



Gladesville Primary School

Complaints Policy

Draft June 2019

Purpose

To outline the processes that Gladesville Primary School will follow to recruit, screen, supervise and manage volunteers to provide a child safe environment, and to explain the legal rights of volunteers.

Scope

This policy applies to the recruitment, screening, supervision and management of all people who volunteer at our school.

Definitions

Child-related work: work that usually involves direct contact (including in person, over the phone, written and online communication) with a child that is a central part of that person's duties. It does not include work that involves occasional contact with children that is incidental to the work.

Closely related family member: parent, carer, parent/carer's spouse or domestic partner, stepparent, parent/carer's mother or father in-law, grandparent, uncle or aunt, brother or sister, including step or half siblings.

Volunteer worker: A volunteer school worker is a person who voluntarily engages in school work or approved community work without payment or reward.

School work: School work means:

- Carrying out the functions of a school council
- Any activity carried out for the welfare of a school, by the school council, any parents' club or association or any other body organised to promote the welfare of the school
- Any activity carried out for the welfare of the school at the request of the principal or school council
- Providing assistance in the work of any school or kindergarten
- Attending meetings in relation to government schools convened by any organisation which receives government financial support

This is a broad definition and means that volunteers who participate in school community activities, such as fundraising and assisting with excursions, are legally protected (ie indemnified) from action by others in the event of an injury or accident whilst they are performing volunteer school work in good faith.



Gladesville Primary School Complaints Policy Draft June 2019

Policy

Gladesville Primary School is committed to implementing and following practices which protect the safety and wellbeing of children and our staff and volunteers.

The procedures set out below are designed to ensure that Gladesville Primary School's volunteers are suitable to work with children and are well-placed to make a positive contribution to our school community.

Becoming a volunteer

Members of our school community who would like to volunteer are encouraged to contact the school and monitor Compass for training events and opportunities to volunteers.

Suitability checks including Working with Children Checks

Working with students

Gladesville Primary School values the many volunteers that assist in our classrooms/with sports events/camps/excursions/school concerts/other events and programs. To ensure that we are meeting our legal obligations under the *Working With Children Act 2005* (Vic) and the Child Safe Standards, Gladesville Primary School is required to undertake suitability checks which may include a Working With Children Check, proof of identity, work history involving children and/or reference checks.

Considering our legal obligations, and our commitment to ensuring that Gladesville Primary School is a child safe environment, we will require volunteers to obtain a WWC Check and produce their valid card to the Administration staff for verification in the following circumstances:

- **Volunteers who are not parent/family members** of any student at the school are required to have a WWC Check if they are engaged in child-related work regardless of whether they are being supervised.
- **Parent/family volunteers** who are assisting with any classroom or school activities involving direct contact with children in circumstances where the volunteer's child is **not** participating, or does not ordinarily participate in, the activity.
- **Parent/family volunteers** who assist with excursions (including swimming), camps and similar events, regardless of whether their own child is participating or not.
- **Parent/family volunteers** who regularly assist in school activities, regardless of whether their own child is participating or not
- **Parent/community School Council members** sitting on School Council with student School Council members, regardless of whether their own child is a student member or not

In addition, depending on the nature of the volunteer work, our school may ask the volunteer to provide other suitability checks at its discretion (for example, references, work history



Gladesville Primary School Complaints Policy Draft June 2019

involving children and/or qualifications). Proof of identity may also be required in some circumstances.

Non child-related work

On some occasions, parents and other members of the school community may volunteer to do work that is not child-related. For example, volunteering on the weekend for gardening, maintenance, working bees, parents and friends club coordination, school council, participating in sub-committees of school council, fete coordination, other fundraising groups that meet in the evenings during which children will not be, or would not reasonably be expected to be, present.

At Gladesville Primary School, volunteers for this type of work will still be required to provide a valid WWC Check/proof of ID/references/work history.

Management and Supervision

Volunteer workers will be expected to comply with any reasonable direction of the principal (or their nominee). This will include the requirement to follow our school's policies, including, but not limited to our Child Safety Policy / Statement of Commitment to Child Safety, our Child Safety Code of Conduct and our Statement of Values and School Philosophy. Volunteer workers will also be expected to act consistently with Department of Education and Training policies, to the extent that they apply to volunteer workers, including the Department's policies relating to Equal Opportunity and Anti-Discrimination, Sexual Harassment and Workplace Bullying.

The principal has the discretion to make a decision about the ongoing suitability of a volunteer worker and may determine at any time whether or not a person is suitable to volunteer at Gladesville Primary School.

Gladesville Primary School will provide any appropriate induction and/or training for all volunteer workers. The principal (or their nominee) will determine what induction and/or training is necessary depending on what type of work the volunteer will be engaged in.

All volunteers will be provided induction in relation to Gladesville Primary School's child safety practices, including reporting obligations and procedures. Our school has a Child Safety Reporting Obligations Policy which all staff and volunteers should be aware of.

The principal (or their nominee) will determine what supervision, if any, of volunteers is required for the type of work being performed.

Compensation

Personal injury

Volunteer workers are covered by the Department of Education and Training's Workers Compensation Policy if they suffer personal injury in the course of engaging in school work.

Property damage

BE PROACTIVE | BEGIN WITH THE END IN MIND | PUT FIRST THINGS FIRST | THINK WIN - WIN
SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD | SYNERGIZE | SHARPEN THE SAW



Gladesville Primary School Complaints Policy Draft June 2019

If a volunteer worker suffers damage to their property in the course of carrying out school work, the Minister (or delegate) may authorise such compensation as they consider reasonable in the circumstances. Claims of this nature should be directed to the principal who will direct them to the Department's Legal Division.

Public liability insurance

The Department of Education and Training's public liability insurance policy applies when a volunteer worker engaged in school work is legally liable for:

- a claim for bodily injury to a third party
- damage to or the destruction of a third party's property.

Further information and Resources

- Child Safety Policy / Statement of Commitment to Child Safety
- Child Safety Code of Conduct
- Statement of Values and School Philosophy
- WWCC Policy

Review Cycle

Source of Requirements: DET/ **Minimum Standards**/ Optional

School Council Approval: **Required**/ Not Required/ Consultation Recommended

This policy is required to be reviewed 3-4 years by School Council. Review Date: 2022

This policy was last approved by School Council: **August 2019**