



PUMICESTONE STATE SCHOOL

VOLUNTEER HANDBOOK

“SHAPING OUR TOMORROWS”

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INTRODUCTION

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 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 may be from the wider community.

PHILOSOPHY

- We believe that volunteer assistance is incredibly valuable to our school and should be supported by sound policies, procedures and planning in order to meet our objectives.
- Interaction between volunteers and our school enhances our role within the local community.
- We believe that without volunteers our ability to deliver an effective education to our students would be disrupted.

KEY CONTACT PERSONS

TITLE	NAME	CONTACT DETAILS
Supervisor	E.g. class teacher, tuckshop convenor, Student Engagement teacher	07 5433 6444
Volunteer Coordinators Student Engagement Teacher HOC	Kylie Spicer Melanie Priestley	admin@pumicestoness.eq.edu.au kspic4@eq.edu.au mprie27@eq.edu.au
Business Services Manager	Charlene Hensley	bsm@pumicestoness.eq.edu.au
P&C President	Beverley Cummings	07 5433 6444

WORKING WITH CHILDREN SUITABILITY CHECK (BLUE CARD)

Parents/Carers of students enrolled at Pumicestone State School do not require a Blue Card when volunteering in the school. **ALL** other volunteers **MUST** have a suitability check done and be a holder of a positive notice blue card **before** their volunteer duties commence.

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 carer of a child enrolled at Pumicestone State School

SIGN ON AND OFF

On arrival **EACH DAY** volunteers must sign the attendance book located in the school office. Tuckshop volunteers must also sign the attendance register in the office. The attendance book provides a record of the amount of time given and is also a requirement for Queensland Council of Parents & Citizens Association (QCPCA) insurance cover.

Volunteers must also sign off in the administration attendance book when leaving.

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 any particular time.

CODE OF CONDUCT

The Code of Conduct is 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 – Pumicestone.

A harmonious working environment is conducive to the effective conduct of our school's volunteer contribution and job satisfaction. To this end we support the following:

- Personal privacy is a paramount concern to all. Information gathered or obtained as a result of our roles as volunteers in our school community is to be **ONLY** passed onto the relevant school authority **WITH** the permission of the person disclosing the information.
- Courtesy and respect is to be observed by all.
- Discussion is healthy; personal attacks are destructive and to be avoided.
- Constructive criticism (Feedback) is always welcomed.
- Discrimination on racial, ethnic or religious grounds is forbidden, as is any form of sexual discrimination and /or harassment.
- Should you be unhappy with a situation, we encourage you to express your concerns early to the appropriate person so that issues may be resolved quickly and quietly.
- If an issue arises, support is available from our administration team who will be only too willing to support you.

*We all have separate responsibilities but we all strive to work as a team.
Together Everyone Achieves More*

STUDENT PROTECTION AND RISK MANAGEMENT STRATEGY

As part of ensuring that we create and maintain a safe learning environment for all students of Pumicestone State School, our Parents and Citizens Association, in line with Education Queensland guidelines have developed a Student Protection and Risk Management Strategy.

As part of this policy we are required to ensure that all volunteers in our school are aware of the standards of behaviour and what to do if they have suspicion of harm to a student.

Included in this handbook are three key documents for you to consider

- Department of Education and the Arts Student Protection Fact Sheet
- Standards of Behaviour Fact Sheet
- Flowchart: Volunteer response to suspicion of harm to a student.

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 volunteer is working (e.g. Class Teacher, Tuckshop Convenor, etc.).

As a volunteer you can expect:

- Recognition and thanks 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
- Duties that are within your capabilities and areas of interest (you can say 'no' without feeling uncomfortable)
- Consideration and the respect of other volunteers, school staff and students
- Clear instructions of what you have to do and to whom to report
- To feel comfortable approaching school administration and P&C members

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 an appropriate and trustworthy manner and present yourself as a good role model for students
- Uphold standards and perform duties according to the policies and philosophies of this school community
- Treat students, their families and staff with dignity and respect
- Respect the privacy and wishes of others in the school community
- Treat any information you acquire about students, staff or other volunteers as **CONFIDENTIAL**
- Contact the school office or Student Engagement teacher if you are unable to attend organised time at your earliest convenience

BREAK TIMES

During break times, please move to the Resource Centre (library) where a kitchenette is available for you to access. You may use the fridge to store your lunch and have access to tea and coffee.

