“The evidence is clear, when families are involved in their children’s education; they achieve more, regardless of the racial/ethnic backgrounds, the parents’ education standards or the socio-economic status of the family”.

Volunteers are very welcome in our school. Their support and assistance is sought. We encourage you to be comfortable in your children’s school and confident in offering suggestions and comments. Community resources are used to strengthen school, family and student learning.
POEM ABOUT PARTNERSHIPS

I dreamed I stood in a studio
And watched two sculptors there.
The clay they used was a young child’s mind,
And they fashioned it with care.
One was a teacher; the tools she used
Were books and music and art;
One a parent with a guiding hand
And a gentle loving heart.
Day after day the teacher toiled
With touch that was deft and sure
While the parent laboured by her side
And polished and smoothed it o’er
When at last their task was done,
They were proud of what they had wrought
For the things they had molded into the child
Could neither be sold or bought.
And each agreed they would have failed
If either had worked alone
For behind the parent stood the school and
Behind the teacher the home.

Author Unknown

SCHOOL HOURS

<table>
<thead>
<tr>
<th>Times</th>
<th>Bell</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.00am</td>
<td></td>
<td>Students not to arrive in the school grounds prior to this time. Students are seated at the tuckshop with the teacher on before school duty. They are able to order tuckshop and access the breakfast program.</td>
</tr>
<tr>
<td>8.30am</td>
<td></td>
<td>Students have two choices: 1. Move to class to prepare for the day. 2. Play on the oval (supervised).</td>
</tr>
<tr>
<td>8.55am</td>
<td>🕛</td>
<td>Preparation Time for School 5 mins to go to toilet, wash hands, have a drink, move to line up area.</td>
</tr>
<tr>
<td>9.00am</td>
<td></td>
<td>First Session Commences.</td>
</tr>
<tr>
<td>11.00am</td>
<td>🕛</td>
<td>Morning Tea – Eating time.</td>
</tr>
<tr>
<td>11.10am</td>
<td></td>
<td>Playtime.</td>
</tr>
<tr>
<td>11.25am</td>
<td>🕛</td>
<td>Preparation Time for School 5 mins to go to toilet, wash hands, have a drink, move to line up area.</td>
</tr>
<tr>
<td>11.30am</td>
<td></td>
<td>Second Session Commences.</td>
</tr>
<tr>
<td>1.00pm</td>
<td>🕛</td>
<td>Lunch – Eating time.</td>
</tr>
<tr>
<td>1.10pm</td>
<td></td>
<td>Playtime.</td>
</tr>
<tr>
<td>1.40pm</td>
<td>🕛</td>
<td>Preparation Time for School 5 mins to go to toilet, wash hands, have a drink, move to line up area.</td>
</tr>
<tr>
<td>1.45pm</td>
<td></td>
<td>Last Session Commences.</td>
</tr>
<tr>
<td>3.00pm</td>
<td>🕛</td>
<td>Dismissal. Students depart.</td>
</tr>
</tbody>
</table>

