INTRODUCTION
Volunteers are an integral part of our school. Your participation in the work of the school is greatly appreciated and valued. While the welfare of our students is our highest priority, we want to do everything possible to ensure your involvement is a rewarding experience. The following information is provided to ensure that we exercise our responsibility for the safety of our students, and to strengthen our partnership with you. Volunteers who have close contact with students, eg sports coaches, LAP volunteers and those who assist at camps or similar activities, will receive training and extra information where necessary eg specific skills, safe practices and medical conditions.

RESPONSIBILITIES AND RIGHTS
Volunteer Responsibilities
The volunteer has a responsibility to:
- Recognise the privilege, trust and responsibility associated with working with another person’s child.
- Be reliable. Arrive on time. Only make commitments that can be met.
- Notify an appropriate person if unable to attend or running late.
- Perform tasks to the best of your ability.
- Respect confidentiality.
- Communicate with all students and colleagues in a respectful manner.
- Respect the rights of co-workers.
- Have a non-judgmental approach.
- Follow instructions that may be given in relation to the position.
- Respect and acknowledge decisions made by paid staff.
- Notify the school when wishing to terminate duties.
- Address areas of conflict or concern with the appropriate member of staff.
- Undergo any training required for the position.
- Notify the school in the event of a work related accident or injury.
- Report on reasonable suspicion, abuse and neglect of a child, to the Principal.
- Avoid adversely affecting the health and safety of other persons.
- Use any equipment provided for health or safety purposes.

Volunteer Rights
As a volunteer you have the right to:
- Choose the type of tasks in which you would like to be involved through negotiation with the school.
- Be assigned tasks which are in accordance with your skills and interests.
- Receive appropriate orientation and training initially and on an ongoing basis to enable you to fulfil your new tasks.
- Receive accurate information about the school.
- Be able to negotiate. Say no.
- Be heard by someone in authority.
- Be informed about reimbursement of expenses.
- Be treated fairly and with respect.
- Expect to be adequately insured during the course of your volunteer duty.
- Work in a safe environment.
- Receive ongoing guidance, support and approval.
- Have the opportunity to comment on your involvement in the school.
- Have your concerns, complaints taken seriously.
- Appeal against any decision affecting your work.

School Responsibilities
The school has a responsibility to:
- Only make commitments that can be met.
- Not ask volunteers to take responsibility for duties identified as the concern of paid professional staff.
- Ensure volunteers have adequate skills and knowledge to undertake duties.
- Ensure that volunteers receive appropriate orientation, support, supervision and training.
- Provide and maintain, so far as is reasonably practical:
  * a safe working environment for volunteers and students
  * safe systems for workers
  * safe equipment
- Acknowledge that there is a time commitment involved for staff working with volunteers.
- Take reasonable steps to communicate information, which will affect the volunteer in carrying out their duties.
- Facilitate communication between volunteers and those staff identified as being responsible for volunteer programme supervision.
- Respect confidentiality.
School Rights
The school has the right to:
- Negotiate a commitment from a volunteer.
- Expect a volunteer to undergo appropriate training.
- Be informed in advance when a volunteer is unable to undertake duties.
- Express opinions on poor performance and if necessary, suggest a change to another job.
- Expect loyalty to the school and only constructive criticism.
- Change the programme or service, including the need for volunteer involvement.
- Refuse the services of a volunteer where there is a perceived risk to health, welfare and safety of persons or projects to be assisted.

ROLES OF VOLUNTEERS
Volunteers need to have a clear understanding of their role and work within the parameters of that role. Volunteers will have opportunities to be involved in a range of activities/programmes which link their interests, skills and time commitment with the needs of the school. Volunteers can be involved in working directly with children or in other capacities.

Sample Roles for Volunteers
The roles of volunteers will depend upon the matching of skills and interest with the needs of the students and/or school. Involvement can include:

**Classroom Support**
- Reading aloud to students and listening to the students reading aloud
- Helping students learn computer skills.
- Playing/assisting with educational/instructional games and activities.
- Helping teachers with classroom activities.
- Assisting with arts, crafts, gardening or cooking projects.

**Support for individual students**
- Tutoring students who are experiencing difficulties in various areas.
- Providing special attention and care to students with disabilities.
- Working with gifted students.
- Practicing vocabulary with non-English speaking background students.
- Helping a child learn a foreign language.
- Being a mentor (primarily provide support, encouragement, or simply a shoulder to lean on).
- Involvement in ESL programme.
- Supervising playground activities.

**Maintenance of ground or equipment**
- Maintaining school grounds.
- Assisting with ‘maintenance’ of classrooms (eg painting).
- Cleaning up the school playground or getting a group of people together to fix up old rooms, paint over graffiti or undertake any other odd jobs.