ORGANISING VOLUNTEER TIMES

Once you have completed your induction:

- An updated volunteer list is sent to staff
- You may approach your child's teacher and organise times to volunteer
- You will receive an email when a teacher requests a volunteer – please reply either way
- If you are simply wishing to help on excursions etc., please let your child's teacher know
- If you are completing Vocational Placement, the Student Engagement teacher will organise your timetable once preferences, days and times of availability etc. are discussed
- If you are wanting to assist in the tuckshop or Breakfast Club, your name and details will be passed to the front office and tuckshop convenor

*WE HOPE THAT YOUR INVOLVEMENT IN OUR SCHOOL COMMUNITY IS NOT ONLY BENEFICIAL FOR OUR STUDENTS
BUT IS ALSO VERY REWARDING FOR YOU TOO!*



Student protection

Fact sheet for contractors, volunteers and visitors to state schools

Introduction

For Queensland state schools, there is no higher priority than the safety and wellbeing of their students. This fact sheet provides information about your responsibility to report all suspicions of harm or risk of harm to students, what you need to know in relation to your own behaviour, and the mandatory reporting obligations of school staff members.

Contractors, volunteers and visitors include people who have contact with students online or away from a school site to provide services to the school.

What are your student protection responsibilities?

You are required to:

- complete student protection training as directed by the principal at each school you visit and/or provide services to
- report all suspicions of harm or risk of harm to a student, formed in the course of your duties, to the principal.

What is harm?

Harm is any detrimental effect of a significant nature on a student's physical, psychological or emotional wellbeing. Harm can be caused by sexual abuse, physical abuse, emotional abuse or neglect.

Harm can be caused by a person known to the student, a stranger, a departmental employee, another student or through self-harm.

When do you need to report?

You must report to the principal when, in the course of your duties, you become aware or suspect a student has been harmed or is at risk of harm.

In the course of your duties means when you are performing paid work or volunteer duties for the Department of Education. This includes during activities on school sites, during excursions, camps and other extracurricular activities, and online.

How do you contact the principal?

Each school will have a different process; however, in general you can contact the school office and ask to speak with the principal about a confidential matter. If you cannot contact the principal, ask to speak with the deputy principal or contact the relevant regional office (details below).

What if your concerns relate to the principal?

If you suspect the principal or another departmental employee has caused, is causing, or presents a risk of causing harm to a student, refer to the [Allegations in the area of student protection procedure](#) for guidance on reporting your suspicions.

What do you need to remember in relation to your own behaviour?

- **ALWAYS** interact professionally with students, including outside school hours
- **NEVER** intentionally harm a student, either physically, psychologically or emotionally
- **NEVER** touch a student in a sexual way, or engage in any other inappropriate interactions with a student.

How do school staff members report student protection concerns?

All school staff members must report reasonable suspicions of sexual abuse or likely sexual abuse through the principal to the Queensland Police Service (QPS).

School staff members must also report reasonable suspicions of physical, sexual, emotional abuse or neglect through the principal to Child Safety when the child may not have a parent able and willing to protect them from harm.

The department's [Student protection procedure](#) and [Allegations against employees in the area of student protection procedure](#) provide clear instructions to school staff members on how to report student protection concerns in a way that meets their reporting obligations.

For further information

If you have any further questions or concerns about student protection matters, discuss them with the principal or contact the relevant regional office. A list of regional offices can be found at <https://education.qld.gov.au/contact-us/state-schools-regional-contacts>.

For questions or concerns regarding the conduct of departmental employees, contact Intake & Assessment on (07) 3055 2950 or by email at intake@qed.qld.gov.au.

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STANDARDS OF BEHAVIOUR FACT SHEET

The following tables include, but are not limited to, the specific *standards of behaviour* in relation to working closely with students in any situation:

Language	
Do	<ul style="list-style-type: none">• Communicate, both verbally and non-verbally, in a way which models and demonstrates respect for the rights, interests and wellbeing of all students.• Use appropriate language taking into consideration age, developmental stage, emotional or psychological state, special needs, language background, religion or disabilities• Ensure both verbal and non-verbal communication are non-abusive or bullying• When possible, frame communication from the positive perspective in interactions with students.
Don't	<ul style="list-style-type: none">• Become involved in inappropriate conversations of a sexual nature• Make sexually suggestive comments• Use language that could be offensive to another.• Personally correspond (including email and/or mobile phone) with a child or young person in respect of personal or sexual feelings for students.

Relationships with Students	
Do	<ul style="list-style-type: none">• Behave in a way, which models and demonstrates respect for the rights, interests and wellbeing of all students.• Dress appropriately while working with children and young people, in a way which models respect for the students.
Don't	<ul style="list-style-type: none">• Spend inappropriate time with a student• Inappropriately give gifts to a student• Show special favours to a student• Expose student to sexual behaviour of others including displays of pornography• Persuade a student that a 'special' relationship exists.

