



FRASER COAST  
ANGLICAN COLLEGE

# VOLUNTEER HANDBOOK

*Enriching Body, Mind & Spirit*

# *Welcome to*

## **FRASER COAST ANGLICAN COLLEGE**

We want your time with us to be as personally and professionally rewarding as possible.

Through volunteering, you have been chosen to be part of our team. We are confident you will make a wonderful contribution to the team and ensure the vision, mission and values of the Anglican Church and the College are upheld.

We are committed to achieving the highest standards of educational excellence, extra curricular activities and pastoral care to our students. We are also committed to providing a safe and welcoming environment to all in our College community. My team welcomes your contribution and feedback on how we can do things well.

This booklet is designed to give you an understanding of important information that you will need to volunteer at Fraser Coast Anglican College. In addition to this resource you will need to review our Volunteer Policy, Declaration and relevant College policies and procedures.

Thank you for choosing to volunteer as part of our team. We value every team member for the contribution they make to ensuring our success. We look forward to your assistance.

Joseph Wright  
**Principal**

## YOUR KEY CONTACTS:



Principal,  
Joe Wright



Head of Junior School,  
Danielle Brown  
*(Student Protection Officer)*



Head of Middle/Senior School,  
Richard Dobrenov  
*(Student Protection Officer)*



College Nurse,  
Kaylene Burke  
*(Student Protection Officer)*



Teacher/Careers Officer,  
Robyn Norrlin  
*(Student Protection Officer)*



Retail Centre Manager/Compliance,  
Marie Wright  
*(Blue Card Coordinator)*



Assistant to Business Manager,  
Rhonda Bryant  
*(Administration for Volunteers)*



## MISSION STATEMENT

We provide a supportive Christian community and a high quality learning environment which enriches the body, mind and spirit, challenging each individual student to develop a love of learning, build their confidence, serve others, have options for the future and achieve their best.

## CORE VALUES

### **Living the values Christ taught us**

Within our school we nurture a culture that embodies love, forgiveness, respect, compassion and service.

### **Achieving your best**

All of us will set high standards and attempt to meet those standards, having self discipline and achieving the very best of which we are capable.

### **A balanced life**

Monitoring the well being of our students to guide them towards a healthy balance of school work, sporting and cultural endeavours and spiritual development.

### **Giving it your all**

Making the effort to be involved in all the school offers, trying your very best, making a commitment and honouring that commitment and seeing things through.

### **Supporting each other**

Caring and respecting one another, looking after those who struggle to look after themselves, operating as a family and reinforcing the love and connection we have for each other for the ongoing mutual support and the creative enhancement of all.

### **Caring for the environment**

As global citizens we have an obligation to create an awareness of our natural environment, to marvel at its wonders, seek to learn more about it and to care for it for future generations.

## GENERAL EXPECTATIONS OF VOLUNTEERS

In order to operate as a volunteer within the College, the volunteer needs to:

Become familiar with and support the College's Policies as relevant to the volunteer role. This includes, but is not limited to, the following documents which are available on the College's public website or in the College staff dining room:

- Community code of conduct
- Child Youth Protection Policy
- Blue Cards in Anglican Schools Commission Policy
- *Emergency* Evacuation Procedure
- Lockdown Procedures
- Privacy Policy
- Cyber Safety Policy
- Work Place Health and Safety Policy
- Admin Guidelines - Workplace Bullying and Harassment Policy
- Refer all student concerns or behaviour issues to the Principal, supervising teacher or staff member;
- Notify the College as early as possible if they are unable to fulfil their volunteer commitment;
- Abide by professional and ethical behaviour requirements as outlined in the Community Code of Conduct;
- Keep confidential any personal or sensitive information of which the volunteer becomes aware through involvement with the college. This includes information about a child's educational progress and individual community member's contact details;
- In the event of an emergency, follow the instructions of the teacher/staff member until such time as the emergency is declared over;
- Ensure Blue Card requirements as detailed in the current Blue Card policy are current and updated where necessary;
- Ensure standard of dress is suitable and appropriate for the activity being undertaken and the expectation of the College;
- Know the guidelines on action to be taken in the event of an accident/ incident and be aware of emergency evacuation procedures;
- Be accompanied by a Fraser Coast Anglican College's employee when appropriate
- Complement the work of staff members;
- Sign in and out as a guest at Main Administration or at their immediate work area;
- Follow instructions and guidance provided and exercise due care in the performance of duties to prevent accident or injury to *yourself, peers* or others;
- Support the Mission and Values of the College;
- Comply with workplace health and safety requirements and ensure that you do not perform any task that you are unsure of or believe is beyond your strength or capability.

