



**Catholic Education**  
Diocese of Rockhampton

# Induction of Volunteers

Version 2 : July 2016

## Rationale

Catholic Education Diocese of Rockhampton is committed to providing a safe working and learning environment for all employees, visitors, contractors and students. A 'volunteer' is a person who provides a service or works under the supervision of staff but who does not receive remuneration.

Catholic Education Diocese of Rockhampton acknowledges that volunteers play a vital component in the social, environmental and cultural well-being which is an integral role in the school community. Catholic Education Diocese of Rockhampton wishes to thank all volunteers for their individual efforts.

Volunteers at schools fall into three categories.

- 1. Working with students in the school environment**
- 2. Tuckshop volunteers**
- 3. Volunteers for a working bee**

A specific workplace health and safety induction has been created for each category of volunteer. The volunteer is to sign the training record as evidence of the induction and this record is to be kept at the school/college.

## Child Protection is everyone's business

As adults we all have a responsibility to care for children and young people and to protect them from all forms of harm as well as to positively promote their welfare.

Catholic Education in the Diocese of Rockhampton seeks to continue its adherence to legislative requirements and duty of care to students by a commitment to the implementation of student protection strategies and procedures.

### The volunteer's role in the school

Our aim is to give students the sense of being safe and valued as people so that they are secure and ready to learn at their best level. As a volunteer you play a significant role in the work of the school, form part of the school community and assist in providing the optimal learning environment for the students.

This document outlines your responsibilities as a volunteer in the vital area of student protection and it is important that you read this document, in conjunction with the Volunteer Code of Conduct (at the end of this booklet) so you understand your responsibilities in the protection of our students.

### What is child abuse?

The term 'abuse' has been replaced in recent state legislation with the term "harm". Child 'abuse' is any act, or failure to act, that leads to the 'harm' of a child or young person. It can be better understood by thinking that 'abuse' is the action and 'harm' is the consequence.

### The legal definition of 'harm'

Harm is defined legally in the Education (Accreditation of Non-State Schools) Act and Regulations 2001, and the Child Protection Act 1999 as:

*'Harm caused to the student under 18 years is any detrimental effect of a significant nature on the student's physical, psychological or emotional well being. It is immaterial how the harm is caused.'*

Within a school there are four circumstances where harm can be caused to a student. They are:

- 1. Harm to a student by a staff member or volunteer of the school.**
- 2. Harm to a student by someone outside the school.**
- 3. Harm by other students**
- 4. Student self harm**

## What are reasonable grounds to suspect harm to a student?

Reasonable grounds to suspect that harm to a student may have occurred is when:

- a student speaks about being harmed or being in danger of being harmed
- someone else (perhaps a relative, friend, acquaintance or sibling of the student) informs you that they suspect a student has been harmed
- a student tells you that they know a child who has been harmed (often the student is referring to him/herself)
- you observe a particular student's behaviour, physical appearance or social relationships that raises concerns of possible harm to the student.
- you see the harm happening

## What is disclosure of harm?

Sometimes a student may approach you and tell you about their experience of being harmed. This is described as a disclosure. Disclosures of harm may sound like:

- "I think I saw...."
- "Somebody told me that...."
- "Just think you should know...."
- "I'm not sure what I want you to do, but...."

If a student speaks to you about a concern, you need to be prepared so that you can be supportive of the student and clear about your own responsibility at the same time.

## If a student tells you about being harmed or being at risk of harm

### DO:

- Let them tell their experience first in their own words and in their own time.
- Listen attentively to their story
- React calmly to the information the student provides though it might be upsetting
- Reassure the student that they have done the right thing to tell e.g. "I am pleased you have told me these things"
- Don't question the validity of what they are telling you
- Reassure the child that it is not his/her fault that whatever the concern is has occurred
- At this stage you may ask for clarification ONLY if it is necessary. If you have the essence of the story, you probably have enough information to report your concerns
- Be thoughtful and careful of the student's feelings at this time. They may be distressed or ashamed, so they will need care and reassurance
- Be aware of privacy issues for the student
- Treat this information confidentially and discuss it only with the right person out of the hearing of other students
- Be honest with the student about your responsibility for taking action.
- Act immediately to report the concerns to the principal or the school student protection contact (SPC) (See below for more about this)

### DO NOT:

- Panic
- React emotionally or accuse the alleged perpetrator.
- Ask leading questions e.g. Was it your father who did this to you?