Physical contact	
Do	<ul style="list-style-type: none">• Respect the personal space of student and limit physical contact generally• Limit hugging when initiated by the student by changing from a frontal hug to arm around the shoulder of student• Limit hugging when initiated by the student by sitting on the floor with child next to you
Don't	<ul style="list-style-type: none">• Hit, kick, slap or push a student• Allow student to sit on your lap• Touch parts of a student's body usually covered by a swimming costume• Change nappies or engage in toileting practises.

(Adapted from information from the Commission for Children and Young People and Child Guardian)

STANDARDS OF DRESS

Dress Code

The Dress Code for Pumicestone State School volunteers has been devised to ensure that our professional standards of excellence in behaviour, academic expectations and achievement are reflected in our professional presentation, which encompasses how we dress, speak, behave, and also, in how we maintain our workplace. Students, parents and the wider community expect and deserve the best that we can provide, and this includes our responsibility as role models for our school community.

- **Volunteers must wear their volunteer badge at all times for security reasons.**
- No “short” shorts - shorts should be tailored and “longer line”. No board shorts unless swimming lessons are being conducted.
- Shirts for a male should have a collar and shorts should be of the ‘tailored’ variety.
- Skirts must be of adequate length.
- When you stand, stretch your arms, walk up stairs, lean over or sit, the length of the skirt or dress must at all times be respectable and ‘provide full coverage’.
- Blouses and shirts must be cut high enough to ensure that they also ‘provide full coverage’.
- Visible cleavage or décolletage is unacceptable for any body shape, and is not in keeping with our professional roles - be aware that some tops “gape” when you lean over to assist students or to mark work, and ensure that this is addressed.
- Torsos need to be covered.
- It is not appropriate in a school setting to wear clothing that shows any part of your middle torso. Therefore, tops must be long enough (and/or shorts/skirts/pants high enough) that no “flesh” (front or back) is exposed when you stand, bend over, sit, squat etc.
- Please note that denim is perfectly acceptable, but as with any other fabric, you need to be conscious that denim jeans are cut high enough not to reveal any glimpses of ‘inappropriate body parts’, particularly when squatting or leaning over.

Remember: If you can see up it, down it or through it - IT'S NOT ON for school – leave it at home!

Fostering a Healthy and Safe School:

- **Footwear must be safe.**
- Slides and sandals which grip the feet and pose no danger of coming off are fine, but looser thongs and slides which do not grip the feet are not.
- Rubber thongs are not to be worn, in or out of the classroom.
- Heels should be no more than medium height.
- If volunteering in the tuckshop please refer to clothing requirements.

Sun safe/Safe practices should be modelled:

- Sun safe hats or umbrellas should be used during lunch breaks or other outdoor activity. Clothing should reflect the professional dress code and provide adequate sun safe protection.
- Travel mugs are essential for hot liquids when in the presence of students.
- Volunteers should refrain from consuming items of food or drink which are prohibited to students i.e. Energy drinks (such as ‘Red Bull’, ‘Mother’ or ‘V’), soft drink or chewing gum within the presence of students.

*Please note: WH&S rules dictate that the above guidelines must be followed. They are mandatory, not optional or negotiable.

Emergency Evacuation Procedure

When fire is discovered/evacuation required:

- inform the office of the fire location by ringing or sending a runner.
- Administration SOUND THE ALARM (a repeating siren with message 'evacuate as directed' is the known sound for an Evacuation Emergency).
- Notify the Emergency Service (Fire Brigade) phone: 000.

Upon hearing the alarm:

- Teachers are to direct students from the room in an orderly manner to the assembly area getting clear of buildings as soon as possible. The teacher should be the last person to leave the room and remain at the end of the line of students
- Doors are to be closed (**not locked**), where possible, before leaving the building (should be a rehearsed routine).
- visitors, volunteers, specialists and non-teaching staff must ensure that they have been accounted for by reporting to the Business Services Manager
- Deputy Principal or nominee collates the reports to ensure everyone has been accounted for.

Assembly Areas

Main Assembly - Oval:

This area is to be used by the whole school. Each individual class and body of people will take up position within the assembly area (refer to the evacuation maps located in each building). Everyone is to remain in the assembly area until the "all-clear" has been given.

Alternate Assembly – Main Car Park (furthest from school entrance/exit points):

This area is to be used if main assembly area (oval) is not accessible due to unforeseen circumstances.

Alternative Circumstances

When children are with a teacher/teacher assistant other than their class teacher, this alternative teacher/teacher assistant will assume responsibility for the students and move them to the appropriate assembly area. Other teachers unattached to their class at the time of the evacuation are to move to the assembly area and join their class.