键盘指示器 indicate that a bell is rung at this time.
**Staff List**

*as at December 2014*

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal</td>
<td>Mr Nicholas Shirley</td>
</tr>
<tr>
<td>Head of Curriculum</td>
<td>Mrs Kerry Brady</td>
</tr>
<tr>
<td>Head of Special Education</td>
<td>Mr Troy Barath</td>
</tr>
<tr>
<td>Class Teachers</td>
<td></td>
</tr>
<tr>
<td>Prep</td>
<td>Miss Libby Mathews</td>
</tr>
<tr>
<td>Year 1</td>
<td>Miss Debbie Jensen</td>
</tr>
<tr>
<td>Year 2</td>
<td>Miss Alaryce Cran</td>
</tr>
<tr>
<td>Year 3</td>
<td>TBA</td>
</tr>
<tr>
<td>Year 4</td>
<td>Miss Hannah Blanch</td>
</tr>
<tr>
<td>Year 5</td>
<td>Mr James Moore</td>
</tr>
<tr>
<td>Year 6</td>
<td>Mr Stephen Crow</td>
</tr>
<tr>
<td>Specialist Teachers</td>
<td></td>
</tr>
<tr>
<td>Instrumental Music</td>
<td>Mr Haddon Mossley</td>
</tr>
<tr>
<td>PE</td>
<td>Mrs Allison Miller</td>
</tr>
<tr>
<td>Music</td>
<td>TBA</td>
</tr>
<tr>
<td>Teacher Librarian</td>
<td>Mrs Cathie Bojak</td>
</tr>
<tr>
<td>Guidance Officer</td>
<td>Miss Monica Suhrbier</td>
</tr>
<tr>
<td>SLP</td>
<td>Mrs Kylie Winwood</td>
</tr>
<tr>
<td>Chaplin</td>
<td>Mrs Sharon Beveridge</td>
</tr>
<tr>
<td>Special Education Teachers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs Jocelyn Thomas</td>
</tr>
<tr>
<td></td>
<td>Mrs Amber Larson</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
</tr>
<tr>
<td>Admin Officer (Monday)</td>
<td>Mrs Roslyn McColl</td>
</tr>
<tr>
<td>Admin Officer</td>
<td>Miss Kaylene Rogers</td>
</tr>
<tr>
<td>SEP Admin Officer</td>
<td>Mrs Colleen Binns</td>
</tr>
<tr>
<td>Teacher Aides</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs Gloria Fellows</td>
</tr>
<tr>
<td></td>
<td>Mrs Deb Hawken</td>
</tr>
<tr>
<td></td>
<td>Mr Kenny Kennedy</td>
</tr>
<tr>
<td></td>
<td>Mrs Jenny Moody</td>
</tr>
<tr>
<td></td>
<td>Mrs Ruth Stockwell</td>
</tr>
<tr>
<td></td>
<td>Mrs Deb Ansell</td>
</tr>
<tr>
<td>Special Education Teacher Aides</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs Marlene Snell</td>
</tr>
<tr>
<td></td>
<td>Mrs Kym Hicks</td>
</tr>
<tr>
<td></td>
<td>Ms Shaaron Mackay</td>
</tr>
<tr>
<td>Ancillary Staff</td>
<td></td>
</tr>
<tr>
<td>Janitor/Groundsman</td>
<td>Mr Steve Boundy</td>
</tr>
<tr>
<td>Cleaner</td>
<td>Mrs Patricia Mitchell</td>
</tr>
<tr>
<td></td>
<td>Mrs Andrea Gough</td>
</tr>
</tbody>
</table>

Page 3 of 14
INTRODUCTION:

This booklet has been designed to assist both staff and volunteers. We hope it will answer some of the many questions often asked about becoming a volunteer and what the job really entails.

Whilst on school grounds, working as a volunteer you must abide by Department of Education Training and Employment, School and P&C guidelines, including all fire drills, evacuation and lock-down procedures. We encourage and welcome your support and assistance.

We hold our volunteers in high esteem and recognise the important role they play in assisting our teaching staff to provide full and effective education to our students. We also recognise what a huge contribution they make to the smooth running of our school.

DEFINITION OF A VOLUNTEER:

Volunteers are people who, without receiving remuneration give their time, talent, energy and expertise in a productive way to enhance and enrich our school community. They may be parents, carers, or even grandparents, aunts or uncles, people who have responded to a request.

PHILOSOPHY:

- We believe that a volunteer program is invaluable to our school but it needs to be supported by sound policies, procedures and planning in order to meet our objectives.

- Interaction between volunteers and our school enhances our role within the community and is supported by both School Administration and P&C Association.

- We believe that without volunteers our school would not be able to deliver such an effective education to our students, but would be considerably limited.
WORKING WITH CHILDREN SUITABILITY CHECK (Blue Card)

All volunteers, unless they are parents/caregivers of students enrolled at the school MUST have a suitability check done and be the holder of a positive notice blue card before their volunteer duties commence. The school and the P&C are responsible for ensuring applications for screening are forwarded without delay to the Commission for Children and Young People and Child Guardians.

**Exemptions:** Persons not required to undergo this check are:

- Children under 18 years who are volunteers
- Volunteers who are parents/primary guardian of a child enrolled at the school
- Teachers registered under the Education (Teacher) Registration Act 1988 (Qld)

We also encourage grandparents to visit and assist in our classrooms, but please be aware of the above mentioned “Blue Card” necessary for people other than parents. If you would like to apply for a “Blue Card” as a volunteer, please visit our Administration Officers, we would be happy to submit the necessary paperwork on your behalf.

**SIGN IN/OUT:**

On arrival for each visit, volunteers MUST sign the ATTENDANCE REGISTER. The Attendance Register provides a record of the amount of time given and is also a requirement for Queensland Council of Parents and Citizens Association (QCPCA) insurance cover (see further details below). There is a separate register for the school tuckshop. This too must be signed at the start and completion of your rostered time on school grounds.

You may then proceed to the classroom, or wherever you are needed. Make sure you sign off again in the Attendance Register at the completion of your volunteer work.

