



SHARE OUR PASSION FOR  
**LEARNING**

Parent & Community  
Volunteers' Handbook

February 2019

*...because learning is at the heart of everything we do.*

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**CONCORDIA**  
LUTHERAN COLLEGE

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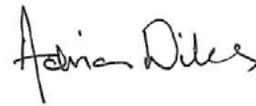
## Welcome

Dear Volunteers,

Concordia Lutheran College acknowledge and values the role parents and the broader community play in the education of our students. As such, we welcome and encourage parents and other community members to become a part of the College life by volunteering to support College activities, including student learning experiences.

This Handbook for Volunteers provides information to parents and community members who may be interested in volunteering within the College.

On behalf of the College community, I would like to welcome you as an active participant in supporting students' learning journeys at Concordia Lutheran College.



**Adrian Wiles**  
Head of College



# Parent and Community Volunteer Policy

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At Concordia Lutheran College, we encourage parents and community members to actively support student learning by volunteering with College and classroom activities.

We recognise the significant contribution volunteers make to the College community through giving their time and sharing their skills and expertise.

It is important that students, staff and parents/guardians have a shared understanding of the role community members can play in supporting student learning experiences at the College, whilst maintaining our obligation to exercise a duty of care towards all students and provide a safe environment.

## Responsibilities

College responsibilities:

- Acknowledge and value parent/guardian and community participation in College activities, including student learning experiences;
- Help parents/guardians understand the language of learning;
- Provide timely induction for all volunteers including the provision of information on confidentiality, code of conduct, child protection, duty of care and emergency management;
- Ensure Blue Cards and National Police checks are current for volunteers in accordance with the category of volunteer and activities performed;
- Provide direct instruction and guidance to volunteers, and monitor their conduct;
- Provide a safe environment for all students, staff, parents and community members.

Volunteer responsibilities:

- Negotiate with relevant Campus leaders and classroom teachers to determine when volunteers are needed, how often they are needed and for what types of activities they are needed – in order to support student learning;
- Adhere to College staff instructions and seek clarification and guidance when necessary;
- Uphold relevant College policies and procedures including all directions provided in the Parent and Community Volunteers' Handbook;
- As requested, participate in induction processes, complete Valuing Safe Communities (VSC) Training, hold a current valid Blue Card or obtain a National Police Certificate (if required) as part of the activities that are being performed and in accordance with the Lutheran Church of Australia's Standards of Ethical Behaviour.



## Volunteer Categories and Activities

The following table outlines the various activities that volunteers undertake and the required compliance requirements.

Parent / Guardian of a current student of the College	
<i>Volunteer Activity</i>	<i>Duty of Care Requirements</i>
One time support at whole College / Campus events such as sports day, swimming carnivals	Induction
Participation in working parties which are conducted on campus to support a College initiative	Induction
Providing classroom support (listening to reading or other daily class routines) that is <i>always</i> under the direct supervision and sight of a Teacher	Induction VSC Training
Library volunteers	Induction VSC Training
Providing on-campus support that may not always be under the direct supervision or observation of a Teacher eg. after school activities such as Electives Program and sport coaching or lunch time specific interest activities such as gardening; lego; chess; mountain biking	Induction VSC Training National Police Certificate or Blue Card if already obtained
Support for <i>any</i> off-campus activities, including excursions, camps, musicals, sporting events	Induction VSC Training National Police Certificate or Blue Card if already obtained
Executive Officer or ordinary member of a P&F Committee	Induction VSC Training
Trainee students completing practical placements at the College as part of their studies	Induction VSC Training Blue Card
Homestay parents for 10 days or less on no more than 2 occasions each year	Induction VSC Training
Homestay parents for 10 days or more, or more than 2 occasions each year	Induction VSC Training Blue Card
Any activity in the College's boarding facilities	Induction VSC Training Blue Card

All compliance requirements will be administered by the College and where the activity requires a National Police Certificate, the College will pay all associated fees on behalf of the applicant.

