to the closet Area Control Point and await further instructions from the Chief Warden
- Assist by searching or following the Chief Warden's directions
- Communicate your findings to the Chief Warden and remain available to provide assistance (e.g. prevent entry to buildings or meet and direct Emergency Services)

Evacuation Procedure – Endangered & Injured People

An endangered person is someone who may not be able to evacuate a building unaided. They may have a disability that is either temporary, permanent or caused by the emergency, such as an injury or adverse response to alarms.

Always notify a Warden and advise of any endangered people requiring rescue/support. The Chief Warden will be contacted to provide support and advise the fire service to rescue the person, if required.

In most cases, non-ambulant people will be wheeled or carried - on a stretcher or other device - as they will be unable to stand or walk.

Staff are not trained rescue professionals. Therefore, don't carry injured or disabled people down stairs, unless it is a last resort. This can hinder the smooth movement of other people from the building or even cause injury to the person being rescued.

If you have a disability or injury, advise senior leadership. If required, a Personal Emergency Evacuation Plan (PEEP) will be developed detailing any assistance required in your work area. Having this information will prepare the ECO in an emergency.

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9.7. Shelter in Place & Lockdown Procedures

In an emergency, when the threat is external, a different procedure must be implemented.

If an external emergency is confirmed and poses a threat to life safety, such as an intruder, inclement weather or external hazardous materials spill, you will be advised by the Chief Warden to Shelter-in-Place or Lockdown your area via the Emergency

Broadcast System or some other means, such as word-of-mouth.

When to Shelter-In-Place / Lockdown:

- If an external threat to the safety of life exists.
- If advised to do so by the Chief Warden (via PA announcement), Warden(s) or responding Emergency Services personnel.
- Upon hearing the Lockdown music

Staff Shelter-In-Place / Lockdown Procedure:

- If outside, direct students to and seek refuge in the nearest building.
- If inside remain where you are (unless unsafe to do so; in which case move to the nearest safe or occupied space).
- If safe to do so, conduct a quick check of your immediate external area and direct students and staff to the closest building.
- If during class time, remain with the class.
- If off-site, follow advice and School notifications to remain off-site or return to a designated on-site area.

<u>Once inside building:</u>

Lockdown – Shut and lock all doors and windows, draw blinds / curtains, sit on the floor, keep quiet and remain out of sight, await further instructions or signals. If there are no blinds / curtains available, occupants should seek shelter inside an internal room that cannot be seen from outside (such as a storeroom). If this is not possible, turn furniture on its side and seek refuge behind it.

Shelter-In-Place – Shut all doors and windows, remain inside. Planned lessons or work may continue where it is safe to do so. Await further instructions.

- If with students or visitors, give reassurance to help them remain quiet and calm throughout the incident. Email **emergency@sthildas.qld.edu.au** to report anyone missing or requiring assistance

Remain where you are until the "all clear" is given by the Chief Warden or you are instructed to move by a Warden or the Chief Warden.

Area Wardens & Wardens (trained staff not in the act of teaching):

- Only if requested, report to the closet Area Control Point and await further instructions from the Chief Warden.

Note: In some Lockdown situations Wardens may not be utilised if it is not safe to undertake duties

- Assist by searching or following the Chief Wardens directions
- Communicate your findings to the Chief Warden, remain at the Area Control Point and be available to provide further assistance

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ST HILDA'S SCHOOL
GOLD COAST

Type: School Handbook	**Name:** Visitors and Volunteers Handbook	**Policy No:** HR2.40
Implementation Date: Unknown	**Last Reviewed:** December 2026	**Next Review Date:** December 2027
Policy Review Leader: Deputy Principal – Middle and Senior School Operations		

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 Safe Action Plan
  - Emergency Procedures Handbook
  - Privacy Policy
  - Social Media Policy
  - Visitors and Volunteers Administration Checklist
- **Anglican Schools Commission**
  - Child Safe Anglican Education Policy
  - Procedures: Child Safe Responses
  - Procedures: Child Safe Operations
  - Code of Conduct for Anglican Schools and Education & Care Services
  - Induction Overview for Volunteers and Staff - Creating Environments for Students to Thrive

Document Control

Version	Description	Date
Unknown	Document created. Updated annually.	Unknown
2022	Document updated.	January 2023
V1.0	Document reviewed and updated including: • 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.	15/01/2024

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Version	Description	Date
	• 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. • Removed Queensland Health Requirements section. • Media enquiries must be referred to the Principal (only).	
V2.0	Document reviewed and updated including: • Maps • Changed Senior School to Middle Senior School • Student Protection Officers • Updated role titles • Document links	16/01/2025
V2.1	Updated: • 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: • Student Protection Officers	19/05/2025
V2.3	Updated: • Student Protection Officers	03/09/2025
V2.4	Updated: • Student Protection Officers	30/09/2025
V3.0	Document reviewed and updated including: • Replaced Statement of Commitment with Public Commitment. • Changed Child Youth and Risk Management Strategy to Child Safe Action Plan: Operations • Changed Student Protection Officers to Child Safe Advocates and updated list. • Removed reference Protecting Child and Young People in Anglican Education Policy – replaced with Child Safe Anglican Education Policy. • Removed reference Protecting Child and Young People in Anglican Education Procedures – replaced with Procedures: Child Safe Responses; and Procedures: Child Safe Actions. • Updated Maps. • Changed Head of Middle School and Head of Senior School to Head of Middle and Senior School. • Changed Staff Portal to Ammonite.	19/12/2025
V3.1	• Updated to reflect Child Safe Framework and new Emergency Procedures	02/09/2026

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	Ammonite – PDF format, all St Hilda's staff access	EA to the Deputy Principal	✓
3	St Hilda's School website sthildas.qld.edu.au	St Hilda's School marketing team marketing@sthildas.qld.edu.au	✓
4	Printed form: • Principal's office	EA to the Deputy Principal	X

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Appendix to this document: Child Safety Induction Overview and Acknowledgement of Understanding (includes list of Principal and Child Safe Advocates; plus signatory panel for acknowledgement by Visitor/Volunteer).

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GOLD COAST

Non Nobis Solum

NOT FOR OURSELVES ALONE

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