



Volunteer Handbook

Pre-Preparatory & OSHC
- Volunteer Handbook

Registered CRICOS Provider No. 00510M

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Hours of Operation

Pre-Preparatory:	8.00am – 3.25pm
Before School Care:	7.00am – 8.00am
After School Care:	3.30pm – 6.00pm

Policy Statement

We believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents in activities will be actively sought and open communication constantly maintained. Parents should feel relaxed at the Service. They will be learning about their child in a different setting, which is of great importance in the development of a stable and happy individual. Parents are encouraged to be involved in issues that relate to them and their children, through participation and discussion of all issues relevant to the running of the Service.

To ensure the best care for children and families, we believe it is important to provide them with the opportunity to visit our facilities and participate in our program at a time that is appropriate for them. We encourage families to join in on our learning activities and celebrate events and special days with us.

We value and pride ourselves on our partnership with families. We believe families are children's first teachers and therefore we embrace parents, guardians and family involvement within our Service. Participation by parents, guardians and families conveys a positive impression to children and allows them to feel supported as well as a sense of belonging.

Parent participation helps to:

- gain an insight into the needs of individual children.
- develop an awareness of different ways of interacting with children.
- develop an awareness of how young children interact socially with their peers.
- gain a better understanding of your child.
- gain an insight into the daily life of the Pre-Preparatory year/OSHC.

Parents and other family members will be given opportunities throughout the year to attend curriculum sessions, sharing the children's experiences and gaining an understanding of their engagement with learning.

The safety of our children is of utmost importance for the Service. Policy and procedures relating to Child Safety require all student and parental volunteers working in Anglican Education and Care Services to undergo an induction relating to the responsibility they share in safeguarding children.

Available on the School website under Pre-Prep/Safeguarding our Children is a range of policy and procedure documents to inform parents. As part of the St Hilda's Pre-Preparatory/OSHC community all student and parental volunteers are required undertake an induction to their responsibilities as a student or parental volunteer. This includes parents who assist with classroom activities, incursions and the like.

All parents who wish to volunteer are required to:

- Undertake an Induction with the Director of Pre-Preparatory.
- Read the Pre-Preparatory and OSHC Student and Parental Volunteers' Handbook.
- Complete the ASC 2026 Child Safe Processes Course.
- Complete the Acknowledgement of Understanding of the Student and Parental Volunteers Induction Booklet which incorporates the Creating Environments for Students to Thrive Form and return to the Director of Pre-Preparatory.

We value the time parent's volunteer with our girls and the strong community connections this time fosters. We know that you share an appreciation of all that is being done to assist young people to feel safe and know that adults in their service will listen and report any matters of concern to those who can assist. If you have any questions or require any assistance in completing the above in order to volunteer, please do not hesitate to contact the Director of Pre-Preparatory on 5577 7378.

Student and Parental Volunteers will meet with the teacher/educator overseeing their volunteer work and details pertaining to their work will be discussed before commencing. Student and Parental Volunteers are to sign in and out at Main Reception each day and are required to wear a visitor's badge whilst on campus.



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.

Code of Conduct

St Hilda's Pre-Preparatory aims to develop and maintain a safe and secure learning environment for all students and parental volunteers. The Service expects all student and parental volunteers to act in the best personal and educational interests of every child and to treat all children equally with appropriate courtesy, sensitivity, tact, consideration, and humility. The Our Commitment: Code of Conduct in the Creating Environments for Children to Thrive Booklet has been developed to help achieve this goal. Please read the Creating Environments for Children to Thrive Booklet thoroughly and observe all policies and directives when fulfilling the role.

Definition of Student and Parental Volunteers

Means a student/parent who is employed by another person and does not carry out any work for the other person for a financial reward, financial reward does not include a payment that is a reimbursement for out-of-pocket expenses.

St Hilda's Pre-Preparatory has three types of volunteers.

1. Formal Parental Volunteers who provide regular, ongoing service. Examples include: a parent assisting in the classroom.
2. Informal Parental Volunteers who provide assistance that is on-site, one-off or irregular. Examples include: parent assistance for excursions, ad hoc in-class, sports day assistance.
3. Student Volunteers such as pre-service teachers/educators doing a practical placement as required by their education provider and trainee students doing a work experience placement.

Student and Parental Volunteers, working in any capacity must read and assent to these practices, as well as read and sign off on an understanding of the Protecting Children and Young People in Anglican Education Policies and Procedures, and be officially accepted by St Hilda's Pre-Preparatory prior to performance of any task. Unless specifically stated, Volunteers shall not be considered as employees of St Hilda's Pre-Preparatory or OSHC.