During R.I. sessions, the departmental teacher in the room assumes control of the class and escorts the students and R.I. teacher to the assembly area.

If children are out of their classroom when the alarm is sounded they are to join the nearest line leaving the building and when well clear of the buildings they are to join their own class for roll call.

Notify the Principal or Principal nominee at the assembly area immediately if any child is missing so that Emergency Services Personnel or other RESPONSIBLE ADULT can be sent to look for that child.

“Lockdown” Emergency Procedures

If an incident occurs in or surrounding the school grounds and the Principal decides that the safety of students and staff could be compromised e.g.:

- dangerous or suspicious people on the school grounds
- a serious incident adjacent to the school grounds, or
- severe weather conditions

A special alert/alarm will be sounded through the school grounds to signify all school personnel ***should stay in or return to*** school buildings.

The signal will be an excerpt from the song ‘Eye of the Tiger’ by Survivor (introduction of song). This song is distinctly different from all other signals/music played at school. This song will only be played in “Lockdown” emergency.

In addition to the alarm, office personnel will broadcast a message via the telephone system to all buildings to confirm the “Lockdown” emergency – *the message will be repeated twice to ensure that the message is received.*

The “All clear” will be advised by another broadcast message.

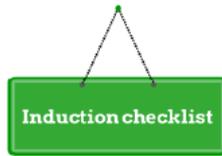
Procedures

- At any time of the day, students and staff will immediately return to their classrooms when the “Lockdown” signal is sounded, and carry out emergency procedures unless otherwise directed.
- Specialist teachers will carry out emergency procedures with the class under their supervision at the time.
- Personnel and students involved in outdoor activity are to move to the nearest building.
- Use rolls to confirm presence of all students. You will need to take note of:
 - any missing child/ren
 - any extra child/ren or adults (teaching assistants, volunteers, specialist staff etc.) who have moved to your building for safety.
- Doors and windows of buildings should be closed and locked.
- Children should be seated in a group on the floor away from windows and doors.
- Administration staff will contact each Building Coordinator, **by directly ringing the allocated “Lockdown” extension number for the building**, to confirm:
 - any missing child/ren
 - any extra child/ren or adults (teaching assistants, volunteers, specialist staff etc.) who have moved to your building for safety.
- No one is to leave the building until the “all clear” is sounded.

Staff **must** leave intercoms free to receive accurate information from the office during the “Lockdown”.

If emergency is due to severe weather conditions, telephones and intercoms are not to be used in electrical storms. Information will be disseminated in person. Take students’ school bags inside if possible. If severe winds, move children away from windows. Use discretion in allowing students to go to the toilet.

Tuckshop



Staff member completing the induction: _____

Volunteer name: _____

Induction date: _____

Action	Completed
1. Introduction to tuckshop staff & site (include bathroom locations)	
2. Menu and volunteer duties	
3. Shift reminders	
4. Food safety training and copy of tuckshop policy provided.	
5. Location of first aid, fire safety equipment and emergency procedures.	
6. Hazard areas and workplace health and safety including reporting procedures.	
7. Use of health and safety personal protective equipment	
8. Use of chemicals – sanitiser spray, surface spray and dishwashing liquid.	
9. Copy of working with children check (if applicable)	

Comments: _____

This information has been provided to me as a volunteer at the school tuckshop

Volunteer name and signature: _____

Date: _____

Tuckshop manager name and signature: _____

Date: _____



Operating days: Wednesday and Friday

Operating hours:

Roster

All our volunteers are rostered according to their preferred days whenever possible. Occasionally it can be difficult to accommodate everyone's individual preferences. Our tuckshop roster can be found

Shifts are _____ during the school term. Due to limited staff resources in the tuckshop, volunteers are an essential part of the team and every minute counts, so if you need to leave early or will be arriving late please let us know.

If you are unable to make your shift please contact our school office to let us know at your earliest convenience.

Description of duties

Volunteer duties vary depending on the requirements of that particular day. Volunteer duties generally include but are not limited to:

- Preparation of sandwiches and salads
- Labelling and sorting lunch bags
- Toasting sandwiches
- Packaging hot foods
- Restocking fridges and freezers
- Making up popcorn, jelly cups, veggie sticks and other snacks as required
- Washing, drying and putting away equipment
- Adhering to the policies of the tuckshop, including work health and safety and food handling procedures, as outlined by our tuckshop manager.

Breaky Club

Operating days: Monday to Thursday

Operating hours: 7:30- 8:30

If you are unable to make your shift please contact Kylie Spicer or our school office to let us know at your earliest convenience.

