ST HILDA'S SCHOOL
GOLD COAST

Pre-Prep & OSHC
Volunteer Handbook

Volunteers Handbook
Pre-Preparatory & OSHC

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Hours of Operation

Pre-Preparatory:	8.00am – 3.30pm
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 upmost 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 Child Safe Processes Course.
- Complete National Foundation of Child Safety Courses and return to the Director of Pre-Preparatory.
- Read the ASC Child Safety Induction Overview. Complete the Acknowledgement of Understanding.

We value the time parents 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. 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 Child Safe Anglican Education Policy, 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.
- Read the ASC Child Safety Induction Overview and complete the Acknowledgement of Understanding and submit it to the Director of Pre-Prep.
- Complete the National Foundations of Child Safety Course and submit certificate to Director of Pre-Prep.
- Complete the Anglican Schools' Commission 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 Child Safe Induction Overview.
- Report on all injuries, illnesses, accidents and near misses immediately to the employee responsibility 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 or vape 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.

Reportable Conduct Scheme

Reportable At St Hilda's School Pre-Preparatory/OSHC, the safety, wellbeing and best interests of children is of paramount importance. As such, we administer and make available the Child Safe Anglican Education Policy and related Procedures to support the effective management of any child safety concern. If you have any concerns, please share these with any of our Child Safe Advocates (including our Nominated Supervisor – Mrs Lisa Cleverly), who are available to provide you with support and assistance.

Pre-Preparatory and OSHC Nominated Supervisor & Child Safe Advocate Contact

Mrs Lisa Cleverly
Email: lcleverly@sthildas.qld.edu.au
Phone: (07) 5577 7378
In writing: PO Box 290 Southport Qld 4215

If your concern relates to the safety of children whilst at St Hilda's School Pre-Preparatory or OSHC, please raise this with our Nominated Supervisor without any unnecessary delay (immediately). In addition to this, if the concern relates to reportable conduct of a worker of our ECS, you are able to and encouraged to report this directly to the Executive Director of the Anglican Schools Commission, as this ECS' Head of Entity. Workers of St Hilda's School Pre-Preparatory and OSHC are legally mandated to raise and report these matters. We are keen to support any person who may need assistance with this.

Reportable conduct matters are allegations or convictions of child abuse or child-related misconduct made about workers. Workers have a very broad definition - any person who performs work of any kind within, or on behalf of the education and care service. Reportable conduct and how it is responded to, is described in the Child Safe Anglican Education Policy and the Procedures: Child Safe Responses.

For the purpose of sharing information about reportable conduct (allegations or convictions), the Executive Director can be contacted by:

- Via the Contact Us section of the Anglican Schools Commission website https://ascqld.org/contact-us/
- Email: reportableconduct@ascqld.org.au
- In writing to GPO BOX 421, Brisbane, Qld, 4001
- The Anglican Schools Commission can also be contacted by telephone: (07) 3825 2306

In addition to this, if you have concerns about the reportable conduct of the Executive Director, or their management of reportable conduct matters, you can contact the Queensland Family and Child Commission. For more information, visit Reportable Conduct Scheme | QFCC

The Child Safe Anglican Education Policy and Procedures are available through the St Hilda's School website on the Pre-Prep Safeguarding Our Children page, OSHC page and the Ammonite on the Pre-Prep and OSHC Pages.

In addition to this, if you are concerned about our operations you may wish to consider making a complaint, though the process outlined in the Complaints Management in Anglican Education Policy and Procedures available through the
St Hilda's School website on the Pre-Prep Safeguarding Our Children page, OSHC page and the Ammonite on the Pre-Prep and OSHC Pages.

ANGLICAN SCHOOLS SOUTHERN QUEENSLAND ETHOS SUMMARY

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.

SUMMATIVE MARKERS

Incarnational
God is love, perfect and in person. We live essential words, in person.

Intellectual
We engage in the fearless pursuit of truth.

Pastoral
We practise respect for the whole person in community.

Missional
We form people for the transformation of the world, n the service of God and the common good.

Faithful
We keep sacred rhythms attending to the goodness of life, celebrating the story and sovereignty of God.

Hospitable
All have a place to belong.

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 Child Safe Processes Course	*Parental Volunteer and Students are required to complete the Anglican Schools Commission 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*
Complete the National Child Safety Training	*Students are required to complete the National Child Safety Training Course prior to commencing in Pre-Prep/OSHC and submit a copy of the Certificate of Completion to the Director of Pre-Preparatory.*	*Student to register with GECKKO. Information emailed to student by the Director of Pre-Preparatory.*	*Prior to commencing.*	*Director of Pre-Preparatory*
Read the ASC Child Safety Induction Overview	*Complete the Acknowledgement of Understanding and submit this to the Director of Pre-Preparatory.*	*Email*	*Prior to commencing*	*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*
Code of Behaviour	*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.*	*Email or Parent Session*	*Minimum of 1 Week prior*	*Supervising staff member* *Director of Pre- Preparatory*

Sign-in/ Sign- out Procedures	*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.* *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.* *Student and parental Volunteers are required to sign in and out of the Room in Pre-Preparatory or OSHC they are working in.*	*Email or Parent Session*	*Minimum of 1 Week prior*	*Supervising staff member* *Director of Pre- Preparatory*
Supervision	*Student and Parental Volunteers are always to be supervised by a staff member.* *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.* *Student and Parental Volunteers are to be under the general supervision of staff member/s at off campus events.* *Student and Parental Volunteers are expected to think and act safely as per the Creating Environments for Students to Thrive Booklet.*	*Email or Parent Session*	*Minimum of 1 Week prior*	*Supervising staff member* *Director of Pre- Preparatory*

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	*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 the Director of Pre-Preparatory or the Principal*	*Email or* *Parent* *Session*	*Minimum of 1 Week prior*	*Supervising staff member* *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 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*			
Action Required by Volunteer				
Complete ASC Child Safe Processes Course	*Parental Volunteer and Students are required to complete the Anglican Schools Commission 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**
Complete National Foundations of Child Safety Course	*Parental Volunteer and Students are required to complete the National Foundations of Child Safety 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**
Child Safe Induction Overview	*This document to be 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	*To be signed by Student or Parental Volunteer and emailed/delivered to supervising staff member.* *Supervising staff member immediately lodges completed forms with the Director of Pre-Preparatory.*	*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: _____

ST HILDA'S SCHOOL
GOLD COAST

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STHILDAS.QLD.EDU.AU

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