If you are going on a school excursion as a supervising adult you must still sign in and out of the Attendance Register.

This Attendance Register is referred to in times of emergency (such as fire or lockdown), it is essential that the school administration be able to account for all those signed on at the school at that particular time.

**INSURANCE:**

QCPCA each year negotiates on behalf of all state schools an insurance package to cover the needs of Parent and Citizens’ Associations.

The P&C’s personal accident insurance cover taken through QCPCA and covers other community members who are genuine volunteers in schools (e.g. in the classroom or on excursions).

This is why it is very important to sign in and out of the Attendance Register each time you come onto school grounds to volunteer. You do not have to be registered members of the P&C Association.
COMMUNICATION:

It is extremely important for volunteers and the school community to communicate effectively. This allows for a cohesive and meaningful program. All teachers need to be sure that the task they want carried out is clearly defined and achievable within the volunteer’s time frame.

Our students, no matter what their cultural backgrounds are, tend to achieve better results when families and professionals work together to narrow the gap between their home culture and that of the school.

It is a well known fact, schools that have extensive communication (on all levels) with families in their community show improved morale and higher ratings by all parties. As well as the improved morale, involvement increases, and the family attitudes towards programs is far more positive.

Another interesting piece of data is that where schools have more support from families who attend the school, the better the reputation in the wider community. Also school programs that involve families show better results from identical programs without family involvement.

As volunteers you must be clear on what is required and not afraid to say “no” if you do not feel confident with a particular task. We want you to feel comfortable with what you are doing. If you have a problem, bring it to the attention of your class teacher or one of the key contact people.

| It is our policy that any problems ARE NOT DISCUSSED OUTSIDE THE SCHOOL!! |
| If there is a problem, please discuss it with the relevant parties, INSIDE THE SCHOOL SETTING. |
| If there is something that you are unsure of, PLEASE ASK US. |

PROCEDURE FOR PROBLEM SOLVING:

We understand that through the course of your work as a volunteer, there may be situations that occur where you may be unhappy with a situation, the way you were treated or the outcome of a situation. If you choose not to resolve the situation and move on then it is business as usual. But; should you choose to seek a resolution to the situation, please contact us.

1. Notify your class teacher as soon as possible,
2. Contact Principal, direct if necessary

KEY CONTACT PEOPLE:

School Telephone Number for Class Teachers and Principal 4756 2333
Email address for Principal the.principal@chartowess.qld.edu.au

PERSONAL APPEARANCE:

Dress, personal appearance and hygiene are important qualities to be modelled to students. Volunteers must ensure their personal appearance and presentation is clean, tidy and appropriate for their role and environment.
CODE OF CONDUCT:

This section is for all volunteers including Parents and Citizens Association members, committee members and parent representatives, i.e. the whole school community:

This Code of Conduct has been adopted to aid all members of our school community to work as a well-ordered group that promotes interest and facilitates development to further improve an already excellent state school.

A harmonious working environment is essential to the effective conduct of our school’s volunteer contribution and job satisfaction. To this end, we have agreed to the following:

- Personal privacy is of paramount concern to all. Information gathered or obtained as a result of our roles as volunteers in our school community is to be ONLY passed onto the relevant school authority WITH the permission of the person disclosing the information.
- Courtesy and respect is to be observed by all.
- Discussion is healthy; personal attacks are destructive and to be avoided.
- Constructive criticism is always welcomed.
- Discrimination on racial, ethnic or religious grounds is forbidden, as is any form of sexual discrimination and/or harassment.

We do have separate functions, but we all strive to work as a team

BEHAVIOUR MANAGEMENT:

The school has a very comprehensive Behaviour Management Strategy. Voluntary workers should refer all instances of inappropriate behaviour to the Classroom Teacher, Principal or Head of Special Education Services for action. It is appropriate to remind students of the expected behaviour, **it is NOT YOUR RESPONSIBILITY to discipline misbehaviour.**

Voluntary workers should NOT under any circumstances physically or otherwise discipline students. This is contrary to School Policy and Education Queensland Regulations and may constitute criminal assault.
Student Protection Fact Sheet

Student protection involves:
- Working to make schools safe, supportive and disciplined places
- Taking action to prevent students being harmed at school, and
- Reporting any suspicion you have that a student has been harmed or may be at risk of harm

All children have a right to be protected from harm.

Harm is:
Any detrimental effect of a significant nature to the child’s physical, psychological or emotional wellbeing. It is immaterial how the harm is caused.

This means anything that will have a serious and harmful effect on a student’s physical health, or how they think and feel about themselves.