Student and Parental Volunteer Code of Conduct

Student and Parental 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 educators, staff, children and members of the St Hilda's Pre-Preparatory/OSHC community.

Recruitment and Application Process

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

All parents who wish to volunteer their services at St Hilda's Pre-Preparatory/OSHC must:

- Make an application,
- Receive confirmation and notification from the supervising staff member as to whether a Working With Children Check (BC or E Card) is required,
- Undertake an induction with the Director of Pre-Preparatory prior to working with children.
- Complete the Anglican Schools' Commission 2026 Child Safe Processes Course and submit Certificate to the Director of Pre-Prep.
- Student and Parental Volunteers are expected to think and act safely:
- Put the safety of all children, 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 Creating Environments for Students to Thrive Booklet.
- Report all injuries, illnesses, accidents and near misses immediately to the employee responsible for the activity. If necessary, fill in an Accident/Incident Form.

Emergency Processes

In an emergency, assist in evacuating the area as quickly as possible following St Hilda's School Emergency Procedures.

- Follow all procedures to the best of their ability at all times and promote healthy and safe work practices. Report to the appropriate Pre-Preparatory/OSHC contact or supervising staff member if confronted with a challenge beyond the volunteer's control, role or responsibility.
- Do 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 children 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 child, the volunteer must report (in writing) the circumstances to the Pre-Preparatory employee overseeing their voluntary work. Such a person will notify the Director of Pre-Preparatory.
- Maintain suitable sight lines, leaving doors and blinds open if working in a withdrawal room or other confined space.

Student and Parental Volunteers are expected to treat children and staff with respect:

- Treat everyone with courtesy, sensitivity, tact, consideration and modesty.
- Support an environment free of fear, harassment, discrimination, racism and exploitation.
- Respect the cultures, beliefs, opinions and decisions of others even if not always in agreement.
- Dress in presentable clothes (or those suitable for the activity) that reflect the employee level of dress.
- Student and Parental Volunteers are asked to put mobile telephones in the Pre-Prep Office. Personal electronic devices are prohibited within the Pre-

Prep/OSHC rooms when working with children.

Student and Parental Volunteers are expected to observe principles of confidentiality in all aspects of the Pre- Preparatory Service's operation:

- Do not share or discuss Pre-Preparatory documents or processes with any third party.
- Do not discuss any aspect of personal information relating to a child, employee or another volunteer with any third party, including family members of either the volunteer or the child concerned.
- Do not counsel children on personal issues.
- Only discuss information relating to the wellbeing of a child with the employee responsible for that child or activity only, always observing the child's right to confidentiality. If the employee in charge of the activity is unavailable, discuss the matter with the Director of Pre-Preparatory.

Volunteers are expected to communicate appropriately:

- Practise effective listening (for example, ask open questions, be alert to non-verbal communication, stay calm).
- Be clear and consistent.
- Be aware of the child or young person's physical space.
- Be aware of the volunteer's own body language.
- Use non-discriminatory, respectful and non-judgmental language.
- Conduct themselves in a manner and use language that is always appropriate and of a high standard.
- Seek advice whenever appropriate.

Student and Parental Volunteers are expected to support the Anglican Ethos and the Pre-Preparatory/OSHC Service's policies and procedures:

- Take instruction from, and not obstruct, the responsible staff member in any way with regards to the execution of their duties.
- Report any illegal activity or concerns to the Director of Pre-Preparatory or appropriate staff member.
- Recognise and report all matters of abuse, harm, self-harm, inappropriate behaviour, or the likelihood of such matters immediately to a Child Protection Safe Advocate, the Director of Pre-Preparatory or the volunteer's supervising staff member.

Student and Parental Volunteers must NOT:

- Utilise their position to take advantage of any child or young person.
- Harass or abuse any person or use profanity while on campus or at a Pre-Preparatory/OSHC activity.
- Be the only adult in a room, bathroom, shower room, or other dressing area whenever children are using such facilities.
- Contact children outside of school hours by telephone, email or any other means.
- Seek the telephone numbers, home addresses, e-mail addresses, or any other contact information from children or students, for any purpose.
- Make comments of a sexual nature and refer any questions of this type from a child to the teacher in charge.
- Use, possess, alcohol, illegal drugs, weapons, inappropriate videos, reading materials or other objects on the School grounds.
- Be in possession of, or under the influence of, or provide others with, alcohol or illegal drugs.
- 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.
- Condone the use of, or provide any of the above substances, to any child, student, staff member, volunteer or other personnel.

- Engage directly with media representatives. Media enquiries must be referred to the Principal, Director of Pre- preparatory or to School Administration for referral to the Principal.