In order to operate as a volunteer within the College, the following situations will need to be avoided:

- In the course of volunteer duty, taking students in private vehicles without express permission of the College through the appropriate procedures being followed (documentation on ERM);
- Encouraging affection from or dependency in students e.g. by giving gifts;
- Having intentional physical contact with children;
- Displaying bullying or intimidating behaviours towards others;
- Initiating out of hours contact with students;
- Engage in inappropriate conversations with others about the behaviour of staff, students and parents observed while undertaking volunteer duties.

## BLUE CARDS

Under the Commission for Children & Young People & Child Guardian Act 2000 ('The Act'), people working with children under 18 in certain categories of business and employment must undergo the Working with Children Check and be issued with a positive notice blue card.

Parents or full-time carers of students currently enrolled at Fraser Coast Anglican College are exempt from holding a Blue Card, except if they are involved in the provision of homestay. All other volunteers must be in possession of a valid blue card. Volunteers may not commence or continue in regulated duties unless they hold a valid positive notice and blue card.

For employees or volunteers who have advised that they have already applied for a blue card through another employer/organisation, or who already hold a blue card, a further application can be made to the Commission to confirm that fact by completing an 'Authorisation to confirm a valid blue card form'. Upon lodgement of this form, the Commission will confirm in writing the current blue card status of the volunteer. The form also enables the Commission to notify your organisation should there be any change to the status of a volunteer's blue card.

Blue cards expire three years from the date of issue and must be renewed to ensure continued validity.

A blue card holder can continue to carry on a regulated activity after the expiry of their blue card, provided their card was not suspended or cancelled and they lodge a renewal application at least 30 days prior to the expiry of their card.

Assistance to process your application/renewal, or to link your card to the College, is available at the College Administration. You must present in person with your forms and required identification in order for us to successfully process your application.

## CONFIDENTIALITY

All notes and memoranda of any information concerning the affairs of the College or any other property made or received by you in the course of carrying out your placement shall remain the property of the College, and should be surrendered by you to the College on completion of your placement or at any time upon request by the Principal.

Except in the proper course of your duties, you may not use or disclose to any person whatsoever, any confidential information or contact details which may have come into your possession, in the course of your placement with the College relating to the affairs of the College, any associated activity of the College, any staff, students, clients, parents or other members of the College community, or any other person, organisation or company associated with the College. Further, no information, may be used in a manner that may cause loss or injury to the College.

## INTELLECTUAL PROPERTY

Any invention, improvement or idea a volunteer develops in connection with their volunteer commitment at the College whether during or outside ordinary volunteer hours will become and remain the property of Fraser Coast Anglican College.

## EVACUATION ASSEMBLY AREAS

Please refer to appendix 2 for the emergency evacuation areas and lock down procedures

## RISK MANAGEMENT

Fraser Coast Anglican College is committed to providing a safe learning and working environment for members of its community. Although the College is aware that it is impossible to eliminate risk entirely, it is the expectation that all members of the College community will report immediately any concern regarding risk to their immediate supervisor.

As a Volunteer it is expected you shall not undertake, or be expected to undertake, an activity which you believe may present a hazard to a student, volunteer, member of the general public or private property. Any concern, no matter how small, should be promptly reported to the supervisor/coordinator, who will assist in completing any forms that are required.

If you are involved in an incident, witness an incident, or injure yourself in the course of your volunteering duties, you are to report to your supervisor immediately.

## DISCRIMINATION, HARRASSMENT AND BULLYING

The College requires all persons to behave responsibly, not tolerate unacceptable behaviour, maintain privacy during investigations and immediately report incidents of discrimination and sexual harassment to the Principal. Managers and supervisors must also ensure that no person is exposed to discrimination and sexual harassment. Management members are required to demonstrate appropriate behaviour, promote the discrimination and sexual harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.