**Other**
- **Assisting in the Library**
  - Assisting with special events, eg Book Week.
  - Assisting in the library as well as assisting students in the library.
- Assisting in the canteen.
- Assisting with school uniform sales.
- Making props/costumes and build/paint sets for plays.

**Sharing your Skills /Experience**
- Sharing expertise in a particular subject.
- Demonstrating crafts, dancing, musical skills.
- Discussing career, hobbies, traditional travels, personal life stories, etc.
- Sports coaching
- Helping in Boys Mentoring Programme
- Helping with excursions, camps, special events

**OTHER INFORMATION**

**Being Alone With Students**
You should be within sight of a member of staff when working alone with an individual student. Do not shut or lock a door so that you are in a room alone with a student.
You will not be required to mind a class in the absence of a teacher. Never leave the school with a student unless approval has been given by the supervisor.

Conversations With Students
Remember that you are acting as a role model to the students who observe you. Your language and topics of conversation should be above reproach.

Driving on School Grounds
Driving on school grounds is not permitted whenever students are present. At other times please observe 10kph speed limit.

Equal Opportunity
Ardtornish Primary School acknowledges that it has a social responsibility towards all members of its school community and wishes to create a volunteer environment which reflects the values of the school community. Accordingly Ardtornish Primary School is committed to the principles of Equal Volunteer Opportunity for all its volunteers.

Ardtornish Primary School is an environment where discrimination on the basis of gender, sexuality, marital status, pregnancy, race, physical or intellectual impairment or age will not be tolerated. The Volunteer Policy recognises that volunteers are unpaid workers and assumes responsibility for creating a fair and equitable volunteer programme. Procedures have been put in place to develop a culture where discrimination does not occur or, if it does, it is dealt with promptly and effectively.

Volunteers are encouraged to raise equal opportunity issues or grievances with the Principal. Confidentiality will be respected.

First Aid
If a student is injured or ill, please advise the supervising teacher or front office as soon as possible. Our first aid officer or other staff member will provide first aid/comfort to an injured or distressed student, and contact parents if necessary. All classrooms and yard duty teachers have basic first aid supplies.

Grievance Procedures
Grievance procedures for staff and volunteers have been established which address complaints for all forms of grievance or harassment relating to your volunteer position or workplace.
- Complaints will be dealt with confidentially, promptly, seriously and sensitively
- No action will be taken without the knowledge or consent of the person making the complaint.
“In house” procedures are designed to resolve the complaints where ever possible at the school and the complainant can be supported by the person of their choice at all stages of the procedure.

Self-help / Self-help with Assistance
In cases where a volunteer has a grievance or believes they are being subjected to harassment it is advised, if practical, to either personally approach or write to the person.

Informal Intervention
If the self-help option does not work, or is not a suitable option, it may be appropriate to ask someone to intervene on your behalf. This person can be the Principal. With this informal intervention the staff member will not be making a formal investigation.

Formal Complaint
This option should be used if:
- you feel that an informal approach will not resolve the situation.
- informal intervention did not achieve the desired outcome.
- the offensive behaviour warrants disciplinary action.
Formal complaints should be made to the Principal.

Harassment and Bullying
Under the Equal Opportunity Act, 1984, it is unlawful to subject a student, a fellow employee or volunteer worker to any kind of harassment.

The principal or senior staff will investigate any reports harassment or bullying. We also have staff who will maintain confidentiality, listen sympathetically and explain the complaint procedures to you. The staff representatives to contact are the Occupational Health Safety and Welfare staff representative or a member of our Personnel Advisory Committee. (Names available from the office) Harassment and bullying consist of acts or behaviours which are directed against individuals or groups and which are experienced as insulting, offensive, demeaning, humiliating or intimidating. It can include belittling comments, ridicule, graffiti, name-calling, put-down jokes, attacks on property, exclusion and physical violence.
Insurance
The Volunteers Protection Act, 2001, protects volunteers from being sued for an act or omission done or made in good faith and without recklessness while carrying out volunteer duties. The department manages claims for out-of-pocket expenses arising from personal injury sustained by volunteers in schools. Further information is available from the principal or department’s Administrative Instructions and Guidelines.

Liability and Personal Injury Cover
The school is responsible for insurance cover of volunteers.
The Department in accordance with uniform public sector guidelines manages claims for out-of-pocket expenses arising from personal injury sustained by volunteers engaged in unpaid work in schools. Benefits payable are decided as Government policy and are not subject to any statutory or contractual requirement.

Any liability arising from the action of advice of a volunteer acting in accordance with instructions from the Principal or Governing Council is treated as if the action or advice were that of an employee. Support would not generally be available if a volunteer’s actions constitute serious and wilful misconduct.

