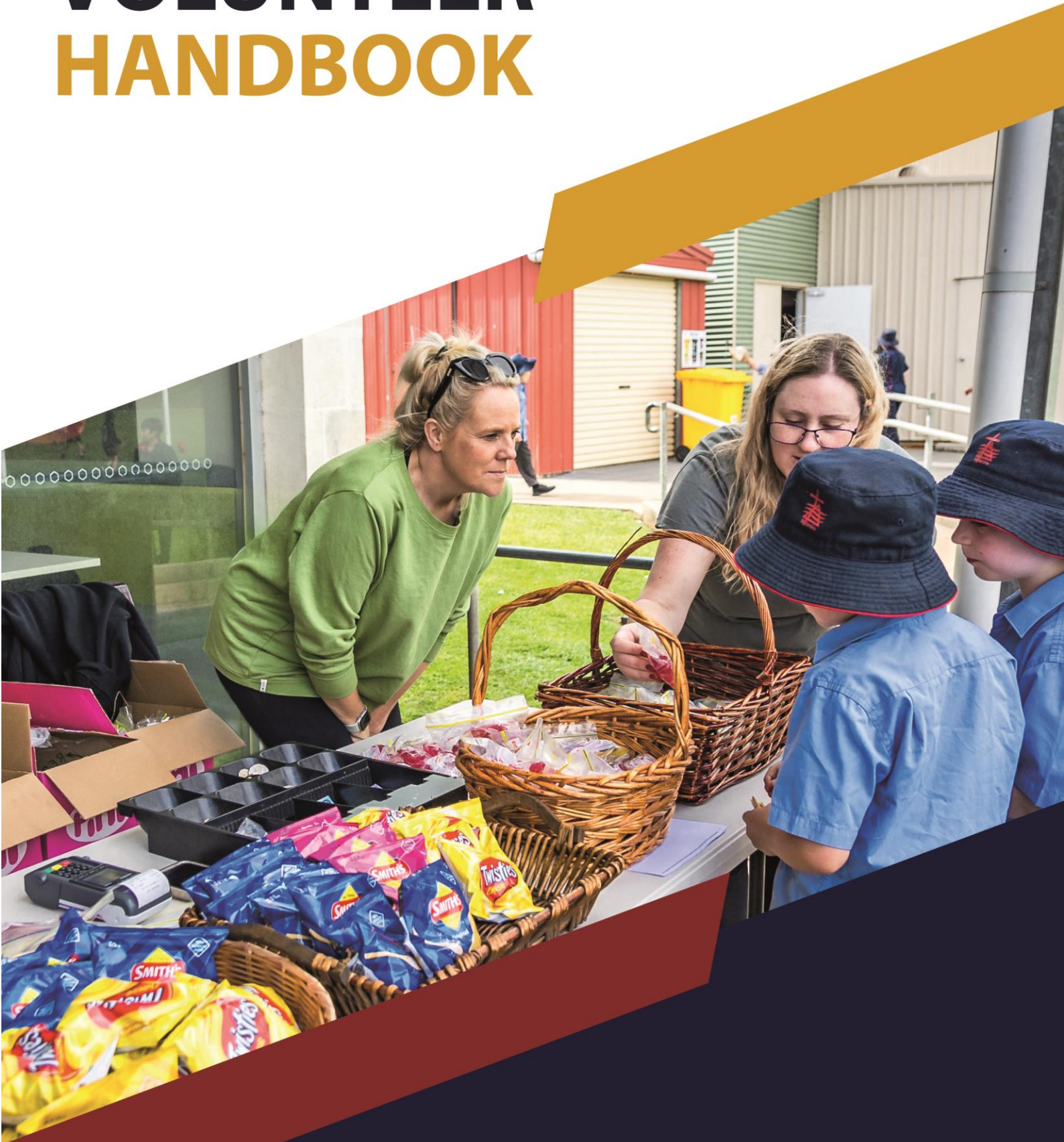


VOLUNTEER HANDBOOK



St Martins Lutheran College

VOLUNTEER CODE OF CONDUCT

St Martins values the contribution of all members of the school community in volunteering their time and effort. To assist us in providing a safe environment and a positive educational climate, volunteers are expected to comply with the following guidelines:

Safety

Volunteers must:

- comply with sign in/out requirements when volunteering at the school;
- observe safe work practices and take care of their own health and safety and that of others affected by their activities;
- only work according to their level of competency and capacity;
- follow reasonable safety instructions given by supervisors;
- report any injury, safety hazard or hazardous practice they observe as soon as possible;
- where personal protective equipment (PPE) is supplied then it must be worn as instructed;
- assist in implementing evacuation procedures if required; and
- advise the school if they have any allergies or medical conditions that they have that the school needs to be aware of or that may impact their ability to undertake their volunteer role.