# FRASER COAST ANGLICAN COLLEGE - VISITOR'S MAP

Public Car Park

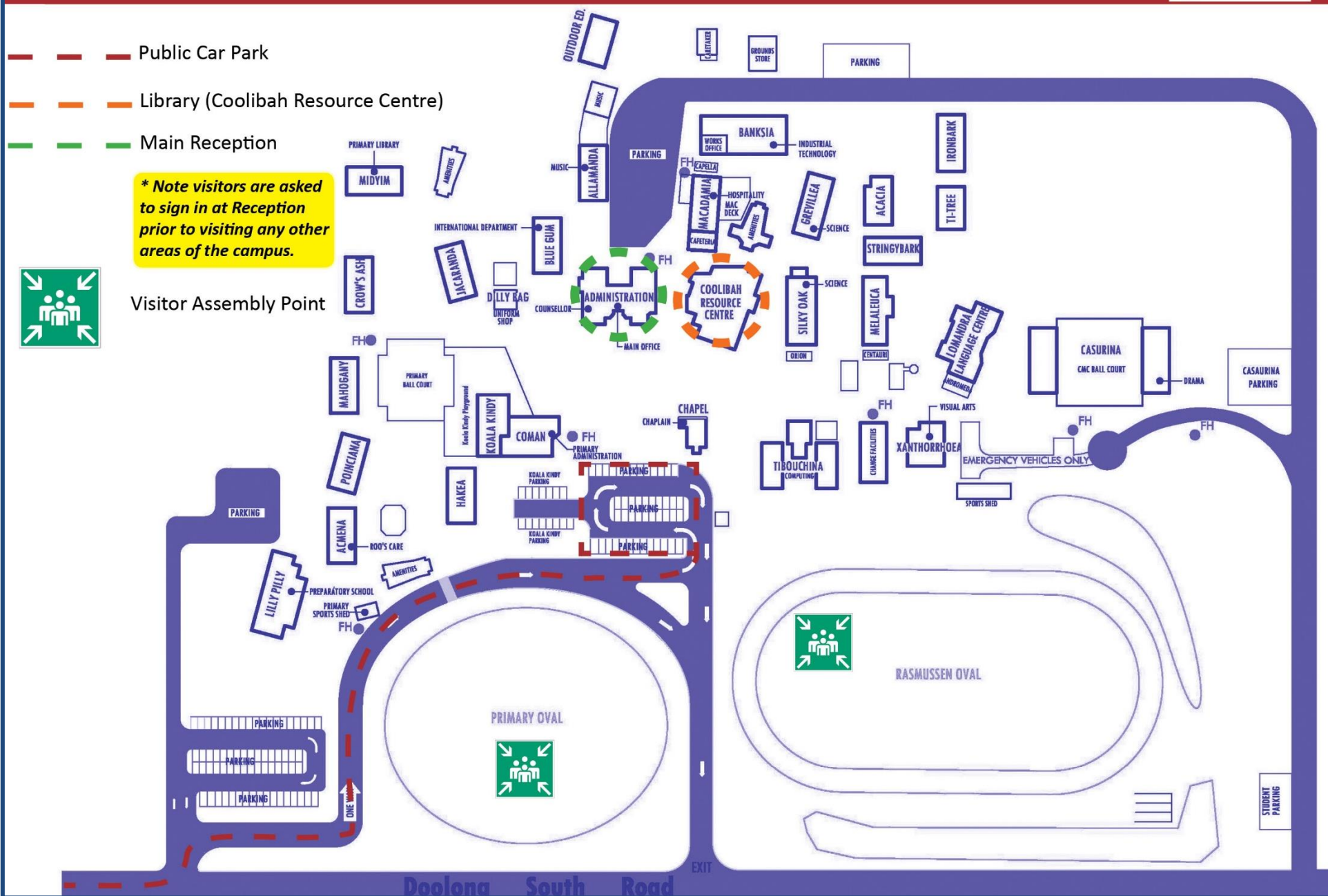
Library (Coolibah Resource Centre)

Main Reception

**\* Note visitors are asked to sign in at Reception prior to visiting any other areas of the campus.**



Visitor Assembly Point





## CHILD PROTECTION

Fraser Coast Anglican College has a Child Youth Protection Policy, which acknowledges and outlines the important role of the College in protecting children from harm. This policy reflects the Anglican Church. The policy applies to all staff, service providers, students and members of the College community. Volunteers are expected to familiarise themselves with this policy.

To summarise, volunteers must report any matters regarding child protection to the supervising staff member. Our Student Protection Officers are Mr Joe Wright, Mrs Danielle Brown, Mr Richard Dobrenov, Mrs Robyn Norrlin, Mrs Kaylene Burke. Even if unsure or doubtful about whether something observed, overheard or reported to you is a child protection matter, it is necessary to report it to the Supervising staff member. It is always far better to be cautious than to withhold information.

Important points for you to remember about child protection matters and how to respond:

1. Never promise a student that you will keep information confidential. As a volunteer and an adult, it is your responsibility to ensure students are protected from harm. Part of your responsibility for ensuring that students are protected from harm is reporting to the Supervising Staff member information that could reasonably suggest a student is at risk of being, or has been, harmed. Usually a student will understand this and it will not prevent them from making a disclosure to you.
2. Remember that child protection is about 'harm', which is wider than sexual abuse. Harm includes anything that has a detrimental effect of a significant nature on a student's physical, psychological or emotional well-being, however caused. Bullying and harassment can fall within the definition of harm.
3. Providing you have acted honestly and in good faith, you cannot be held liable if information you provide is proven to be false.
4. Potential child protection matters must never be discussed with anyone other than those to whom you report. All information must remain confidential.

## ACCIDENT AND INCIDENT REPORTS

Risk Management and Work Place Health and Safety is everyone's responsibility. It is imperative all accidents and hazards are reported in a timely manner. As a volunteer it is expected you will advise the Fraser Coast Anglican College's employee you are working with of any incident and accidents that you are involved in, or witness, immediately, so they can complete the relevant form in a timely manner.



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[www.fcac.qld.edu.au](http://www.fcac.qld.edu.au)