Breaches

Any breaches of the Our Commitment: Code of Conduct in the Creating Environments for Children to Thrive Booklet will be dealt with by the Director of Pre-Preparatory or School Principal (or delegate) in the first instance and appropriate authorities will be contacted if necessary.

Dismissal

Student and Parental 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 Director of Pre-Preparatory or the Principal.

Possible grounds for dismissal 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 children, students, educators, staff or other volunteers
- Failure to abide by Pre-Preparatory/OSHC or School policies and procedures
- Failure to satisfactorily perform assigned tasks

Responsibilities of Volunteer if Blue Card Required

Card holders have a responsibility to ensure that their Blue Card is renewed prior to expiry and that Pre-Preparatory/OSHC Service is notified of any change to circumstance which would disqualify the card holder from having a Blue Card.

Ethos Statement

SUMMARY ETHOS STATEMENT FOR ANGLICAN SCHOOLS IN THE PROVINCE OF QUEENSLAND

Published by the Anglican Schools Commission, Diocese of Brisbane: October 1996

What should characterise an ideal Anglican school? Many of its qualities of course, will be shared with good schools everywhere, whether run by the state or by denominational churches. An ideal school would evidence a commitment to learning, to justice, to individual achievement and to wholeness. Anglican schools will naturally value these qualities. This document seeks to define the normative features of an ideal Anglican school. In defining this distinctive ethos, the starting point has been the nature of the mother church itself on the single assumption that Anglican schools will be like the Anglican church.

ANGLICAN SCHOOLS

Are Firstly Christian Schools

In their day-to-day life Anglican schools should live out their faith in a creating and redeeming God. They should vivify the Gospel message of forgiveness, reconciliation, mission and loving service to God and our neighbour. The experience of sharing in the life of this community is itself an important part of Christian education quite apart from the formal content learned in the classroom.

Celebrate the contribution of the Mother Church to the wider political, social, economic

and artistic life of our culture

The Anglican Church of Australia has grown out of the Church of England. As such, it has a long tradition of working within the heart of western culture in the broadest and most comprehensive sense. Our schools will be at the centre and not at the fringe of our culture.

ANGLICAN SCHOOLS SHOULD BE CHARACTERISED BY:

Appreciation of diversity

The Anglican Church in its long history has come to value diversity as a positive good and a distinguishing feature of a civilised community. Anglican schools should enliven such appreciation of diversity and acceptance and the care ethic implicit in this respect for others.

High respect for intellectual endeavour

The teaching/learning ethic will show itself in hard work, intellectual rigour and openness to ideas and debate

Commitment to tradition and dignity within school worship

The Anglican tradition of renewing ancient forms and sacraments to meet modern needs will be evident in the way the school community worships.

Commitment to tradition and dignity within school life

Anglican schools will use the richness of symbol, story and ceremony to promote their values and order their lives.

Sense of social responsibility

The service ethic and a commitment to social justice will be seen in the willingness of Anglican school communities to offer themselves to serve God and His people in the wider community as critical participants.

VOLUNTEER INDUCTION

Subject	Detail	Delivery Method	Timeframe	Who
Child Safe Anglican Education Policy and Procedures	The Child Safe Anglican Education Policy and Procedures may be accessed on the front page of the School's website: www.sthildas.qld.edu.au via Pre-Prep/Safeguarding our Children	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Complete ASC 2026 Child Safe Processes Course	Parental Volunteer and Students are required to complete the Anglican Schools Commission 2026 Child Safe Processes Course prior to commencing in Pre-Prep/OSHC. Submit a copy of the Certificate of Completion to the Director of Pre-Preparatory.	Online Course distributed to Parent Volunteer/Student by email	Prior to commencing.	Risk & Compliance Officer Director of Pre-Preparatory
Creating Environments for Students to Thrive Booklet	To be read, completed and signed by volunteer prior to attending campus and off-campus events.	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Child Safe Advocates/Reporting	Student and Parental Volunteers must immediately discuss with the Director of Pre-Preparatory, Responsible Person or Child Safe Advocate all matters of suspected abuse or neglect of a child, suspected inappropriate behaviour by a staff member or volunteer towards a child. Child Safe Advocates: - Director of Pre-Preparatory - OSHC Co-ordinator	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Dress Code	Professional attire is an expectation for all employees, visitors and volunteers at St Hilda's Pre-Preparatory Service/OSHC. The following items are not appropriate when working with children in the Pre- Preparatory/OSHC 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. - Tattoos must be covered up.	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory

<p>Code of Behaviour</p>	<p>Student and Parental Volunteers are expected to follow the principles of safety, respect, confidentiality and support. Student and Parental Volunteers must also use appropriate communication skills and conduct themselves ethically when engaging with staff, children and members of the St Hilda's Community. Student and Parental Volunteers are expected to be aware of, and conduct themselves in accordance with, the Pre- Preparatory Service/OSHC and School's Privacy Policy.</p>	<p>Email or Parent Session</p>	<p>Minimum of 1 Week prior</p>	<p>Supervising staff member Director of Pre-Preparatory</p>
<p>Sign-in/Sign-out Procedures</p>	<p>Student and Parental Volunteers when working on St Hilda's 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 visit/event.</p> <p>Student and Parental Volunteers working off campus are to check in with their Staff Supervisor where they will receive a Volunteers Label (or may wear the Parent Support Group badge). The label is to be worn for the duration of the event.</p> <p>Student and parental Volunteers are required to sign in and out of the Room in Pre-Preparatory or OSHC they are working in.</p>	<p>Email or Parent Session</p>	<p>Minimum of 1 Week prior</p>	<p>Supervising staff member Director of Pre-Preparatory</p>
<p>Supervision</p>	<p>Student and Parental Volunteers are always to be supervised by a staff member.</p> <p>Student and Parental Volunteers are to be met at Visitors' Reception by the supervising staff member and escorted to the venue. At end of event, the supervising staff member is to escort the volunteer to Visitors' Reception to sign out and return badge.</p> <p>Student and Parental Volunteers are to be under the general supervision of staff member/s at off campus events.</p> <p>Student and Parental Volunteers are expected to think and act safely as per the Creating Environments for Students to Thrive Booklet.</p>	<p>Email or Parent Session</p>	<p>Minimum of 1 Week prior</p>	<p>Supervising staff member Director of Pre-Preparatory</p>

Role and reporting relationships	Student and Parental Volunteers are to report directly to supervising staff member.	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Orientation, Facilities and introduction	Student and Parental Volunteers advised of car parking and sign-in/out requirements prior to the event by their supervising staff member. Student and Parental Volunteers advised of restricted access to campus and supervision requirements while on campus by supervising staff member. Student and Parental Volunteers advised of Emergency evacuation requirements and assembly point by supervising staff member.	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Emergency Evacuation	Student and Parental Volunteers are to follow advice of staff member during an Emergency Evacuation and advised of Emergency Assembly Point (JS Oval). Student and Parental Volunteers to assist in evacuating the area as quickly as possible, following directions from supervising staff member.	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Mobile Phones	Volunteers are not permitted to have a personal electronic device such as a mobile phone on their person whilst working with the children. Mobile phones/devices are to be stored in the Pre-Prep office.	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Responsible use of Social Media	Student and Parental Volunteers are advised to abide by the Pre-Preparatory/OSHC's Social Media Use Policy. No photos are to be taken nor social media posts actioned without express permission from the Director of Pre-Preparatory.	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Breaches	Any breaches of the Student and Parental Volunteer Code of Conduct will be dealt with by the Director of Pre-Preparatory, School Principal (or delegate) in the first instance and appropriate authorities will be contacted if necessary.	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory

Dismissal	<p>Student and Parental Volunteers who do not adhere to these guidelines or who fail to satisfactorily perform their volunteer assignment are subject to dismissal.</p> <p>No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Director of Pre-Preparatory or the Principal.</p> <p>Possible grounds for dismissal 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 Pre-Prep/OSHC policies and procedures - Failure to satisfactorily perform assigned tasks 	Email or Parent Session	Minimum of 1 Week prior	Supervising staff member Director of Pre-Preparatory
Action Required by Volunteer				
Complete ASC 2026 Child Safe Processes Course	Parental Volunteer and Students are required to complete the Anglican Schools Commission 2026 Child Safe Processes Course prior to commencing in Pre-Prep/OSHC. Submit a copy of the Certificate of Completion to the Director of Pre-Preparatory.	Online Course distributed to Parent Volunteer/Student by email	Prior to commencing.	Volunteer/Student
Creating Environments for Students to Thrive Booklet	This document to completed and signed by the Student or Parental Volunteer and emailed/delivered to the Director of Pre-Preparatory.	Email/Delivered by hand to Director of Pre-Preparatory	Minimum 2 days prior	Volunteer/Student
Record of Completed Induction.	<p>To be signed by Student or Parental Volunteer and emailed/delivered to soupervising staff member.</p> <p>Supervising staff member immediately lodges completed forms with the Director of Pre-Preparatory.</p>	Email/Delivered by hand to Director of Pre-Preparatory	Minimum 2 days prior	Volunteer/Student

Record of Completed Induction

I _____ confirm that I have been provided with and understand the information detailed above.

(Please print in capitals)

Volunteer Signature: _____ *Date:* _____

Director of Pre-Preparatory:

Name: _____ Signature: _____ Date: _____