Child Safety

Volunteers must:

- comply with the school's Child Safe Program;
- report any instances of actual or suspected child abuse immediately to our Principal or Child Safety Officer, Jane Savage; and
- in the absence of staff where a volunteer becomes aware of an immediate threat to students, they must notify Police and the Principal, and take reasonable measures to protect the student from harm.

Respect for Others

Volunteers must:

- treat students, staff and other members of the college community with courtesy, and consideration;
- avoid swearing or profanities, discriminatory, bullying or harassing language;
- dress appropriately having regard to safety, the ethos of the school, and the nature of the volunteer activity;
- assist in the creation of an environment free from fear, harassment, discrimination, bullying or exploitation;
- respect the cultures, beliefs, opinions and decisions of others; and
- take reasonable instruction from staff and not obstruct staff in the execution of their duties.

Confidentiality and Privacy

Volunteers must:

- maintain confidentiality in respect of all information gained through their participation in volunteering at the school. This includes information both oral, visual and written relating to the school's activities, operations, students, staff, parents/carers, and other members of the school community. Personal information relating to students, staff, parents and carers is protected by Privacy legislation;
- not discuss or pass on confidential information with other volunteers, family, friends, or others outside the school;
- not discuss confidential or personal information which has been provided on a need to know basis with anyone inside or outside the school unless authorised to do so;
- not take photos or recordings of students without the authorisation of the school or parent/guardian;
- not use confidential information which they have gained through their participation in volunteering at the school.

Communicating with the Media

Only the Principal and College Chair are authorised to communicate with the media. Volunteers must refer all requests for comment from the media to the Principal.

Prohibited Conduct

While volunteering on College property, volunteers must not:

- smoke or use tobacco products;
- use, possess, or be under the influence of alcohol or illicit drugs.

INTRODUCTION

Welcome to St Martins Lutheran College.

The College values the support of so many who contribute their time, energy and expertise to the College community and thereby extend the opportunities for our students.

As a volunteer, you may not need to know the day to day routines of the school, but it is important that you understand what we expect of each other and of our students and what we strive to be as a school community. This booklet will help to answer some of the inevitable questions or at least help you formulate the questions you need to ask.

At St Martins we strive to enhance the personal growth and well-being of each individual spiritually and socially. This growth will best occur in a school climate which fosters the growth of positive self-esteem. The participation of the whole school community, of which volunteers are such an important part, is critical to the success of this endeavour.

Mission Statement

"St Martins Lutheran College, as a Christ-centred learning community, fosters excellence by nurturing each precious child's potential within a safe and caring environment."

A volunteer is any person who provides an unpaid service to the College. Volunteers may be involved activities such as:

- Sports Coaches
- PALS Workers (Student-Adult Buddies)
- One-on-one/small group Learning Support assistants
- Camp assistants
- Stage assistants (Drama)
- Listening to reading in the classroom
- Helping with cooking, art, special classroom activities
- Helping with classroom cleaning
- Helping in the Library or canteen
- Sharing an area of skill or interest with a class during lesson time
- Helping prepare resources

St Martins values and encourages the active participation of a range of people from within the school community in the life of the College. We believe that volunteers can make a significant contribution the College community by giving their time and sharing their skills and expertise. Volunteers often have a broad range of interests and abilities that complement school programs and so provide a wider range of interactions and experiences for students.

INDUCTION AND TRAINING

A thorough familiarisation with this Volunteer Handbook forms the core of induction for volunteering at St Martins.

Volunteers are expected to be familiar with child safe policies, Work Health and Safety responsibilities and confidentiality expectations. Current College Policies can be found on our website (www.stmartins.sa.edu.au).

EXPENSES

Volunteers may be eligible for reimbursement of reasonable expenses incurred in the course of their duties. Except for very small items, which can be reimbursed through petty cash, all payments to volunteers will be by EFT. This will generally be done in consultation with your supervising staff member or Business Manager. All tax invoices must be kept as proof of purchase and lodged to the Finance Department along with a reimbursement form obtained from the administration office. Prior approval must be sought for any major expenditure.

