Dear Volunteer,

You are receiving this package because you have either signed on at one of the many Volunteer Sign-On Registers, or it has been two years since your last Volunteer Agreement was signed. If you assist in the classrooms, tuckshop, uniform shop, with bookclub, school banking, library, any of the school committees or with fundraising activities, then you are classified as one of our invaluable volunteers. The following documents are enclosed for you to read, complete and return to the school office or Tuckshop:

**Contents**

- Introduction and Overview of Guidelines, Policies and Procedures for Volunteers
- Volunteer Confidentiality Deed (to be signed and returned)
- Volunteer Questionnaire (to be filled in and returned)
- Volunteer Agreement (to be signed and returned)

Please take the time to read the Volunteer Pack on our school website, under the tab ‘Our Community’, or in the area you choose to volunteer (inside the sign-in folder) as it contains important information to assist you in your role as a volunteer at the Highfields State School. The following documents are in the Volunteer Pack:

- Introduction and overview of Guidelines, Policies and Procedures for Volunteers
- Volunteer Roles and Responsibilities
- Food Handling – Your Legal Responsibilities
- Quick Guide to Occupational Health and Safety Laws – Queensland
- Student Protection Fact Sheet
- Emergency Evacuation/Lockdown Procedures
- Volunteers and Insurance/Liability Issues

If you have any queries in relation to the documents or in relation to any aspect of volunteering please do not hesitate to contact our Volunteer Coordinator by email at pandc@highfieldsss.eq.edu.au.

Thank you for your generous contribution to our school.

*Highfields State School Parents & Citizens Association*
**Introduction**

This booklet has been designed as a guide for both staff and volunteers. We hope it will answer the many questions often asked and ease us through some of the problem areas.

We value our volunteers highly and recognise the important role they play in providing a full and effective education for our children. We also recognise what a huge contribution they make to the smooth running of our school.

**Definition of Volunteer**

A volunteer is someone who gives their time, talent, energy and expertise freely without charge in a productive way to enhance and enrich our school community. They may be relatives of students or people who have responded to a request.

**Key Contact Persons**

<table>
<thead>
<tr>
<th>Key Area</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal</td>
<td>Warren Merchant</td>
</tr>
<tr>
<td>Deputy Principal</td>
<td>Greg Tucker</td>
</tr>
<tr>
<td>Deputy Principal</td>
<td>Lyndon McIntyre</td>
</tr>
<tr>
<td>P&amp;C Executive</td>
<td>Jenny Whell - P&amp;C President</td>
</tr>
<tr>
<td><a href="mailto:pandc@highfieldsss.eq.edu.au">pandc@highfieldsss.eq.edu.au</a></td>
<td>Jenny Eales – Secretary</td>
</tr>
<tr>
<td>07 4699 6248 – Uniform Shop</td>
<td>Tania Ellis – Vice President/Retail</td>
</tr>
<tr>
<td>07 4699 6241 - Tuckshop</td>
<td>Michelle Reynolds – Treasurer</td>
</tr>
<tr>
<td>07 4699 6222 – School Office</td>
<td>Josie Stockwell – Fundraising Co-ordinator</td>
</tr>
<tr>
<td>P&amp;C Admin Officer, Uniform Convenor and School Volunteer Co-ordinator</td>
<td>Sarah Smithson</td>
</tr>
<tr>
<td>Tuckshop Convenor</td>
<td>Tamara Pitts</td>
</tr>
</tbody>
</table>
Working with Children Suitability Check (Blue Card)

- **All** volunteers, unless they are parents/guardians of students enrolled at the school, **must** have a suitability check done and be the holder of a positive notice blue card before their volunteer duties commence. The school and the P&C are responsible for ensuring that applications for screening are forwarded without delay to the Commission for Children and Young People and Child Guardians. Blue Card forms are available from the Uniform Shop.
- The requirement for a blue card applies to regulated voluntary work within a 12 month period of:
  - At least once a week over the course of one month, or
  - At least once a fortnight over the course of two months, or
  - At least once a month over the course of six months
- **Exemptions** – Persons not required to undergo this check are;
  - Children under 18 years who are volunteers
  - Volunteers who are parent/primary guardian of a child enrolled at the school
  - Teachers registered under the *Education (Teacher) Registration Act 1988 (Qld)*

**Sign-On (and off)**

On arrival EACH DAY, volunteers must sign one of the attendance books, which are located in the school office, the tuckshop and uniform shop and in each classroom building. The attendance book provides a record of the amount of time given and is also a requirement for P&Cs Qld insurance cover (see further details below).

Volunteers should also sign off in the attendance book when leaving.

These attendance books are referred to in times of emergency (such as fire or lock down) and it is essential that the school administration be able to account for all those signed on at the school at that particular time.

