Parents & Friends Association

VOLUNTEER POLICY

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1. TABLE OF CONTENTS.

1. TABLE OF CONTENTS. ..................................................................................................................................... 2

2. INTRODUCTION ................................................................................................................................................... 3

  2.1. NAME.......................................................................................................................................................... 3

  2.2. AFFILIATION................................................................................................................................................ 3

  2.3. AIMS............................................................................................................................................................ 3

  2.4. REFERENCES............................................................................................................................................... 3

3. DEFINITIONS ......................................................................................................................................................... 4

  3.1. VOLUNTEERING........................................................................................................................................ 4

  3.2. PRINCIPLES .................................................................................................................................................. 4

    3.2.1. ADDED VALUE......................................................................................................................................... 4

    3.2.2. SUPPORT................................................................................................................................................... 4

    3.2.3. REVIEW..................................................................................................................................................... 4

    3.2.4. AIMS........................................................................................................................................................... 4

4. GOOD PRACTICE ................................................................................................................................................. 6

  4.1. INTRODUCTION........................................................................................................................................... 6

   4.1.1. Volunteers at St Andrews........................................................................................................................ 6

   4.1.2. Benefits of Volunteering .......................................................................................................................... 6

  4.2. GENERAL ...................................................................................................................................................... 7

  4.3. HEALTH & SAFETY ..................................................................................................................................... 7

  4.4. RELATIONSHIP WITH PAID EMPLOYEES............................................................................................... 7

  4.5. PROMOTION, PLACEMENT AND SELECTION........................................................................................ 8

  4.6. THE RIGHTS OF VOLUNTEERS ................................................................................................................. 8

5. VOLUNTEER MATRIX ......................................................................................................................................... 10

6. DOCUMENT CONTROL. ................................................................................................................................. 11

  6.1. AUTHORISATION. ..................................................................................................................................... 11

  6.2. AMENDMENT LIST. .................................................................................................................................. 11

  6.3. SIGN OFF ..................................................................................................................................................... 11

7. APPENDIX A - PERFORMANCE INDICATORS - SUPPORT STAFF........................................................ 12
2. INTRODUCTION

The St Andrews Lutheran College Parents & Friends Association have determined that there is a need to recognise the important role played by volunteers in the school and the valuable contribution they make in many areas of life, including social and student care, school development, the dissemination of information, environmental improvement, general education, youth and advocacy projects.

The P & F has developed this policy in order to protect and positively support the unique contributions made by volunteers. In this way it is hoped a consistent and positive approach to the involvement of volunteers can be developed throughout the school.

This policy statement was initially approved by the St Andrews Lutheran College Parents & Friends Association at the 2003 AGM.

This policy is to be used in conjunction with the College Volunteers Policy as approved by College Council.

2.1. NAME

The name of the association shall be "St Andrews Lutheran College Parents and Friends Association", hereinafter called "The P & F".

2.2. AFFILIATION

The P & F is an affiliate organisation of the Council of St Andrews Lutheran College

2.3. AIMS

The Aims of the P & F shall be:

a) To stimulate an active interest in the life of the College.
b) To foster fellowship amongst parents and friends.
c) To promote co-operation between the parents, teachers, friends and pupils of the College.
d) To promote greater understanding and effectiveness with the parents and friends in the raising of children.
e) To assist in the improvement of the College by raising funds for the purchase of equipment and the provision of amenities, provided that such raising of funds is in accordance with the principles laid down by the Lutheran Church of Australia.

2.4. REFERENCES
3. DEFINITIONS

3.1. VOLUNTEERING

“The commitment of time and energy for the benefit of the school and the community, the environment, or individuals outside one's immediate family. It is undertaken freely and by choice, without concern for financial gain.”

It is important to be clear about the level of support provided for volunteers. Whilst this may range from very basic information to direct task supervision to regular feedback sessions, it is anticipated that this will not require the level of support and supervision provided to P & F employees. The support of volunteers should have minimal resource implications.

3.2. PRINCIPLES

Volunteering makes an important contribution to the founding principles and policy objectives of the P & F especially participation, equality of opportunity, quality services, caring for the school and community and protection of the environment.

The Volunteering Policy seeks adherence to a set of underlying principles as laid out below.