## INDUCTION OF VOLUNTEERS

- Make promises that you cannot keep - particularly about not telling others (e.g. relevant adults such as the principal etc) about the information.
- Leave the student alone immediately after a disclosure as they will be feeling very vulnerable at this time
- Discuss the situation with parents, caregivers or others (other than those designated e.g. principal, student protection contact.)

## Your reporting responsibilities

In any instance where you either become aware, or reasonably suspect harm to a student has occurred, or there is a risk of it occurring, you must report this as soon as possible to the principal or the school student protection contact (SPC). Please check with your school principal about whom you are to report to if you have concerns about a student.

**Maintaining confidentiality is vital for the protection of all involved.**

## What happens next?

Once you have reported the alleged harm of a student, the principal or the SPC will do whatever is necessary to make sure the student is safe. Catholic Education has student protection reporting processes and all staff have received training in student protection. You can rest assured that your report will be taken seriously, dealt with immediately and reported to the appropriate State authorities where necessary.

***Below are some scenarios for your consideration***

Scenario 1
You work as a volunteer in the tuckshop. You notice a Year 2 girl has a large bruise on her face and she tells you that she had been hit by her mother. You know her mother well. What do you do?
Scenario 2
You are a volunteer who assists with helping students to read. Another volunteer is working nearby with a student. You observe that the volunteer appears angry, is raising her voice at the student, poking the student on the shoulder. You have worked with this volunteer all year and usually have morning tea with her. What do you do?
Scenario 3
You are a volunteer and assist with the school Year 8 netball team. You notice that a female student in the team has cuts on her arms and on her legs. You enquire about the cuts and she tells you she did it to herself because she felt unhappy. What do you do?
Scenario 4
You are a volunteer parent assisting school staff take the Year 6 class on an excursion. On the bus one of the Year 6 girls tells you that one of the boys has been acting in a sexually inappropriate manner at the back of the bus. What do you do?

*Answers: In each of the above situations you should be reporting these incidents to the principal or another delegated person e.g. SPC. You do not have to be sure that a student has been harmed.*

## Conclusion

If you have been involved in a student protection matter in your role as a school volunteer, be aware of your own reactions and seek support if required. Your principal can assist you with this issue.

Finally, please indicate on the school's 'Volunteer Register' that you have read and understood the 'Student Protection Handbook for Volunteers'. If you would like to discuss your responsibilities further, please contact the principal or a member of the school's leadership team.

***Catholic Education thanks you for your support of our schools and our student***

# Working with students in the school environment

*The following information is provided to outline the workplace health and safety requirements for the school.*

## 1. Signing in

**Volunteers** should:

- Report to and 'sign-in' at the administration office or the location where volunteering will take place (classroom, tuckshop, library). A 'sign-in' register will be available at these locations.
- Upon completion of the volunteer task 'sign-out'.

**Visitors** should:

- Report to the administration office.
- Register in 'sign-in' book.
- Upon completion of the visit 'sign-out'.

## 2. Fire

- The fire alarm can be raised by **pressing alarm button in administration office.**
- The fire alarm is a **continuous alarm sound.**
- The assembly points are located in **Breakspear Street - front of school.**

In the event of the alarm being raised you must go immediately to your designated assembly point to be included in the roll call.

## 3. Lockdown Procedures

- Staff to notify office if there are any unauthorised persons or persons of concern on school grounds.
- Lock down alarm will be activated – **continuous dial tone sound.**
- All staff and students are to take refuge in their work space / classroom. If out of class, take refuge in the following places : Year 1 block, Year 6 block, library, staffroom.
- Teachers to ensure all windows and doors are locked.
- Students and teachers to sit on the floor, below window level and away from all doors.
- Ensure minimal movement from within each space
- Turn off lights and fans.
- Classes to wait for the all clear from the office either via the intercom or class phone.
- Teachers to contact office of any absentees from the class or emergencies.
- If a room is unlocked and unattended and can be used to enter another room via a connecting door, a staff member can lock the door if safe to do so.

#### 4. First aid

If at any time you require first aid assistance, you should contact the **Administration office**. The names of First Aiders are displayed at various points around the school.