RECORD-KEEPING AND YOUR INFORMATION PRIVACY

A system of records will be maintained for each volunteer. Volunteer application forms, reference checks and other screening reports. The College is committed to ensuring information collected will be dealt with as required under the Commonwealth *Privacy Act*. Our full Information Collection Notice for Volunteers can be found on our website.

RIGHTS AND RESPONSIBILITIES

A volunteer has a right to:

- Be treated with respect and to receive appropriate recognition (where necessary and appropriate).
- Proper orientation, initial and ongoing training.
- Be consulted in decision making appropriate to their volunteer role.
- Be treated as an equal co-worker.
- Effective supervision.

Volunteers are required to:

- sign in when arriving and sign out when leaving;
- carry out tasks in a manner consistent with College expectations, including the maintenance of a professional, cooperative and confidential working environment;
- take reasonable care for their own health and safety and ensure they don't adversely affect the health and safety of others;
- carry out tasks within the role assigned and not to perform duties they do not have the skills to undertake;
- cooperate with the reasonable policies, procedures and instructions given by the College;
- refer all student concerns or behavioural issues to the College;
- notify the College as early as possible if they are unable to fulfill their volunteer commitment; and
- report all workplace safety incidents or injuries to the College.

The volunteer's most important responsibility relates to their duty of care to young people. While our students are emerging adults, they are nevertheless still vulnerable due to their lack of experience. This duty of care encompasses not only appropriate relationships with the students but adherence to child protection and harassment guidelines.

Volunteers must not:

- work unsupervised with students unless the required procedures for dealing with Volunteers have been complied with;
- be involved in toileting students or assisting with change rooms/sick rooms;
- breach matters of student or staff confidentiality, commercial-in-confidence matters;
- encourage affection from or dependency in students (e.g. giving presents, having intimate physical contact or intimate personal contact through written or electronic means such as email, letters, telephone, text messages, social media sites or chatrooms); or
- display bullying or intimidating behaviours towards students.

SOCIAL MEDIA AND PHOTOGRAPHY

As a volunteer you agree not to post or share information online through any means, including all areas of social media, eg Facebook, Twitter, which relates to any individual stakeholder (staff, student, families, volunteers) or brings St Martins Lutheran College into disrepute. Photos and videos will not be taken, used or published without the informed consent of relevant parents/carers of students or the College.

RELEASING VOLUNTEERS

Volunteers who do not support the ethos of the school or who fail to satisfactorily perform their volunteer role may be released from their volunteer role. When concerns arise about a volunteer, opportunity to remedy the problem or improve an area of concern will be offered wherever possible.

Possible grounds for release include but are not limited to:

- Inappropriate or improper behaviour towards students, parents or staff.
- Failure to adhere to the policies and procedures of the College.
- Does not adhere to Work Health and Safety instruction or procedure.
- Failure to satisfactorily perform assigned duties.

WORK HEALTH AND SAFETY

St Martins seeks to ensure that employees, volunteers, visitors and other persons working on the site are safe from injury and risks to their health while involved in school activities. The school is committed to meeting the standards required by the Work Health and Safety Act and to meet these objectives the active cooperation of all persons involved is required by the school in establishing and maintaining the highest possible safety standards.

A copy of this policy is included in the back of this handbook. You are encouraged to read this policy, as it will inform you of the responsibilities and accountabilities of all persons at this school.

Procedures for reporting Incidents/Hazards and unsafe situations

At St Martins, it is the responsibility of volunteers to report any accidents, incidents, hazards or unsafe situations they are aware of. This can be done reporting the issue to your supervisor or reception staff.

In the event of an incident, which results or may result in injury, volunteers are responsible for reporting the incident to the front office or Trudi Hepburn (Business Manager) within 24 hours.

All volunteers are covered under an insurance policy specifically for volunteers with our insurer.

Location of First Aid Facilities

- At St Martins, the First Aid facilities are located primarily in the front office or Ark office.
- Most reception staff are qualified Senior First Aid Officers.
- Additionally, most staff members have completed basic life support and CPR training.
- Classroom teachers will have basic first aid supplies in their room.

Emergency Procedures & Drills

All employees are briefed/trained with regard to the emergency and evacuation plans and procedures in place at St Martins. These plans are in accordance with the guidelines in the relevant policies.