3.2.1. ADDED VALUE

a) volunteers make a unique and valuable contribution to the services of the school
b) volunteers complement, but should not be used to replace, the work of employees
c) the volunteering policy informs and supports a wide range of the P & F’s Strategies (e.g. Uniform Shop, Tuckshop, FOSTAA, Sporting-)

3.2.2. SUPPORT

a) volunteers have a right to expect appropriate support from the P & F and school
b) the P & F acknowledges the need to make appropriate resources available to support volunteers
c) good practice guidelines will set out desired levels of support
d) when using volunteers, the P & F will endeavour to ensure that the role and commitments of volunteers are clear. All convenors will retain full responsibility for the volunteers, their management and their actions.

3.2.3. REVIEW

a) gradual improvement in the support of volunteers will be sought through the implementation of this policy
b) the P & F Executive will be the mechanism by which the policy is reviewed

3.2.4. AIMS

The overall aim of the volunteering policy is to develop and promote good practice in the involvement and support of volunteers. This policy statement aims to:
a) recognise and promote the importance of volunteering to the P & F and school
b) set standards of good practice in working with volunteers
c) increase the numbers of volunteers assisting the P & F and school
d) ensure the application of the Equal Opportunities Policy to provide a positive and accessible environment free from prejudice and unlawful discrimination and valuing the needs and rights of all individuals.
e) clarify the role of volunteers by detailing responsibilities and expectations of all the parties involved
f) support the organisation and infrastructure of volunteering and set up channels of communication with the volunteering sector
g) improve the quality of the volunteering experience for all parties involved
h) encourage and support parents to become volunteers
i) ensure volunteers are aware of relevant College policy and agree to abide by them
j) ensure volunteers receive appropriate training and support
4. GOOD PRACTICE

4.1. INTRODUCTION

4.1.1. Volunteers at St Andrews

In applying the principles of good practice it is important to take notice of the very wide range of activities and roles undertaken by volunteers and to adopt work practices appropriate to specific levels of involvement. Where a volunteer is involved in a long term, formal, person-centred commitment then careful adherence to placement and support guidelines is essential. However there will be certain tasks where a more informal approach may be appropriate which involves adherence to the spirit of the policy rather than each specific detail.

4.1.2. Benefits of Volunteering

The P & F is aware that many people give of their time, experience and skills as volunteers and would seek to encourage this. The benefits for the P & F, for the school; for the community; and for individuals are substantial in terms of personal development and capacity building.

Benefits for the P & F / School

- links the school to the parents
- increases the sense of belonging to the school
- generates pride improves morale at all levels
- helps team building
- enhances the schools image as a good place to be
- pool of volunteers to carry out projects
- a closer relationship with the school
- access to skills, knowledge and expertise of volunteers
- creative, dynamic partnership with the school

Benefits for the Volunteers

- helping the school which matters to you
- having fun with new people
- trying out new activities or sharing an existing interest
- developing new skills
- broadening experience
- building positive relationships with other parents and the school

The good practice guidelines set out below should support P & F employees in their work with volunteers.
4.2. GENERAL

All P & F members and employees can play a part in identifying ways in which the work of the P & F can be extended by the involvement of volunteers, and to ensure that these opportunities complement and do not supplement the work of paid employees.

Employees who are also volunteers should seek advice from the P & F Executive on any possible conflicts of interest, which arise during their volunteering work.

Procedures will be set in place to enable the views of volunteers to be represented.

The tasks to be performed by volunteers will be clearly defined, so that all concerned with their activities are sure of their respective responsibilities.

4.3. HEALTH & SAFETY

P & F employees should be aware that their legal responsibilities and obligations under Health and Safety legislation extend to volunteers. Tasks undertaken by volunteers should be subject to risk assessment and appropriate safe systems of work put into operation. Volunteers will receive a basic Health and Safety briefing as part of their induction which should include emergency procedures, machinery operation, use of hazardous materials and manual handling techniques where appropriate.

P & F employees who volunteer should take into account the Working Time Regulations when deciding on their level of commitment as a volunteer. For employees, the hours of voluntary work should not interfere with or impair the employees’ fitness for the efficient performance of his/her duties in the P & F’s service. This is to ensure protection of employees’ health and safety and to comply with the Working Time Regulations and other Health and Safety legislation.