**Confidentiality Statement**

All volunteers should be aware of the expectation of confidentiality while they are working in the school environment as a volunteer. A short signed statement is a part of your volunteer induction package.

**Emergency Evacuation Procedures**

- For these procedures to work all visitors and volunteers must have signed in (see ‘Sign-In Procedures’ above).
- Volunteers must read and be familiar with the school’s Evacuation/Lockdown Procedures. A copy is displayed at the school office and in each of the school’s rooms, including the Tuckshop.
- The signal to evacuate is a continuous siren. Following the directions of staff, all visitors, volunteers and students must proceed immediately to the Assembly Points and report to the office staff there to have their names marked off.
- The lockdown signal is usually a repeated ringing of the normal school bell. All visitors, volunteers and students must remain inside (or go to the nearest building) and follow any instructions from supervisors/teachers until the all-clear is given. Each building will be contacted to account for all visitors/volunteers on site.
Insurance

P&Cs Qld each year negotiates on behalf of all state schools an insurance package to cover the needs of P&C Associations.

It is a condition of use of school facilities that the P&C Association have adequate Public Liability and Personal Accident insurance for their voluntary workers. This requirement has been made in the interests of members of P&C Associations to protect them against any legal claim arising from alleged negligence.

Activities should be noted in the minutes of the P&C Association (eg fetes, working bees, carnivals and other fundraising activities).

Regular activities need to be approved by the P&C Association at least at the beginning of each year. The activities must be noted in the minutes.

Resolution: That volunteers assist with class activities, excursions, camps and sport.

P&C activities eg fetes, working bees, carnivals, tuckshop should also be included in the minutes as they arise.

P&C’s personal accident insurance cover taken through P&Cs Qld covers other community members who are genuine volunteers in schools (eg in the classroom and on excursions). These people do not have to be registered members of the P&C.

For activities such as tuckshop, classroom or excursions, it is recommended that voluntary workers record their daily attendance at a point determined by the P&C.
**Code of Conduct**

For all volunteers including P&C Association members, Committee members and Parent Representatives.

This Code of Conduct has been adopted to aid all members of our school community to work as a well-ordered group that promotes interest and facilitates development to further improve An Excellent State School.

A harmonious working environment is essential to the effective conduct of our school’s volunteer contribution and job satisfaction. To this end, we have agreed to the following:

- act in the best interest of the total school community at all times
- conduct and present themselves in a professional manner and act ethically and with integrity at all times
- act with courtesy and demonstrate respect for all persons, whether fellow P&C Association members, school staff, parents/carers, students, community members
- remain objective and avoid personal bias at all times
- represent all members of the school community
- declare any conflicts of interest and not misuse their office to advance individual views or for personal gain
- provide objective and independent advice
- listen and be tolerant of the views and opinions of others, even if those views and opinions differ from their own
- treat official information with care and use it only for the purpose for which it was collected or authorised
- respect confidentiality and information privacy (about the school, community members, staff or students) at all times and not disclose confidential information
- not use confidential or privileged information to further personal interests
- be responsive to the requirements of the school community
- seek to achieve excellence in educational outcomes for all students at the school

It is recognised that volunteers are giving freely of their time to benefit the P&C, however are requested to follow the Mobile Phone Usage guidelines below.

- Volunteers working in classrooms should have mobile phones turned off in order to avoid distractions to children’s learning.
- Personal phone calls should be kept as short as possible in the interests of minimising disruption.
- Photos of students, other than your own children, are NOT permitted.
- Volunteers should set a good example for students. Students are not permitted to use mobile phones during school hours and volunteers should be mindful of this and be discrete in their use.

*We do have separate functions but we all strive to work as a team.*
Role of Volunteers

The role of the volunteer and the duties required by him/her will be determined by the person responsible for the area of the school in which the volunteers is working (eg classroom teacher, tuckshop convenor, fundraising coordinator, P&C executive)

As a volunteer you can expect:

- Recognition and thanks from ‘an Excellent’ State School for your valuable time and assistance
- Something for yourself such as new skills, friendships and personal satisfaction
- Appropriate information and support to undertake your duties effectively and the right for feedback on completion of your duties
- Worthwhile duties that are within your capabilities and areas of interest (you can say ‘no’ to duties you do not like, without feeling uncomfortable about it)
- Consideration and respect of the other volunteers, school staff and students
- Training to familiarise you with the school’s environment and relevant policies. This includes initial induction, ongoing training if required and supervision.
- Clear instructions of what you have to do and whom to report to
- To feel comfortable about going to the school administration or P&C representative

About Volunteer’s Responsibilities

As a volunteer you are expected to:

- Work as a team member and be supportive and encouraging to other volunteers, students and staff
- Behave in a competent and trustworthy manner and present yourself as a good role model for our students
- Uphold the standards and perform your duties according to the policies and philosophies of this school community
- Treat our students, their families and staff with dignity and respect
- Be dependable and consistent in fulfilling your obligations (eg give adequate notice if you are unable to attend on your rostered time or unable to complete allocated tasks)
- Respect the privacy, dignity and wishes of others in this school community
- Treat any information you acquire about the students, staff and other volunteers as CONFIDENTIAL
- Discuss any concerns you may have regarding your voluntary work with the appropriate people
- Provide constructive feedback and suggestions to the appropriate people so that our work in our school can be continually improved
- Undertake training and information sharing to help assist in carrying out your and your counterparts activities more effectively
- Clearly state the tasks you do not like so that they may be assigned to other volunteers (it’s OK to say ‘no’)

Parking of vehicles

- Vehicles may be parked in the “pick-up lane” along the New England Highway between the hours of 9am and 2.30pm. The Borghardt’s Road car park may be used at any time. The Admin and Staff car parks are for the exclusive use of school employees.

Accountability

- Two people must be responsible for collecting and counting all money. They must sign the supporting documentation, ie the tally sheet/daily takings sheet.
- Cash should, if possible be banked on the day it is taken. If this is not possible it must be deposited in the safe at the school office.

Grievance procedure

We understand that through the course of your work as a volunteer, there may be situations arise where you may be unhappy with a situation, the way you were treated or the outcome of a situation. If you choose not to resolve the situation and move on then it is business as usual. But should you choose to seek a resolution to the situation, the following points should be noted:

- Attempt to take up the situation with the person concerned to resolve the issue. If it is not resolved –
  - Where the issue concerns the P&C executive, then the issue should be directed to the school principal
  - For issues relating to staff, these should be directed to the school principal
  - Where the issue concerns other volunteers, the issue should be directed to the supervisor/coordinator for the area or project you are involved in (e.g. fete coordinator, fundraising coordinator) or to the P&C Executive
  - Where the issue concerns the principal, then it should be directed to the Regional Director (Schools) for your school’s region.
  - If the issue isn’t resolved to the satisfaction of all parties, then a formal grievance procedure can be implemented where a copy of the grievance will be provided to all parties who will be given the opportunity to respond in writing and a meeting will be convened to try and reach a mutually satisfactory agreement between the parties.
  - If a satisfactory agreement cannot be reached, then an independent mediator will be engaged to resolve the issue.

We encourage you to express your concerns early to the appropriate person so that issues may be resolved quickly and quietly.

Welcome and we hope that your involvement in our school community is not only beneficial for our students but is also very rewarding for you too!
VOLUNTEER CONFIDENTIALITY DEED

DEED made in Highfields on ______________________

BETWEEN

Highfields State School P&C Association

of 10459 New England Highway
Highfields 4352

AND

Volunteer Name ____________________________________________

Address Details ____________________________________________

RECITALS

A. Highfields State School P&C Association and the Volunteer are in, or are entering into, a voluntary work relationship.

B. In the course of that relationship, the volunteer may gain access to Confidential Information and other valuable and protectable information of Highfields State School P&C Association and its operations.

C. The volunteer agrees to deal with Confidential Information in accordance with the terms of this Deed.

THIS DEED PROVIDES

1. WHAT IS CONFIDENTIAL INFORMATION?

1.1 Subject to clause 1.3, in this Deed, "Confidential Information" includes:

(a) information relating to any of the Highfields State School P&C Association’s businesses;

   this includes information relating to future planning, trade secrets; financial information;
   customer and supplier lists and information; information relating to the management,
   personnel, strategies or policies, systems, processes, methods, pricing and products of any of the Highfields State School P&C Association’s operations

(b) information created or developed by the volunteer;

   this includes strategies, correspondence, reports, articles and other documents;
   artwork, plans, designs, software; discoveries
(c) information supplied by, relating to or confidential to any other persons; and

(d) information which has any actual or potential value to Highfields State School P&C Association;

where the volunteer received, created or developed that information:

(e) in the course of voluntary work with Highfields State School P&C Association (whether or not prior to the date of this Deed); or

(f) as a result of, or aided by, the existence of a past, present or future voluntary relationship with Highfields State School P&C Association.

1.2 Any copies, summaries or notes of Confidential Information, and any other materials incorporating or derived from Confidential Information, is itself Confidential Information.

1.3 Confidential Information does not include any information which is or becomes public knowledge without any fault of the volunteer. Upon termination of voluntary work with Highfields State School P&C Association, Confidential Information does not include any information which has become part of the volunteer’s general skill, knowledge and experience.

1.4 As a volunteer of the Highfields State School P&C Association I will, at times, be exposed to a wide range of information about staff, children, families and the management committees which could be of a confidential nature. This information is not to be publicised in any manner unless authorised or as required by law.

2. OBLIGATIONS OF CONFIDENTIALITY

2.1 The volunteer acknowledges that all Confidential Information is the exclusive and valuable property of Highfields State School P&C Association, and is received by the volunteer in circumstances of strictest confidence.