Any behaviour that harms a student is wrong. Sometimes a culture may have a custom or practice that harms children. Education Queensland policy says that harm to students will not be tolerated. It is NOT OK. In other words, culture or custom is NO EXCUSE for harming students.

Everyone who works in a school must look after the best interests of students.

Managing your own behaviour is the first step in student protection
- Do not engage in conduct that could cause significant harm to a student, either physically, psychologically or emotionally without lawful authority (e.g. lawful physical restraint, self-defence, defence of others)
- Do not unlawfully discriminate against a student
- Do not touch a student in a sexual way, or engage in any other inappropriate sexual activity (for example, sending suggestive text messages or showing a student pornography)
- Do not do or say anything that would make a reasonable person think you are sexually involved with a student

You must report, to the Principal, any harm to a student that is caused by:
- someone working at the school
- another student
- someone from the student’s family, a friend or a stranger
- the student self-harming

If you see harm occurring at school:
1. **Help** the student who has been harmed, for example,
   - by telling the students to move away
   - get a staff member involved as soon as possible
2. **Tell** the principal straight away about what you have seen
3. **Write** down what you saw and give the information to the Principal.

If you suspect a student has been harmed at school or outside of school:
1. **Tell** the principal straight away about what you suspect
2. **Write** down what you suspect and give the information to the Principal.

If a student tells you that they have been harmed at school or outside of school:
3. **Listen** carefully
4. **Reassure** the student that they have done the right thing by telling you
5. **Tell** the student you must tell the Principal what they have told you
6. **Tell** the principal straight away about what the student told you
7. **Write** down what the student told you and give the information to the Principal.

If you suspect the Principal is responsible for causing harm to a student, report this to the Regional Director, at the local regional office.

The main thing to remember is: If you suspect a student might have been harmed or might be at risk of harm, tell the Principal straight away. If the Principal isn’t available you must tell the Acting Principal or a Deputy Principal.

For further information see
www.education.qld.gov.au/studentservices
RIGHTS AND EXPECTATIONS WITHIN THE SCHOOL COMMUNITY

ABOUT OUR STUDENTS:

Our students are members of different social and cultural groups who hold diverse sets of beliefs and various positions in society, and everyone is treated with respect at all times. As well as individual needs, the needs of these groups should be met by the school.

All students need:

- Security
- Comfort
- Respect
- Peace of Mind
- High Self Esteem
- Friendship

Each student:

- Is different and develops at different rates.
- Is unique with different needs and interests.
- Has the right to realise his or her full potential.

ABOUT LEARNING:

Our school will reflect the needs of, and foster an understanding of all those groups identified in our school community.

- Surroundings must be comfortable, interesting and student orientated.
- Students learn by doing, observing, imitating and teaching others.
- Learning is developmental.
- Students must be encouraged to participate and contribute.
- Students learn most effectively when they have a positive outlook.
- Learning experiences must be stimulating and conducive to their stage of development, interest and learning style.

ABOUT THE AIMS OF EDUCATION:

Education should ensure equity of access/participation/outcomes.

- To lead to appropriate and desireable social action.
- To equip students to live in their community.
- To assist students to develop to their full potential.
- To develop a knowledge and understanding of the world around them.
- To develop tolerance, respect, self-esteem, trust and confidence.
- To develop a sense of social justice.
- To develop and nurture the “whole world”
ABOUT VOLUNTEERS RIGHTS AND EXPECTATIONS:

As volunteers you can expect –

- Recognition and thanks from Charters Towers Central State School for your valuable time and assistance.
- Something for yourself, such as developing new skills, making new friendships and gaining personal fulfillment.
- Appropriate information and support.
- Worthwhile activities that are within your time frame, capabilities and areas of interest and expertise.
- Clear instructions on what is required of you.
- To feel comfortable about going to the Classroom Teacher, Principal or any staff member for support or guidance.
- Consideration and the respect of the school community, that is all staff, other volunteers and our students.

ABOUT VOLUNTEERS RESPONSIBILITIES:

As a volunteer it is your responsibility to assist the teacher or other staff member to whom you have agreed to assist.