Volunteers have a personal responsibility for following Health and Safety regulations and instructions and to comply with the Working Time Regulations.

4.4. RELATIONSHIP WITH PAID EMPLOYEES

When working with volunteers it's a matter of careful balance between supervision and delegation and in many respects more so than in the relationship between the College and its paid staff.

Volunteers should have equal status with paid members of staff and never be viewed as a poor relation. Above all in the supervision of volunteers it's important to give regular feedback, to say well done and thank you, and to arrange regular meetings as appropriate to maintain the College/volunteer relationship.

Volunteers should be encouraged by P & F employees to foster a culture of inclusion to ensure new volunteers feel comfortable.

Above all volunteers should be encouraged to abide by the St Andrews Lutheran College – Performance Indicators (APPENDIX A).
4.5. PROMOTION, PLACEMENT AND SELECTION

Volunteering should be promoted widely, to make it accessible all parents at the school. Individual volunteering opportunities should be publicised as appropriate and should draw attention to the benefits and experience to be gained from participation in volunteering.

All volunteering roles should be described in terms of time, commitment, necessary skills and actual duties where appropriate and possible. It should be noted that this does not constitute a Contract of Employment and will only be issued in writing where there is a clear need to minimise the risks to vulnerable groups. Where appropriate a copy should be given to volunteers.

Volunteers will be placed in accordance with the principles of fairness, consistency and openness.

All volunteers recruited to work with, or who are to have substantial access to, children are required to have a current Suitability Card, or provide proof that their application is in the process of being approved.

Once placed, the P & F will expect volunteers to comply with existing policies and procedures. Either party has the right to discontinue a volunteering arrangement however, an exchange of views as to why a volunteering arrangement is being terminated is considered desirable.

4.6. THE RIGHTS OF VOLUNTEERS

- To know what is expected of them
- To have clearly specified lines of support and supervision
- To be shown appreciation
- To have safe working conditions
- To be insured
- To know what their rights and responsibilities are if something goes wrong
- To be paid appropriate expenses
- To have access to appropriate training
- To experience personal development through participation
- To confidentiality
- Not to be harassed or bullied in any way
- Not to experience discrimination

Volunteers are expected to:
- Be reliable
- Be honest
- Respect confidentiality at all times
- Attend training and support sessions where required
- Carry out their tasks in a way that corresponds to the aims and values of the P & F and school
- Operate within agreed guidelines and remits relating to their task
- Follow Health and Safety regulations and instructions
5. VOLUNTEER MATRIX

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<th>Tuck Shop</th>
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<td>Through school newsletters, face to face contact or word of mouth</td>
<td>Through school newsletters, face to face contact or word of mouth</td>
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<tr>
<td>Placement &amp; Selection</td>
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<td>P&amp;F Business Representative or Manager</td>
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<td>Training &amp; Support</td>
<td>Volunteers are welcomed by the Tuck Shop Manager or an experienced volunteer. Health and safety issues are covered with regular update sessions throughout the year.</td>
<td>Volunteers are welcomed by the Uniform Shop Manager or an experienced volunteer. Health and safety issues are covered with regular update sessions throughout the year.</td>
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6. DOCUMENT CONTROL.

6.1. AUTHORISATION.

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<tr>
<th>Author</th>
<th>Catherine Dolan</th>
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<td></td>
<td>St Andrews P &amp; F Vice President</td>
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6.2. AMENDMENT LIST.

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<td>Initial compilation for review</td>
<td>C. Dolan</td>
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<td>Ruth Butler</td>
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7. APPENDIX A

PERFORMANCE INDICATORS – SUPPORT STAFF

A. Performance Indicators
Underlying the Performance Indicators below is the expectation that it is the duty of all members of staff at St Andrews to actively support the Christian mission of the College and to wholeheartedly promote its core business - education. As a learning community, our core business focuses on learning by students, but our brief encompasses the encouragement of learning by staff, parents and other volunteers. These Performance Indicators form the basis of Annual Support Staff Reviews.

Attached is a Code of Conduct for Safe and Professional Relationships (Lutheran Education Australia) that applies to all staff in the College.