Lock down procedure and Evacuation/Fire drill

Such action made be due to:

- Bomb Threat
- Siege/Hostage
- Violent Incident
- Toxic Emissions
- Fire
- Earthquake

The school has developed and implements emergency procedures, training and practice drills to ensure the safety of the school community. Following a drill, a debriefing session is conducted as part of the staff meeting to discuss the effectiveness of the drill and to make recommendations for future improvement. Volunteers on campus at the time of a drill or indeed an actual alarm will be expected to follow procedures under guidance of College staff or Emergency Posters located in all areas of the College.

Evacuation – Audible tone followed by a verbal instruction to evacuate

- Adults escort students in a safe and orderly manner to the oval.

Lock Down – Audible tone followed by a verbal instruction to evacuate

- Adults close doors and windows, secure doors, turn off lights and keep children calm and quiet on the floor until the all clear is given by senior staff.

POLICIES AND PROCESSES

GRIEVANCE AND CONFLICT RESOLUTION/HARASSMENT

If a volunteer has a grievance with any person within St Martins the volunteer should:

- Ask to meet that person in private and to politely and calmly, but assertively, explain to that person how the behaviour in question is making them feel.
- If the volunteer is not comfortable discussing the matter in person or if the meeting does not resolve the situation the volunteer should speak with either their staff supervisor or a member of the College Senior Management Team (depending upon whom the grievance is with) and explain the situation. The procedure from there, with the consent of both parties, normally will involve conflict resolution meetings with an independent third-party present.

Should the staff supervisor or any member of the school have a grievance with a volunteer, then that volunteer is entitled to hear, in private, the nature and specifics of the grievance and to have the right to be heard in reply. Conflict that goes beyond an initial meeting may result in the College Senior Management Team putting in place monitoring measures and if necessary, arrange counselling for the affected parties.

Harassment is illegal and opposes the cornerstone of Christian behaviour: treat others as you would like to be treated yourself. St Martins encourages the reporting of complaints of harassment or bullying, either informally or formally.

The Principal, however, reserves the right to release a volunteer from service should their behaviour or practice be unacceptable to or be incompatible with the operations and philosophy of the school.

If volunteers have a grievance with a policy or process they are encouraged to report this to their supervisor.

MANAGING STUDENT BEHAVIOUR

A passing compliment or word of praise can lift the spirit of any child or adolescent. Regular volunteers become well known figures in a child's school life so it goes without saying that volunteers are in a position to encourage and praise children's efforts and achievements.

Volunteers may also be confronted with inappropriate student behaviour in the course of the duties as volunteers. Ultimately, it is the responsibility of the supervising teacher/staff member to manage the behaviour of the students but there may be occasion for the volunteer to take action.

Volunteers should make themselves familiar with classroom rules and if there is a concern then:

- send another child for the teacher/staff members assistance if serious;
- attempt to refocus a child by assisting them with their work/task;
- attempt to refocus a child by distracting them or diverting their attention;

- gently remind children of classroom rules;
- seek assistance from the teacher/staff member if a child is still quite distracted and of potential harm to self and others;
- inform the teacher/staff member of any minor reminders given to students;
- ensure that any verbal interactions with children are positive and constructive and may reflect on the behaviour not the individual.

CHILD SAFE POLICY

Our Child Safe Policies can be found on our website (<https://stmartins.sa.edu.au/parent-portal/policies/>). Volunteers should make themselves familiar with the Child Safe Policy and Child Safe Adult Code of Conduct.

WORK HEALTH AND SAFETY

The primary responsibility for health and safety in a workplace lies with the Person Conducting the Business or Undertaking (commonly referred to as the PCBU). St Martins Lutheran College is a PCBU.

A PCBU's primary duty of care is to ensure, so far as "reasonably practicable" (explained below) that workers (including volunteers, contractors, subcontractors and their employees), and other persons (for example students and people visiting our premises), are not exposed to health and safety risks arising from our activities or undertakings. This duty covers both workers engaged by St Martins Lutheran College, and workers whose activities in carrying out their work (e.g. contractors, volunteers) are influenced and directed by St Martins Lutheran College.

St Martins Lutheran College's duty of care applies "to the extent to which we have the capacity to influence and control the matter" which in effect creates a situation where St Martins Lutheran College can have a joint liability with another PCBU for ensuring the safety of workers.

For St Martins Lutheran College to ensure, so far as is 'reasonably practicable', that workers, or other persons, are not exposed to health and safety risks arising from our operations or undertaking, the WHS laws require that we take into account and weigh up all relevant matters including:

- a) the likelihood of the hazard or the risk concerned occurring;
- b) the degree of harm that might result from the hazard or the risk;
- c) what the person concerned knows, or ought reasonably to know, about the hazard or risk, and ways of eliminating, or minimising, the risk;
- d) the availability and suitability of ways to eliminate or minimise the risk; and
- e) after assessing the extent of the risk, and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

One important point to note with respect to the cost assessment in (e) above: although the cost of eliminating or minimising risk is relevant in determining what is reasonably practicable, there is a clear presumption in favour of safety ahead of cost.

