



TOMAREE PUBLIC SCHOOL

Volunteer's Handbook

INTRODUCTION

This handbook has been developed by Tomaree Public School P&C as a support for the volunteers that assist in our school. Volunteers are appreciated and provide the additional support needed to provide quality education for our students.

Volunteers can work throughout the school in many areas – a comprehensive list is found later on in this handbook – as little as 10 minutes a week is all that is needed:

- The classroom
- Support Programs
- Library
- Canteen
- P&C
- Uniform Shop

A volunteer's role is to:

Help not do
Encourage
Listen but maintain confidentiality and have a
Positive approach.

Volunteering can be:

- Fun
- Satisfying
- Enjoyable
- Social

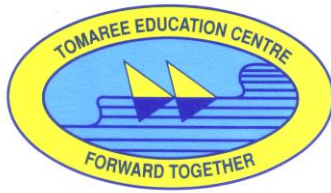
There is also a serious side to volunteering, and this handbook provides details of volunteers' responsibilities with regard to child protection, confidentiality and behaviour in front of students.

RESPONSIBILITIES

1. **CONFIDENTIALITY** is essential. Privacy legislation requires that all persons involved in situations where sensitive and confidential information is used, must be aware of their responsibilities. As a volunteer you often have access to privileged and private information. For example, a volunteer may be required to record information relating to a student's progress. In this situation, a volunteer would have access to marks of numerous students. It would be totally inappropriate for this information to be used in any way other than for the purposes determined by the teacher. **Volunteers are not to discuss any information they obtain at school with anybody, other than the classroom teacher or the Principal.**
2. Use **appropriate language** in front of students ie: no swearing. Speak in a kind and friendly way to all students.
3. Understand that teachers have a responsibility to their students and that volunteers are under the direction of the teacher. Follow the teacher's directions.
4. If students misbehave, **remain calm**. Be **PATIENT**. Do not abuse/yell/touch the students. Refer any problems to the teacher.
5. Remain neutral and give **no opinion** on 'delicate' questions – these include questions about, Santa, politics, religion and school personalities!
6. **SIGN IN AND OUT** at the front office and **WEAR YOUR WWCC VOLUNTEER BADGE** for the duration of your visit on-site. Tomaree Education Centre is a large site and badges assist staff in identifying anyone who should not be on the site. This protects our children.
7. **Wash your hands** frequently. Help prevent the spread of germs and protect our students with allergies.
8. Keep your contact details updated with the office. This will assist in keeping you informed if details of your volunteering need to be altered (eg: reading is on Tuesday instead of Wednesday this week...)
9. Follow the Schools Code of Conduct for Parents and Visitors.

Roles

Description		Special Skills	Commitment
<i>In the Classroom</i>			
	Reading		
	Mathematics		
	Computers		
	Home Readers		15 mins/day school hours
	Excursions		1 day/year school hours
	Tidying/sorting – especially infants classes		
<i>Support Programs</i>			
	Volunteer Reading Program	Training provided at school	As needed Thurs/Fri up to 2 hours each session
<i>Library</i>			
	Covering Books	Ability to conquer contact!	Evening/days/weekends at home
<i>Canteen</i>			
	Worker		1 day/month or available
	Committee – President	Chair meetings	
	Committee – Secretary	Minutes	
	Committee – Treasurer	Finances	
<i>P&C</i>			
	Attend meetings		
	Committee – President	Chair meetings	
	Committee – Secretary	Minutes	
	Committee – Treasurer	Finances	2-3hrs/week
<i>Uniform Shop (P&C)</i>			
	Assistant		As available – ask at Uniform shop



TOMAREE PUBLIC SCHOOL

Code of Conduct for Parents and Visitors

(Revised and updated March 2016)

Aims:

- To ensure all visitors to the school conduct themselves in an appropriate manner
- To ensure that students, staff, parents and other visitors are not subjected to aggressive, hostile or violent behaviours.
- To ensure the rights of students, teachers and parents are respected and upheld

Parents and visitors to the school are expected to:

- treat all persons associated with the school with respect and courtesy
- observe the no smoking legislation on school grounds
- make appointments in advance rather than expecting to obtain an interview immediately
- leave the grounds if requested by the Principal or nominee
- allow staff to supervise, investigate and manage students without interference
- discuss issues or concerns about the school, staff or students through the correct procedures (included in this document)
- follow school procedures governing entry and behaviour on school grounds, including any restrictions that may be imposed.
 - All visitors and volunteers must sign in at the front office, read the emergency procedures, obtain a badge and sign out at the conclusion of visit. Visitors to school must return their badge. Volunteers may keep their own badge.
 - Canteen volunteers also need to sign in and out at the office.
 - School functions involving large numbers of visitors, such as presentation days, Grandparents day, school concerts, open days and the like, as well as after hours meetings such as P&C are excluded from signing in procedures
 - Parents do not need to sign in to drop off students at the beginning of the school day or pick up students at the end of the school day.

Parents and visitors must never approach, reprimand or deal with a student who is not their own. Any concern or issues must be referred to school staff to resolve in accordance with the school's Welfare and Discipline Policies.

Volunteers are also expected to be outstanding role models for all students

- work under the professional direction of staff, following school policies
- speak in a kind and friendly way to all students and staff
- maintain confidentiality
- report any issues of concern to teachers (and not directly intervene)
- keep a safe and professional distance from all students

Inclosed Lands Legislation

Failure to abide by this Code of Conduct, or when any of the following occur, will lead to the provisions of the *Inclosed Lands Protection Act (1901) and its Amendments* being implemented by the Principal or nominee.

- Actual physical assaults or threatened physical assaults on students, staff, parents or community members at the school or during the course of school activities
- Behaviour in a manner in the presence of students, staff, parents or other visitors to the school that causes alarm or concern to the students, staff, parents or other visitors
- Use of offensive language (i.e. swearing) in the presence of students
- Persistent interruptions to the learning environment of the school such as entering classrooms without permission
- Persistent entry to the school site without permission or legitimate reason.

Under the terms of the Act, the Principal (or nominee) has the legal authority to:

- direct the person to immediately leave the grounds
- call the police to remove the person should he/she refuse
- restrict or withdraw future permission (by letter) for the person to enter the grounds without permission of the principal
- seek further legal avenues

Approaching the School

From time to time parents or other members of the school community may need to approach the school in order to:

- Discuss the progress or welfare of their own child
- Express concern about actions of other students
- Enquire about school policy or practice
- Express concern about actions of staff

It is therefore necessary to have procedures that will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results usually flow from working together.

These guidelines aim to:

- provide a process for dealing with concerns in an open and fair manner.
- ensure that the rights of students, teachers and parents are respected and upheld.
- support sensitivity and confidentiality.
- help reach an agreed solution

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with school staff in an unhurried and confidential atmosphere.

NB No parent should directly approach another person's child. The school will deal with issues between students as part of the school's Discipline and Welfare policy.

CONCERN	APPROPRIATE ACTION
The academic progress of own child	<ul style="list-style-type: none"> • Directly contact the child's teacher either by note, by phone or in person to arrange a suitable time to discuss any issues.
The welfare of own child	<ul style="list-style-type: none"> • For minor issues directly contact your child's teacher to clarify information. • For more serious concerns, contact office. State nature of concern and arrange a suitable time to talk with class teacher or appropriate staff member. • To convey information about change of address, telephone number, emergency contact, custody details, health issues etc. Please contact the office.
Actions of other students	<ul style="list-style-type: none"> • Contact the class teacher for a classroom problem. • Contact the stage supervisor or principal for playground problems.
School policy or practice	<ul style="list-style-type: none"> • Contact office. State nature of concern and make an appointment to see the principal and/or appropriate member of staff.
Actions of a staff member	<ul style="list-style-type: none"> • Contact the office and state concerns to the principal.
Actions of other parents at the school	<ul style="list-style-type: none"> • Contact the office and state concerns to the principal.

Your co-operation is sought in maintaining a safe and happy school. Parent involvement is always valued and appreciated by staff, students and the community.

Developed by School Council 2007 and accepted by School Staff November 2007.

Updated in consultation with the P&C March 2016.