#### 5. Reporting Accidents

All accidents on the school site must be reported to **Principal / Leadership Team / WHSA** before leaving the school site. A Catholic Education Diocese of Rockhampton Incident Report form for staff, volunteers and contractors should be completed.

#### 6. Areas of the school that volunteers can enter/use toilets

The volunteers can use the following toilets/amenities located in the **administration block or the disable toilet located in the junior toilet block or the disable toilet located under the undercover area**.

#### 7. Blue Cards

Regulations about having a Blue Card apply. Please consult with the Principal for further information. If you have a current Blue card - please supply your blue card details to the administration at the school.

#### 8. Hazardous Substances/Chemicals

A MSDS and risk assessment of the hazardous substances are available at the school. You must be familiar with the content before you using the product. It is important when chemicals such as solvents, turps, paints, fuels, cleaning liquids etc, are to be used that appropriate personal protective equipment such as gloves, appropriate masks and clothing are available and worn. This information is included on the Material Safety Data Sheet.

#### 9. Technology

All volunteers who will be accessing technology in the school environment should be given a copy of the Diocesan ICT policy and sign a Staff Acceptable Use Agreement.

#### 10. Student Protection Induction

All volunteers should familiar with The Student Protection Handbook available on Mysuite.

[http://www.dceorok.catholic.edu.au/myraw/File/cenet/dceo/a.czekanski/Student\\_Protection\\_Volunteers\\_final\\_version\\_Jan\\_2010.pdf](http://www.dceorok.catholic.edu.au/myraw/File/cenet/dceo/a.czekanski/Student_Protection_Volunteers_final_version_Jan_2010.pdf)

## Essential Behaviours for All Volunteers

1. Report any perceived breaches of professional conduct to the Principal
2. Avoid any behaviour that could be reasonably interpreted as harassment, inappropriate or harmful,
3. Ensure, where never reasonably possible, that another adult is present or close by when working in a one-to-one situation with a student and avoiding providing pastoral care or individual tuition in situations where students are or may feel isolated.
4. Avoid, whenever reasonably possible, being alone with a student or students in sleeping, dressing or bathroom areas. Personal space e,g. when supervising the sleeping quarter of students.
5. Never supply or serve alcohol or any prohibited substances to a student.
6. Never supply or serve any controlled substances to a student without the express permission of parent or guardian.
7. Never administer corporal punishment to students.
8. Ensure that language or actions cannot be interpreted as sexualising pastoral relationship.
9. Seek professional advice and review of pastoral relationships when there is any sense the relationship is uncomfortable dysfunctional or unproductive.
10. Never ridicule, demean or intimidate a student or threaten their sense of personal safety.

# Working with students in the school environment (school camps)

*The following information is provided to outline the workplace health and safety and student protection requirements for the school.*

## 1. Working with Students One on One

Ensure, where ever reasonably possible, that another adult is present or close by when talking in a one-to-one situation with a student. Avoid providing pastoral care or individual tuition in situations where students are or may feel isolated. All physical contact with students should be avoided.

## 2. Disciplining Students

Volunteers (including Parents) are not to discipline students in any circumstances. The teachers who accompany the students on camp will decide on the disciplinary measures that are required. Volunteers (including Parents) are to report any behavioural concerns to the teachers. Please ensure you are seen to respect the teacher's decision on all discipline matters.

## 3. Access to Student Areas

Volunteers (including Parents) should not be entering student areas (dorms, bathrooms etc.) unless it is an emergency. If it is necessary that you enter student areas, announce clearly that you intend to enter. Volunteers (including Parents) should not enter living areas of students of the opposite sex. Avoid, whenever reasonably possible, being alone with a student or students in sleeping, dressing or bathroom areas. Respect personal space e.g. when supervising the sleeping quarters of students. Clarify with the teachers on camp which bathroom and toilet the adults will be using.

## 4. Medication

Do not supply medication to any student. There are strict procedures which must be followed for this to occur.

## 5. Reporting Accidents

All accidents on the camp must be reported immediately to the teacher in charge. A Catholic Education Diocese of Rockhampton Incident Report form should be completed.

## 6. Alcohol / Smoking

School camps are alcohol free and smoke free zones. If a parent observes a student with prohibited substances they should inform the teacher in charge immediately.

# Working in the Tuckshop

The following information is provided to outline the workplace health and safety requirements for the school.