## External Volunteer (not a Parent / Guardian of a current student of the College)

<i>Volunteer Activity</i>	<i>Duty of Care Requirements</i>
One time support at whole College / Campus events such as sports day, swimming carnivals	Induction Blue Card
Participation in working parties which are conducted on campus to support a College initiative	Induction Blue Card
Providing classroom support (listening to reading or other daily class routines) that is <i>always</i> under the direct supervision and sight of a Teacher	Induction VSC Training Blue Card
Library volunteers	Induction VSC Training Blue Card
Providing on-campus support that may not always be under the direct supervision or observation of a Teacher eg. after school activities such as Electives Program and sport coaching or lunch time specific interest activities such as gardening; lego; chess; mountain biking	Induction VSC Training Blue Card
Support for <i>any</i> off-campus activities, including excursions, camps, musicals, sporting events	Induction VSC Training Blue Card
Executive Officer or ordinary member of a P&F Committee	Induction VSC Training Blue Card
Trainee students completing practical placements at the College as part of their studies	Induction VSC Training Blue Card
Homestay parents for 10 days or less on no more than 2 occasions each year	Induction VSC Training
Homestay parents for 10 days or more, or more than 2 occasions each year	Induction VSC Training Blue Card
Any activity in the College's boarding facilities	Induction VSC Training Blue Card

Where the activity being performed requires a Blue Card, the volunteer cannot commence the activity or undertake any duties until the Blue Card has been issued by the Queensland Government.

There may be volunteers that provide support and services other than those listed in the tables above. It is the responsibility of the Head of College to assess the Duty of Care requirements based on the guidelines issued by Queensland Government and the potential risk of harm to students.

# Student Protection Fact Sheet

As a school of the Lutheran Church of Australia, Concordia Lutheran College is committed to providing safe and supportive learning environments, to help prevent reasonably foreseeable harm to students and to responding when a person reasonably suspects harm or risk of harm to students.

Existing policies and procedures aim to ensure the protection of children, especially from any form of physical, emotional, spiritual or psychological abuse, and any form of sexual abuse or exploitation, in a manner consistent with College principles, and in accord with legal obligations.

## **Everyone who works at our College must look after the best interests of our students.**

Managing your own behaviour is the first step in student protection.

**NEVER** harm a student, either physically, psychologically or emotionally

**NEVER** make fun of, put down or unlawfully discriminate against a student

**NEVER** touch a student in a sexual way, or engage in any other inappropriate sexual activity (for example: sending a suggestive text message, showing a student inappropriate images, engaging in overfamiliar and unprofessional conduct with a student)

**NEVER** do or say anything that would make people think you are doing or intending to do something inappropriate to or with a student.