1. Support of the Christian Ethos of the College
(Promotes Christian Ethos of the College through support of worship and spiritual activities and role-modelling Christian values)
4.1 Attends, where possible and as appropriate, opportunities for worship and devotions;
4.2 Promotes Christian Ethos and spiritual activities of College;
4.3 Role-models Christian values;
4.4 Respects authority of the Chaplain in spiritual matters.

2. Support of College and College Personnel
(Promotes College and College Personnel through speech and behaviour)
4.5 Actively promotes the College and College personnel;
4.6 Does not speak negatively, or encourage negative talk, about College or College personnel, especially in public situations;
4.7 Addresses concerns and resolves conflicts appropriately (see below);
4.8 Attends significant College events - e.g. Presentation Night;
4.9 Responds courteously and helpfully to clients of the College, especially parents and volunteers (Customer Care);
4.10 Publicly supports and follows decisions of Council, Principal and other designated leaders;
4.11 Displays good faith to employer's interests.

3. Competence in performance of required tasks:
(Competently performs skilled/unskilled tasks as required)
4.12 Attention to detail;
4.13 Proficiency (includes competence and care).

4. Punctuality:
(Arrives on time, does not leave before time, attends work regularly, takes prescribed breaks and works consistently during designated work periods)
4.14 Arrival/departure times;
4.15 Appropriate breaks.

5. Time-management:
(Manages time to ensure work required is completed within given time-frame)
5.1 Performance of tasks on time;
5.2 Meeting of deadlines;
5.3 Taking an appropriate time to complete tasks.
6. Use of Equipment and Materials:
(Uses equipment and facilities appropriately)
6.1 Maintains equipment and workplace;
6.2 Keeps workplace tidy;
6.3 Accounts for any property or money received during course of employment.

7. Documentation:
(Accesses, completes and files required documents)

8. Obedience to Directions of Authorities:
(Obeys the Law, regulations of College and directions of supervisors)
8.1 Complies with normal College regulations and procedures;
8.2 Obeys directions of supervisors;
8.3 Adheres to Workplace Health and Safety regulations;
8.4 Complies with other legal requirements.

9. Reporting:
(Reports regularly and fully to supervisors)
9.1 Reports regularly and fully to supervisors;
9.2 Discloses any matter to employer/supervisor, related to employment that is relevant to the College.

10. Personal Presentation and Behaviour:
(Takes pride in personal presentation and behaviour)
10.1 Appearance;
10.2 Appropriate language;
10.3 Professional conduct.

11. Relationships with others:
(Relates positively to others - helpful, courteous to all sections of the community)
11.1 Other staff - non-teaching;
11.2 Other staff – teaching;
11.3 Parents;
11.4 Students;
11.5 Contractors, suppliers, other businesses;
11.6 Uses appropriate methods of Conflict Resolution.

12. Continual Learning:
(Engages in personal reflection, appraisal and professional development to improve practice)
12.1 Reflects upon and evaluates strengths and needs for professional development;
12.2 Willingly engages in professional development and applies learning to practice.
ADDITIONAL REQUIREMENTS FOR PEOPLE IN POSITIONS OF ADDED RESPONSIBILITY

13. Managerial initiative and responsibility:
   (Exercises initiative in identifying problems or situations that need addressing and being proactive in addressing same.)
   13.1 Investigates areas of concern, identifies problems;
   13.2 Problem-solves effectively;
   13.3 Initiates action in collaboration with supervisor/Principal;
   13.4 Makes appropriate decisions and judgements;
   13.5 Acts to address problems identified.

14. Budgetary responsibility:
   (Exercises responsibility with respect to expenditure in relationship to budget)

15. Supervision of Staff/Teamwork
   (Effectively supervises the work of others, servant leadership, encouragement of teamwork)
   15.1 Supervision;
   15.2 Servant Leadership (leadership by example, willing to perform any task the situation requires);
   15.3 Teamwork/collaboration;
   15.4 Oversight of Workplace Health and Safety policy and procedures as it affects department.

B. Restorative Practices: Process for Addressing Concerns / Resolving Conflicts (See Matthew 18)

1. Approach the person concerned with a focus on the issue, not the personality;
2. If resolution is not achieved, approach the person with a mediator;
3. Go to the person's immediate supervisor to seek resolution.