Proof of Identity

1. All persons who are employed or engaged in child-related work are required to provide *Proof of Identity* that meets the 100-point check. This document sets out the documents that may be provided, including the value of each document.
2. Other than Special Categories 4 and 5 provided below, the 100 points proof of identity documents must include ONE Category 1 document; or at least ONE Category 2 document containing a photograph. Collectively, these documents must, as a minimum, also provide evidence of the person's date of birth and signature.
3. If a name used in one document is different from that shown on the other documents provided, evidence of the name change is to be provided (for example, *Marriage or Change of Name Certificate*, or divorce papers issued by the Family Court). These documents DO NOT count towards the 100 points.
4. **All original documents must be sighted and certified by the relevant hiring manager or human resources/recruiting area.** Alternatively, certified copies may be provided, as certified by a Justice of the Peace or a legal practitioner with a current practising certificate.

The suitable wording for certification of the copy would be: ***"I certify this is a true and unaltered copy of the original"***.

The certification statement is to be written on the copy and then signed by the officer. In addition, the person must print their name and position.

Category 1 – 70 points

(Only ONE form of identification accepted from this category.)

- Birth Certificate/Birth Extract
- Australian Passport (Current, or expired within the previous two years, but not cancelled)
- Australian Citizenship Certificate
- International Passport (Current, or expired within the previous two years, but not cancelled)
- Other document of identity having same characteristics as a passport e.g. diplomatic/refugee (Photo or Signature)

Category 2 – 40 points

(More than one of the following documents may be counted. The initial document will score 40 points, and any additional documents will be awarded 25 points each.)

- Current Licence or Permit (Government Issued)
- Working With Children/Teachers Registration Card
- ASIC/MSIC Card
- Public Employee Photo ID Card (Government Issued)
- Department of Veterans' Affairs Card
- Centrelink Pensioner Concession Card or Health Care Card
- Current Tertiary Education Institution Photo ID
- Reference from a Doctor (must have known the applicant for a period of at least 12 months)

Proof of Identity (continued)

Category 3 – 25 points

(More than one of the following documents may be counted; each will score 25 points.)

- Foreign/International Driver's Licence
- Proof of Age Card (Government Issued)
- Medicare Card/Private Health Care Card
- Council Rates Notice
- Property Lease/Rental Agreement
- Property Insurance Papers
- Tax Declaration
- Superannuation Statement
- Seniors Card
- Electoral Roll Registration
- Motor Vehicle Registration or Insurance Documents
- Professional or Trade Association Card

To use more than one of the following documents, they must be from different organisations:

- Utility Bills (e.g. Telephone, Gas, Electricity, Water)
- Credit/Debit Card
- Bank Statement/Passbook

Special Category 4 – Aboriginal person or Torres Strait Islander resident in a remote area/community

The applicant will meet the **100-point** requirement if the applicant is an Aboriginal person or Torres Strait Islander resident in a remote area/community, and the identity of the applicant is verified by two persons recognised as 'Community Leaders' of the community to which the applicant belongs.

Special Category 5 – Person under the age of 18

A child will meet the **100-point** requirement if his or her Identity is verified from ONE of the following:

- Birth Certificate/Birth Extract;
- Australian Passport (current, or expired within the previous two years, but not cancelled);
- Australian Citizenship certificate;
- International Passport (current, or expired within the previous two years, but not cancelled);
- Other document of identity having same characteristics as a passport eg. diplomatic/refugee (Photo or Signature); **or**
- A statement from an educational institution, signed by the principal or deputy principal, confirming that the child attends the institution (statement must be on the institution's letterhead).

Volunteers Agreement

I am prepared to be on a register of volunteers to help with the educational programs involving students from Tomaree Public School.

I have read and fully understand the responsibilities and Code of Conduct outlined above. I understand my involvement is dependent on following these conditions.

I have completed the Working With Children Check legal requirements and agree to provide the documentation required for the 100 point identification check. I understand that the school will verify my WWCC details online and will keep the results of the verification on a database in the school.

I understand that any volunteer willing to drive students, other than their own, to events must also provide evidence of a valid driver's licence, car registration papers and a current comprehensive car insurance policy before the event.

First Name _____ Family Name _____

Date of Birth: ____ / ____ / ____ (day / month / year)

Working With Children Check Clearance Number: WWCC _____

Contact Phones: Home _____ Work _____

Mobile _____

Address _____

Special Skills/Preferred Area to Volunteer

Signature _____

Date _____