Description of duties

Volunteer duties vary depending on the requirements of that particular day. Volunteer duties generally include but are not limited to:

- Toasting bread
- Preparing toast and cereal
- Washing, drying and putting away equipment
- Adhering to the policies of the tuckshop, including work health and safety and food handling procedures, as outlined by our tuckshop manager.



School tuckshops are classified as a food business by law. Food Safety Standards are applied throughout Australia and provide the minimum requirements to handle food safely. As a volunteer you must be able to demonstrate skills and knowledge to prepare food safely and will be provided training to do so today.

The main points to remember for our tuckshop include:

- Sign in and out for your shift at the school office
- Wear clean and neat clothing with sleeves, no singlet tops permitted, enclosed shoes
- Jewellery off
- Valuables and bags in designated areas, mobile phone on silent and in bag
- Hair tied back if long, hair net
- A clean apron must be worn and will be supplied by our tuckshop, aprons must be discarded or washed after each shift
- Hair covering and apron must be taken off each time you leave the tuckshop and hands must be washed before you re-enter the tuckshop and put your apron and hair covering back on
- **No children allowed in the tuckshop at any time** – if your child wishes to visit you, you will need to step out of the tuckshop
- Hand washing
- Safe food storage – food at room temperature:
 - ❖ For under 2 hours can be used immediately or refrigerated
 - ❖ 2–4 hours can be used immediately but cannot be refrigerated
 - ❖ Over 4 hours must be thrown away
- All food in refrigerators need to be:
 - ❖ Dated when opened if commercial or if homemade note the date made
 - ❖ Stored in clear containers
- All frozen foods require labelling with the date made

We are obligated by law to follow these safety requirements. If you are unable or unwilling to comply with these points you will unfortunately not be allowed to commence your shift.

**If you are not a parent or primary carer of a child at the school you will be asked to obtain a working with children check (Blue Card) before commencing work within our tuckshop.*



All volunteers are required to adhere to the policies of the tuckshop, including Work Health and Safety and food handling procedures. Work Health and Safety is the responsibility of everyone in the workplace.

Footwear

No toes exposed – enclosed shoes must be worn at all times. Heels or thongs can be unsafe and are not permitted in the tuckshop.

Sharp objects

The tuckshop is a food service business and requires the use of knives and other sharp objects in the preparation of foods. Please ensure that your knife is sharp and cutting board secure when using them. If you are uncomfortable using a knife or you cut yourself, please let us know immediately. Do NOT place knives into sinks filled with water. It can be difficult to see what is under the water and other people may cut themselves if they put their hands in.

Hot zones

There are many 'hot zones' in the tuckshop. These include the pie warmer, oven, toasters, hot plates, fry pans, Zip hot water heater, popcorn maker and hot water taps. Please use caution when working in and around these zones. Always use utensils to handle food and use hand protection such as oven mitts when taking trays from the oven. Do not leave hot trays, pots or utensils unattended.

Chemicals

During your shift in the tuckshop you may be handling chemicals such as dishwashing liquid, sanitiser and general-purpose spray cleaner. Ensure you wash your hands after use. You should not handle any other chemicals during your shift.

Lifting and bending

Please use caution when lifting any item. When lifting ensure you have a good grip and keep the load close to your body, this helps by keeping your centre of gravity over the feet and keeps back strain to a minimum. Bend your knees and lift with your legs, not your hips or back. When lowering your load ensure you bend the knees again. Avoid lifting with a fully bent back, when your back is twisted or bent sideways, after prolonged periods where your back has been bent or when you have been sitting for a long duration. During your shift you will not be required to do any heavy lifting. Any lifting above 14kg requires two people.

Spillages on the floor

Report any spillages on the floor immediately. Ensure the spill is cleaned up, that signage is placed over the spill and avoid the work area until the spill has dried.

Electrical appliances

Please use caution when using electrical devices in the tuckshop and do not use them unless you have received instruction. Do not use electrical devices near running water or that appear damaged in any way.

Boiling liquids

Please show extreme caution when working with boiling liquids, including from the kettle or a Zip hot water heater. Even a cup of coffee can be dangerous. If you are carrying hot liquids, make sure you have the correct hand protection, the floor is dry and clear of obstacles where you are working/walking and inform all other people in the tuckshop you are handling/moving a hot liquid. It's also important to be very careful with steam when opening oven doors, sandwich presses or taking lids off pots.

Illness

Many food poisoning incidents are caused by people who continue to handle food after falling ill themselves. If you are unwell or have been in close contact with someone who is unwell, please do not attend your shift and notify our Tuckshop supervisor.