## 1. Signing in

Volunteers should:

- Report to and 'sign-in' at the administration office or the tuckshop. A 'sign-in' register will be available at this location.
- Upon completion of the volunteer task 'sign-out'.

Visitors should:

- Report to the administration office
- Register in 'sign-in' book.
- Upon completion of the visit 'sign-out'.

## 2. Fire

- The fire alarm can be raised by **pressing alarm button in administration office.**
- The fire alarm is a **continuous alarm sound.**
- The assembly points are located in **Breakspear Street - front of school.**

In the event of the alarm being raised you must go immediately to your designated assembly point to be included in the roll call.

## 3. Lockdown Procedures

- Staff to notify office if there are any unauthorised persons or persons of concern on school grounds.
- Lock down alarm will be activated – **continuous dial tone sound.**
- All staff and students are to take refuge in their work space / classroom. If out of class, take refuge in the following places : Year 1 block, Year 6 block, library, staffroom.
- Teachers to ensure all windows and doors are locked.
- Students and teachers to sit on the floor, below window level and away from all doors.
- Ensure minimal movement from within each space
- Turn off lights and fans.
- Classes to wait for the all clear from the office either via the intercom or class phone.
- Teachers to contact office of any absentees from the class or emergencies.
- If a room is unlocked and unattended and can be used to enter another room via a connecting door, a staff member can lock the door if safe to do so.

#### 4. First aid

If at any time you require first aid assistance, you should contact **Administration office**. The names of First Aiders are displayed at various points around the school.

#### 5. Reporting Accidents

All accidents on the school site must be reported to **Principal or Leadership Team or WHSA** before leaving the school site. A Catholic Education Diocese of Rockhampton Incident Report form for staff, volunteers and contractors should be completed.

#### 6. Areas of the school that volunteers can enter/use toilets

The volunteers can use the following toilets/amenities located in the **administration block or the disable toilet located in the junior toilet block or the disable toilet located under the undercover area**.

#### 7. Blue Cards

Regulations about having a Blue Card apply. Please consult with the Principal for further information. If you have a current Blue card - please supply your blue card details to the administration at the school.

#### 8. Hazardous Substances/Chemicals

A MSDS and risk assessment of the hazardous substances are available at the school. You must be familiar with the content before you using the product. It is important when chemicals such as solvents, turps, paints, fuels, cleaning liquids etc, are to be used that appropriate personal protective equipment such as gloves, appropriate masks and clothing are available and worn. This information is included on the Material Safety Data Sheet.

#### Essential Behaviours for All Volunteers

1. Report any perceived breaches of professional conduct to the Principal
2. Avoid any behaviour that could be reasonably interpreted as harassment, inappropriate or harmful,
3. Ensure, where never reasonably possible, that another adult is present or close by when working in a one-to-one situation with a student and avoiding providing pastoral care or individual tuition in situations where students are or may feel isolated.
4. Avoid, whenever reasonably possible, being alone with a student or students in sleeping, dressing or bathroom areas. Personal space e.g. when supervising the sleeping quarter of students.
5. Never supply or serve alcohol or any prohibited substances to a student.
6. Never supply or serve any controlled substances to a student without the express permission of parent or guardian.
7. Never administer corporal punishment to students.
8. Ensure that language or actions cannot be interpreted as sexualising pastoral relationship.
9. Seek professional advice and review of pastoral relationships when there is any sense the relationship is uncomfortable dysfunctional or unproductive.
10. Never ridicule, demean or intimidate a student or threaten their sense of personal safety.

#### INDUCTION OF VOLUNTEERS

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# Volunteers at a Working Bee

The following information is provided to outline the workplace health and safety requirements for the school.

## 1. Signing in

Volunteers should:

- Report to administration office.
- Register in 'sign-in' book.
- Report to the area of prearranged volunteer work.
- Upon completion of the volunteer task 'sign-out'.

## 2. Fire

- The fire alarm can be raised by **pressing alarm button in administration office**.
- The fire alarm is a **continuous alarm sound**.
- The assembly points are located in **Breakspear Street - front of school**.

In the event of the alarm being raised you must go immediately to your designated assembly point to be included in the roll call.