2.2 The volunteer may use Confidential Information for the purpose of providing services to Highfields State School P&C Association in the proper course of voluntary work. The volunteer must not use Confidential Information for any other purpose without Highfields State School P&C Association’s express prior written approval.

2.3 The volunteer must not disclose Confidential Information to any other person except on a need to know basis, and only with the prior approval of the supervisor of the volunteer.

2.4 The volunteer must take all reasonable precautions to prevent an unauthorised disclosure of Confidential Information, including the following precautions:

(a) the volunteer must at all times store Confidential Information safely and securely; and

(b) the volunteer must not remove Confidential Information from the premises at which it is stored except where it is necessary to do so and authorisation from the Association’s Executive has been granted.

2.5 If at any time Highfields State School P&C Association requests the volunteer to do so, the volunteer must immediately deliver to Highfields State School P&C Association all media embodying Confidential Information which is in the volunteer’s possession, custody or control.

2.6 The volunteer must agree to comply with any other reasonable obligations relating to Confidential Information required from time to time by the Highfields State School P&C Association

3. INTELLECTUAL PROPERTY

3.1 The volunteer acknowledges that all intellectual property created or developed by the volunteer, which incorporates or is derived from Confidential Information, belongs solely to Highfields State

3.2 To the full extent permitted by law, the volunteer waives all its moral rights in existing and future copyright works created by the volunteer.

4. GENERAL


4.2 [Severability] If any word, phrase or clause of this Deed is held to be void, illegal or unenforceable, that word, phrase or clause shall be deemed to be severed without affecting the operation of the remainder of this Deed. All overlapping obligations in this Deed are intended to operate cumulatively and to bind the parties, subject to the severance of any obligations held to be void, illegal or unenforceable.

4.3 [Interpretation] In this Deed:
   (a) words in the singular include the plural and vice versa; and
   (b) a reference to a person includes a reference to a body corporate, unincorporated association, statutory or other authority, partnership or any other entity.

4.4 [Cumulative Obligations] The volunteer's obligations under this Deed are in addition to, and do not limit or detract from, any duties or obligations owed by the volunteer to Highfields State School P&C Association under statute, at common law, in equity or otherwise.

EXECUTED as a Deed.

SIGNED BY THE VOLUNTEER:  SIGNED FOR HIGHFIELDS STATE SCHOOL P&C ASSOCIATION BY ITS REPRESENTATIVE:

................................................... ...................................................
(Signature) (Signature of Officer)

................................................... ...................................................
Volunteer’s Name Name of Officer

...................................................
(Position of Officer)
I, ________________________________________________, have read

- any Highfields State School Policies relevant to the tasks for which I intend to volunteer (e.g. Fundraising Policy/Retail Policy - these may be viewed at the school website: www.highfieldsss.eq.edu.au)
- the Highfields State School P&C Code of Conduct
- the Emergency Evacuation/Lockdown Procedures information
- the Student Protection Fact Sheet from Education Queensland

Having read these documents, I understand the school's commitment to establishing and maintaining a safe and friendly environment for all members of the school community, including children and volunteers.

I agree to abide by the policies and Code of Conduct and to follow guidelines and procedures as outlined in the Volunteer Induction Pack.

I understand that the roles and responsibility fact sheets for the tasks for which I intend to volunteer will be sent to me by the P&C Association Volunteer Coordinator after receipt of Section 11 Volunteer Questionnaire.

Signed: ___________________________________________

Date: ______________
Highfields State School P&C Volunteer Questionnaire

Name: ___________________________________________ Home Phone: ______________________
Address: ___________________________________________ Mobile: ______________________
__________________________________________________ Work Phone: ______________________

Emergency Contact Details – Name: ______________________________________________________
Phone No: ______________________ (In case of emergency while volunteering at the school)

VOLUNTEER AREAS OF INVOLVEMENT
Please indicate your volunteer intentions for the Year to March 2015.
Tick as many areas as applicable.

- [ ] Book Club
- [ ] Classroom
- [ ] Fundraising
- [ ] Library
- [ ] Outside School Hours Care
- [ ] P&C Executive
- [ ] Parent Rep on School Committee
- [ ] School Council Representative
- [ ] School Banking
- [ ] Sporting Carnivals
- [ ] Tuckshop
- [ ] Uniform Shop
- [ ] Other (Please state).................................

Facilities / Finance / ICT /Health & Safety (Please circle one)

If known, please circle the primary days you will be volunteering within the school:
Monday      Tuesday      Wednesday      Thursday      Friday

What interests, skills/talents do you have which may be valuable to your school community? (Please list: e.g. word processing, carpentry, sewing, etc.)

Thank you for providing this information: it is for the sole use of Highfields State School P&C. All information will be kept private and confidential.