In broad terms, this "reasonably practicable" obligation requires St Martins Lutheran College to implement a risk management program through which we take positive steps to identify workplace safety hazards, assess each hazard in terms of likelihood and potential consequence, and take action to either eliminate or reduce each hazard we have identified.

The test is an objective one having regard to a "reasonable person" in St Martins Lutheran College's position.

The College Council delegates day to day management of the college to the Principal and it is the Principal's responsibility to ensure that the college's WHS Program complies with the college's WHS obligations and is effectively implemented.

The Principal must appoint a WHS Management Representative to coordinate the WHS Program/Safety Management system within the college.

The Business Manager is an employee nominated by the Principal to coordinate the WHS Program and Safety Management System (SMS) within the college.

The Business Manager is responsible for:

- the overall coordination of the WHS Program within the college;
- ensuring that the college safety plan is implemented and maintained in accordance with the WHS Program/SMS;
- reporting on the performance of the WHS Program/SMS to the Principal for review as a basis for improvement of H&S Performance; and
- coordinating WHS activities with LESNW.

The Business Manager is responsible for the day to day management of this WHS Program. This includes:

- Ensuring that reported hazards are addressed in a timely manner;
- Ensuring that incidents are adequately investigated, and control strategies developed;
- Ensuring that adequate emergency and first aid measures are in place;
- Ensuring that the Register of Injuries is maintained;
- Ensuring that suitable return to work plans are implemented for injured staff;
- Ensuring that employee consultation arrangements are implemented and working effectively; and
- Ensuring training needs are identified and addressed.

All Heads of Departments and Supervisors are responsible for establishing a commitment to WHS principles in their areas of control and for taking action to correct unsafe work practices. It is their responsibility to:

- Identify, assess, control and monitor workplace hazards within their areas of control;
- Support employee consultation arrangements;
- Encourage staff to report hazards or other issues that are inconsistent with WHS standards;
- Ensure WHS information is readily available to staff; and
- Assist in the rehabilitation of injured workers in accordance with St Martins Lutheran College's Return to Work Program.

As a worker (including College Council members and officers, Heads of Department, supervisors, teachers, volunteers, contractors, sub-contractors and support staff)

You Must:

- Take reasonable care for the health and safety of co-workers and ensure that your actions do not put anyone at risk; and
- Take reasonable care for your own health and safety; and
- Use and maintain equipment properly; and
- Ensure that your work area is free of hazards; and

Co-operate with St Martins Lutheran College in anything that you are required to do in order to ensure a safe workplace including:

- (a) notifying your supervisor of actual and potential hazards
- (b) wearing or using prescribed safety equipment
- (c) carrying out work in a safe manner
- (d) following health and safety instructions
- (e) taking notice of signs
- (f) adhering to speed limits
- (g) participating in safety training.

As a worker **You Must NOT:**

- Intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare;
- Move or deface signs;
- Tamper with warning alarms;
- Remove machine guards;
- 'Skylark';
- Play jokes that may put the health and safety of others at risk;
- Behave in a way that results in risk to others; or
- Intentionally hinder or obstruct the giving or receiving of any form of aid when a person is injured at work.

All visitors, to St Martins Lutheran College's premises are required, to comply with St Martins Lutheran College's WHS Program and to observe directions on health and safety from St Martins Lutheran College's staff. Visitors who fail to follow directions may be asked to leave the premises.

ACKNOWLEDGEMENT AND AGREEMENT

I acknowledge that I have read and understood the Volunteer Handbook.
Specifically, I acknowledge that I have read and understood the volunteer requirements and policies relating to:

- Child safety
- Work Health and Safety
- Photographing students and posting to social media
- Maintaining confidentiality and privacy during my time as a volunteer and after

and I agree to uphold the principles of these policies and the Volunteer Code of Conduct.

Volunteer name _____

Volunteer signature _____

Date _____

Please remove this page from your handbook and return it to the front office or email office@stmartins.sa.edu.au

If you have any question regarding the information contained in the handbook, please call St Martins on 08 8725 1430.

Thank you.

TEAR HERE



St Martins Lutheran College

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