## 3. Lockdown Procedures

- Staff to notify office if there are any unauthorised persons or persons of concern on school grounds.
- Lock down alarm will be activated – **continuous dial tone sound**.
- All staff and students are to take refuge in their work space / classroom. If out of class, take refuge in the following places : Year 1 block, Year 6 block, library, staffroom.
- Teachers to ensure all windows and doors are locked.
- Students and teachers to sit on the floor, below window level and away from all doors.
- Ensure minimal movement from within each space
- Turn off lights and fans.
- Classes to wait for the all clear from the office either via the intercom or class phone.
- Teachers to contact office of any absentees from the class or emergencies.
- If a room is unlocked and unattended and can be used to enter another room via a connecting door, a staff member can lock the door if safe to do so.

#### 4. First aid

If at any time you require first aid assistance, you should contact **Administration office**. The names of First Aiders are displayed at various points around the school.

#### 5. Reporting Accidents

All accidents on the school site must be reported to **Principal or Leadership Team or WHSA** before leaving the school site. A Catholic Education Diocese of Rockhampton Incident Report form for staff, volunteers and contractors should be completed.

#### 6. Areas of the school that volunteers can enter/use toilets

The volunteers can use the following toilets/amenities located in the **administration block or the disable toilet located in the junior toilet block or the disable toilet located under the undercover area**.

#### 7. Blue Cards

Regulations about having a Blue Card apply. Please consult with the Principal for further information. If you have a current Blue card - please supply your blue card details to the administration at the school.

#### 8. Material Hazards

Before disturbing any existing structures i.e. walls in buildings you must ensure that you have ascertained if they contain any hazardous materials e.g. Asbestos. This must be checked prior to any work takes place. Seek advice about the asbestos register from the Principal. If you have any queries regarding such matters you must contact the Principal before any work takes place.

#### 9. Hazardous Substances/Chemicals

A MSDS and risk assessment of the hazardous substances are available at the school. You must be familiar with the content before you using the product. It is important when chemicals such as solvents, turps, paints, fuels, cleaning liquids etc, are to be used that appropriate personal protective equipment such as gloves, appropriate masks and clothing are available and worn. The information is included on the Material Safety Data Sheets.

#### 10. Risk Assessment and Safe Working Procedures

Familiarise yourself with the school's safe working procedures for plant and equipment and activities such as using a ladder. Suitable access equipment must be provided by the school and must be used correctly. Follow manufacturer's guidelines and standard working procedures for all plant and equipment. Use the recommended personal protective equipment for all plant and equipment.

#### 11. Construction Cards

A volunteer who undertakes high risk construction work activities would require a construction card.

#### 12. Personal Protective Equipment

The school is not responsible to supply protective clothing. However, it is advisable for volunteer workers to wear suitable working attire including sun safe clothing. Should a volunteer worker

#### INDUCTION OF VOLUNTEERS

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use tools or equipment that needs safety equipment e.g. eye protection, ear muffs, helmets, safety harness then it is the responsibility of the school to supply this equipment and/or to ensure it is worn.

### **13. Safety Protocols Regarding Equipment and Manual Lifting**

1. Only complete tasks within your competency level
2. Only use machinery supplies by the school (following instruction) or brought along personally. Do not use machinery supplied by another parent.
3. Only use tools and equipment for their designed purpose.
4. Follow manufacturer's guidelines for the use of all equipment.
5. Use the recommended Personal Protection Equipment for all machinery and equipment.
6. Follow recommended manual handling procedures.
7. Wear appropriate footwear at all times.
8. Report accidents and injuries to the Principal.

## Essential Behaviours for All Volunteers

1. Report any perceived breaches of professional conduct to the Principal
2. Avoid any behaviour that could be reasonably interpreted as harassment, inappropriate or harmful,
3. Ensure, where never reasonably possible, that another adult is present or close by when working in a one-to-one situation with a student and avoiding providing pastoral care or individual tuition in situations where students are or may feel isolated.
4. Avoid, whenever reasonably possible, being alone with a student or students in sleeping, dressing or bathroom areas. Personal space e.g. when supervising the sleeping quarter of students.
5. Never supply or serve alcohol or any prohibited substances to a student.
6. Never supply or serve any controlled substances to a student without the express permission of parent or guardian.
7. Never administer corporal punishment to students.
8. Ensure that language or actions cannot be interpreted as sexualising pastoral relationship.
9. Seek professional advice and review of pastoral relationships when there is any sense the relationship is uncomfortable dysfunctional or unproductive.
10. Never ridicule, demean or intimidate a student or threaten their sense of personal safety.