Mandatory Notification of Child Abuse
Under the Children’s Protection Act, 1993, as a volunteer you are obliged by law to notify Children, Youth and Family Services (CYFS) if you suspect that a child (under the age of 18) has been abused or neglected. This is done by telephoning the Child Abuse Report Line on 131 478. Failure to notify suspected child abuse or neglect is an offence and carries a maximum penalty of a $2,500 fine.

If you observe someone who works with children eg teacher, SSO, sports coach, or volunteer, acting in an inappropriate manner, telephone CYFS. Do not question those involved as this could compromise an investigation. The law does not require that you prove your suspicions, but it does require that you report your suspicions. Consult the principal or member of senior staff for advice if you feel the need.

Definitions of abuse:
Physical Abuse
“Physical abuse is any physical injury inflicted upon a child.”

Sexual Abuse
“Sexual abuse is any sexual behaviour imposed on a child.”

Emotional Abuse
“Emotional abuse is a chronic attitude or behaviour towards a child which is detrimental to or impairs the child’s emotional and/or physical development.’

Neglect
“Neglect refers to any serious omission or commission by a person which jeopardises or impairs the child’s physical, intellectual or emotional development.”

Occupational Health Safety and Welfare
The school is responsible for providing a safe working environment. You are asked to take reasonable responsibility for your own health and safety, and avoid the possibility of an accident or injury while you are at the school. Special care is needed when lifting heavy objects. Do not be involved in any activity which is likely to put you, a student or anyone else at risk. Please familiarise yourself with emergency procedures for evacuation, and report all injuries and accidents occurring whilst at the school, to office staff as soon as possible. Further information is available in the Occupational Health Safety and Welfare Manual, located in the office.

Out of Pocket Expenses
Authorised task related expenses will be reimbursed if this has been negotiated beforehand. Receipts need to be provided.

Privacy and Confidentiality
Schools must comply with Information Privacy Principles regarding the use and release of information. Any personal information (including names, addresses, telephone numbers, circumstances or situations of any nature) about students, staff and volunteers that you become aware of during your volunteer work must not be shared, unless it is required by law eg it is relevant for reporting alleged child abuse. Refer all requests for access to files and records to the supervising teacher. Please refrain from making any comments about the use of individual teaching methodologies or student behaviour management methods.

Policies and Guidelines
A range of policies and documents concerning the school’s operations can be found in the library/resource centre, and on the department’s web site http://www.schools.sa.gov.au
Record Keeping
The school’s administrative staff need to know who is in the school at any one time, especially in case of emergency, so you may be required to “check in” at the front office or with the supervising teacher, and “check out” on your departure. Volunteer badges are available and must be worn whilst volunteering.

Refreshments
Tea and coffee are available in the staffroom, via the front office.

Smoking
Smoking is not permitted in buildings at all, and not on school grounds during school hours. We also expect support of this policy whilst involved in any school activities e.g transporting students.

Student Behaviour
We expect students to treat you with respect and courtesy at all times. If students behave inappropriately, you should tell them that the behaviour is offensive or inappropriate. If the behaviour persists, please seek help from the supervising staff member or senior staff.

Support and Supervision
Volunteers will be supported and supervised by nominated staff member/s.
The method of support and supervision will be mutually agreed upon by the volunteer and staff member/s.

Termination
Either the volunteer or the school can initiate termination.

Volunteer
There are a number of reasons why a volunteer may no longer wish to remain with the school. Volunteers should notify the school of their decision as early as possible so alternative arrangements can be made.

School
The school may wish to terminate a volunteer’s involvement with the school in circumstances such as:
- Inappropriate behaviour and/or communication by a volunteer towards members of the school community.
- The volunteer’s attitude is deemed to be a detriment to the well being of the school community.
- The conclusion of the activity for which the volunteer is required.

If a volunteer’s behaviour is inappropriate and persistent then the volunteer will be dealt with in accordance with appropriate procedures.

Toilets
Please use the staff toilets, via the front office, and do not enter toilets allocated for student use. You will not be required to assist with the toileting of students, nor with sickroom activities.

Touching Students
Please refrain from unnecessarily touching students unless there is a genuine emergency.

Training
Information about training offered by the department can be found on www.tandd.sa.edu.au/tandd Training in mandatory notification and other matters is provided by the South Australian Association of School Parents’ Clubs:www.nexus.edu.au/Associations/SAASPC/SAASPC.htm Other useful sites include www.parenting.sa.gov.au and www.napcan.org.au

Thank you for taking the time to read this information. Do not hesitate to speak with the principal or deputy principal if you have any concerns or require further information. Your involvement in our school adds a valuable dimension to the education of our students.