## Code of Conduct for Volunteers

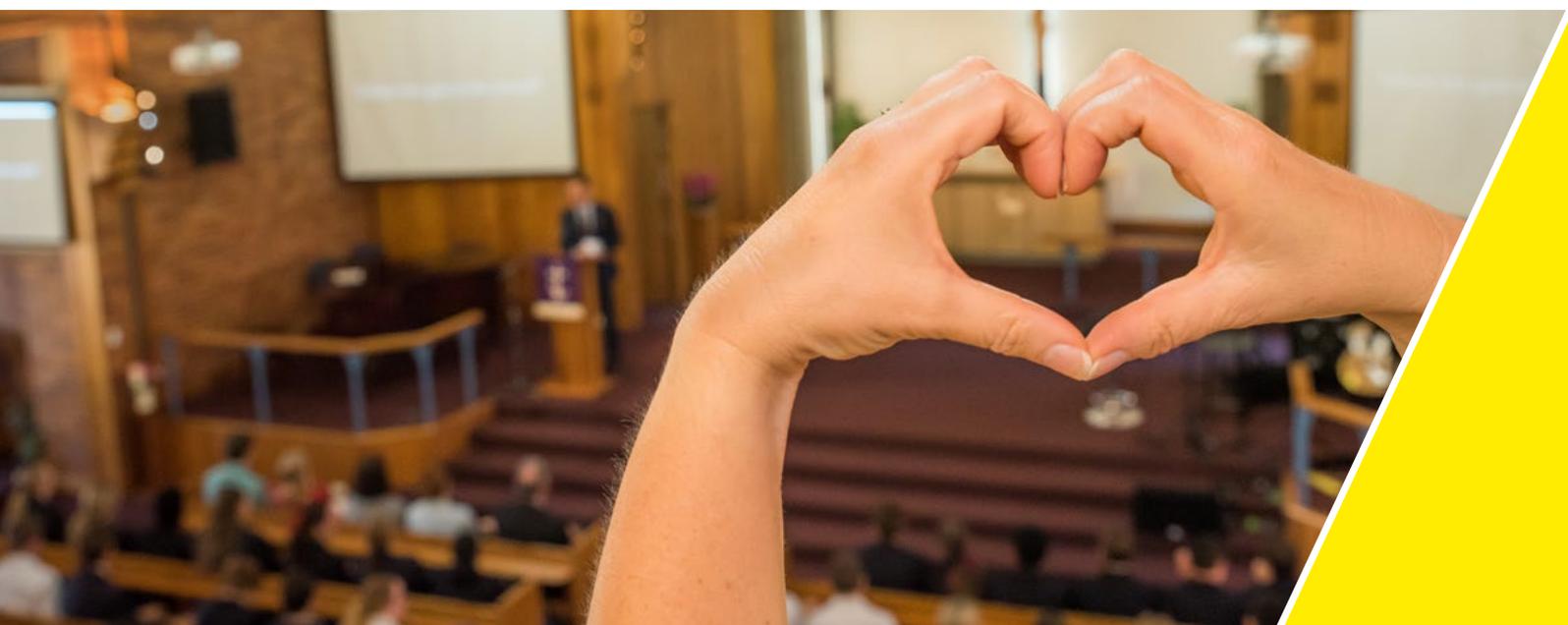
	DO	DO NOT
<b>Language</b>	<ul style="list-style-type: none"> <li>• Use encouraging / positive words;</li> <li>• Adopt a pleasant tone of voice;</li> <li>• Modify your language to suit the age or developmental ability of the student;</li> <li>• Use warm, open body language. For example, maintain eye contact.</li> </ul>	<ul style="list-style-type: none"> <li>• Use inappropriate language;</li> <li>• Make fun of a student, put them down or insult them;</li> <li>• Call students names;</li> <li>• Swear or raise your voice;</li> <li>• Intimidate or try to frighten a student;</li> <li>• Make inappropriate comments or jokes.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Set a good example. For example, look at and listen to the teacher when he/ she speaks;</li> <li>• Respect differences;</li> <li>• Be patient and speak positively with others;</li> <li>• Give students opportunities for decision making by offering limited and appropriate choices. For example, "Which book would you like to read?"</li> </ul>	<ul style="list-style-type: none"> <li>• Play favourites;</li> <li>• Encourage affection from or dependency in students eg. giving presents;</li> <li>• Spend time alone with a student where you can not be observed by others;</li> <li>• Initiate contact with a student outside of school hours (does not relate to pre-existing family friendships).</li> </ul>
<b>Physical contact</b>	<ul style="list-style-type: none"> <li>• Redirect child-initiated contact where that contact is inappropriate. For example, a student who wants to cling on to your leg as you walk around the classroom;</li> <li>• Discuss any concerns about appropriate contact with the class teacher;</li> <li>• Touch a student as necessary to render medical assistance or protect from harm; For example, hold hands with a student who is having difficulty negotiating the stairs.</li> </ul>	<ul style="list-style-type: none"> <li>• Be involved in toileting students or assisting with changerooms / sickrooms unless directed by a Teacher;</li> <li>• Hit, slap, punch or kick a student or make physical contact with a student;</li> <li>• Restrain a student unless you are in immediate physical danger;</li> <li>• Engage in any other form of violent or aggressive behavior;</li> <li>• Engage in any physical contact that is unwelcomed by the student;</li> <li>• Do anything that would make other people think you have a personal interest in a student.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Wear appropriate clothing for anticipated role and activities including enclosed shoes and sun smart clothing;</li> <li>• Sign in and out of the Campus Reception on arrival and departure and keep your Visitor Pass on you at all times;</li> <li>• Introduce yourself to parents and other classroom visitors;</li> <li>• Maintain confidentiality at all times;</li> <li>• Make every effort to arrive on time and provide adequate notice if you are unable to attend.</li> </ul>	<ul style="list-style-type: none"> <li>• Wear clothing that is inappropriate for anticipated role and activities;</li> <li>• Make or accept mobile phone calls while working with students;</li> <li>• Use alcohol or other substances before commencing your volunteer duties or whilst undertaking your duties;</li> <li>• Take photos/video/sound recordings of students;</li> <li>• Post comments or share information relating to College activities on social media;</li> <li>• Use or enter student toilets. Staff toilets are available for your use;</li> <li>• Bring other (i.e. younger) children with you.</li> </ul>