- Conduct yourself in a manner appropriate for a member of the school community and be supportive and encouraging to other volunteers, staff and students.
- Work at the direction of the teacher or other member of staff and be on time.
- Ensure you maintain a high standard of competence and trustworthiness.
- Be loyal to Charters Towers Central State School by upholding its standards and performing your duties according to its policies and philosophies and at the discretion of the Principal.
- Treat students, their families and other staff with dignity and respect, personal privacy is paramount.
- Be dependable and consistent in fulfilling your obligations. Please give the teacher notice if you are unable to attend at your rostered time. A phone message or email is preferred.
- Treat any information you acquire about students, parents or staff as CONFIDENTIAL. To help maintain confidentiality and privacy, please refrain from using the Staffroom, this area is designated for the use of Department of Education Training and Employment Staff only.
- Clearly state duties you feel uncomfortable participating in so that they may be assigned to other volunteers, it is ok to say no.
- Provide constructive feedback and suggestions to the Administration Staff so that the volunteer program can be continually improved.
Without people volunteering their valuable time in Tuckshop it could not operate. It can be a lot of fun and a great way to meet other members of the school community. Don’t forget to sign in and out each time you volunteer at Tuckshop. Let the convenor know as soon as possible if you are sick and cannot attend on your rostered day, and please try and find someone to cover for you on the day. If you have someone who can take your turn on the particular day, please let the Convenor know the name of the person.

Volunteers are required to:

- Be available at the designated times.
- Work as part of a team.
- Follow hygiene and safety procedures, including wearing of gloves, caps, aprons.
- Prepare foods – filling morning tea/lunch orders within required time frame.
- Serve students and staff with snack items etc in the allocated time slot.
- Provide friendly service to students and staff.
- Wear clean, comfortable clothes, tie back long hair.
- Wear covered shoes for safety reasons.
- Keep jewellery to a minimum.

Students and staff that are served by the Tuckshop are very important to the Tuckshop and they pride themselves in providing good quality, nutritious and safe foods.

Volunteers are entitled to lunch from the selection available and a drink at lunch time. Tea and coffee is available throughout the day. No free items are to be given to children or friends of volunteers.

When you are in the Tuckshop area, please remember to wash your hands thoroughly before handling any food and after:

- Using the toilet.
- Using a handkerchief or tissue.
- Coughing or sneezing.
- Eating or touching animals.
- Touching your hair.

If you are a regular volunteer or about to help us for the first time, these few things can go a long way in helping us to make sure the food we provide for our school community is safe. Always be guided by our Tuckshop Convenor.

After reading through this Handbook, please complete the “Volunteers Agreement” and return it to our administration office prior to volunteering in your child/ren’s classes.
VOLUNTEERS AGREEMENT

I, ________________________________________________________________
(PLEASE PRINT)

Agree that I will at all times both now and in the future keep confidential any and all matters discussed with me either by teachers or staff while working in my capacity as a volunteer at Charters Towers Central State School during the 20____ school year.

Agree to maintain a high standard of trustworthiness.

Agree to respect the privacy and dignity of our staff; our students, and their families.

I will immediately report to the Class Teacher any and all matters which are of concern to me and warrant discussion.

I volunteer in the following classes/areas:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Agree that I read and understood all responsibilities of volunteers as outlined in the volunteer handbook.

<table>
<thead>
<tr>
<th>Signature:</th>
<th>Date:</th>
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<table>
<thead>
<tr>
<th>Witness Signature:</th>
<th>Date:</th>
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<tr>
<th>Print Name:</th>
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Volunteer ICT Agreement

The Principal of the School conducting the community program which allows community access to the School’s ICT facilities may adapt the obligations listed in this agreement to suit the School and/or community organisation’s specific needs.

Privacy Statement: The Department of Education and Training is collecting your personal information in accordance with Schedule 3 Information Privacy Act 2009 http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_I.htm in order to provide you with access to the School’s ICT facilities while participating in an approved community program. The information may be accessed by the Principal of Charters Towers Central State School at which the community activity is taking place. It may also be accessed by the Person or Organisation conducting the activity. Your information will not be given to any other person unless you have given us permission or we are required by law.

I, __________________________________________, have signed the school’s volunteer register and agree to meet the following obligations while involved in the community education initiative, as outlined in the school’s Community access to school ICT Facilities Statement, for example:

- Act in a manner that will not endanger the health and safety of any other person;
- Obey safety directions and comply with the standards in operation in the school;
- Not willfully or recklessly interfere with anything provided in the interests of health and safety;
- Not intentionally damage school resources or introduce any viruses into the school’s electronic systems.
- Agree to adhere to any other reasonable instructions from the management of the community education initiative;
- Understand that my involvement in this initiative may be terminated if I do not adhere to these obligations.

I understand the school / Parents and Citizens Association maintains adequate personal injury insurance to cover the activities in which I am involved.

Signature: __________________________________________

Date: __________________________________________