## Code of Conduct for Volunteers

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Volunteers have a valued place in our College and assist in many ways. We, at Concordia Lutheran College, appreciate and value your time and effort in assisting us. To support us to provide a safe, respectful and inclusive environment for our staff, students and volunteers, volunteers are required to adopt the following Code of Conduct.

- Observe similar standards of behaviour and ethical conduct to that required of staff. For example, you are expected to act within the law, be honest and fair, respect other people (including students) and work to the best standard of your ability.
- Appreciate that Teachers have a special duty of care for students which cannot be delegated or transferred to others. Therefore, if you encounter a problem while working as a volunteer, you must refer the problem to the Teacher for whom you are volunteering or to the Director of Campus. At no stage should you deal with any issues involving either your own child or another child.
- Appreciate that all persons have rights and aspirations. Treat all persons with dignity and respect, without harassment, victimisation or discrimination.
- Observe confidentiality in respect of all information gained through your participation as a volunteer. Volunteers should not discuss or disclose to others, personal information about students and their families or staff or incidents that may have occurred during your time volunteering. Specifically:
  - o *I will never discuss a child or share my knowledge of a child to anyone who is not authorised to receive such information.*
  - o *I understand that I may also be privy to information about staff or students' parents or guardians and this information is also strictly confidential.*
  - o *I understand that any information about students, parents, or staff remains confidential, even after I cease volunteering.*
  - o *I understand that any breach of confidentiality is a serious breach of trust and this breach may result in my services as a volunteer being discontinued.*
- Report any information of a personal nature that a student discloses to you to your supervising Teacher or to the Head of College. Some information is sensitive. Sensitive and/or personal disclosures require additional caution in the way it is treated.
- Accept and follow directions from the Teacher and Director of Campus and seek guidance through clarification where you may be uncertain of tasks or requirements.
- Report any problem which may arise to your supervising Teacher, including incidents, injury or property damage.



## Valuing Safe Communities Training

Volunteers have an integral and valued role in our College community. It is important for both students and adults to be safe and for volunteers to know how they can contribute to a positive and safe College community. Parents of students also need to have confidence that adults volunteering with their children have passed certain checks and completed training.

Some categories of volunteers will need to complete Valuing Safe Communities (VSC) Training in accordance with the Lutheran Church of Australia's Safe Place Policy, and provide your Volunteer Coordinator with your Certificate of completion.

The training is up to 30 minutes' duration and is self-paced computer-based training, that will require you to have access to the internet and sound / speakers.

The instructions are as follows:

- i. Go to <http://vscvolandrs.lutheran.edu.au> and follow the instructions to create a new account.
- ii. Check your email inbox for an email from "iLearn Support" <[ilearnsupport@alc.edu.au](mailto:ilearnsupport@alc.edu.au)> Subject: iLearn – Australian Lutheran College: account confirmation
- iii. Click on the **confirmation link** contained in the email.
- iv. After you click the confirmation link in the email, iLearn opens to confirm your registration.
- v. To enrol in the training, click the course link <http://vscvolandrs.lutheran.edu.au> or cut/paste the link into your browser.
- vi. Enter the enrolment key: **VSC4\_Volunt33r**
- vii. Complete the training module.
- viii. Once completed, please print or save your Certificate of participation and provide it to your Volunteer Coordinator.







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Thank you for supporting Concordia Lutheran College

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