

VOLUNTEERS POLICY



PURPOSE

The purpose of this policy is to outline the processes Frankston Heights Primary School follows to recruit, screen, induct, supervise and manage volunteers to support a child safe environment. It also outlines the legal rights and responsibilities of volunteers engaged in approved school activities.

SCOPE

This policy applies to all volunteers undertaking approved activities on behalf of Frankston Heights Primary School. It covers the recruitment, screening, induction, supervision and management of volunteers participating in school programs and activities.

DEFINITIONS

Child-connected work

Work authorised by the school governing authority and performed by an adult in a school environment while children are present or reasonably expected to be present.

Child-related work

As defined by the *Worker Screening Act 2020 (Vic)*, child-related work involves direct contact (including in person, by telephone, in writing or online) with a child where that contact is a central part of the person's duties. It does not include work where direct contact with children is only occasional or incidental to the role.

Closely related family member

A parent, carer, parent or carer's spouse or domestic partner, stepparent, grandparent, aunt, uncle, sibling (including step or half sibling), or a parent or carer's parent or parent-in-law.

Volunteer worker

A volunteer worker is a person who undertakes approved school work or approved community work without payment or reward.

School work includes:

- carrying out the functions of School Council
- activities undertaken for the welfare of the school by School Council, Friends of Heights or any other body established to support the school
- activities undertaken 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 classroom support, fundraising and assisting with excursion/camps, are legally protected (i.e. indemnified) from action by others in the event of an injury or accident whilst they are performing volunteer school work in good faith.

POLICY

Frankston Heights Primary School is committed to providing a safe, inclusive and supportive environment where the safety, wellbeing and rights of children are paramount.

We recognise and value the significant contribution volunteers make to our school community. Volunteers enrich student learning and school life through classroom support, excursions, camps, sporting events, fundraising activities and many other school programs.

All volunteers are expected to uphold the school's commitment to child safety and comply with the Child Safe Standards, Department of Education policies and school expectations while volunteering.

The procedures below help ensure volunteers are suitable to work with children and contribute positively to our school community.

Becoming a Volunteer

Frankston Heights Primary School welcomes and encourages volunteers to support school programs and activities.

Volunteer opportunities may include:

- classroom support
- literacy and numeracy programs
- excursions and camps
- sporting events
- fundraising activities
- school productions and special events.

Community members interested in volunteering are encouraged to contact the school office. Opportunities to volunteer may also be advertised through the school newsletter, Sentral, school correspondence or direct communication from staff.

Recruitment and Suitability Checks

To maintain a child safe environment and meet our obligations under the *Worker Screening Act 2020* and the Victorian Child Safe Standards, Frankston Heights Primary School undertakes appropriate screening and suitability checks before volunteers commence duties where required. Refer to [Appendix 1, Working With Children Suitability Check Flowchart for Schools.](#)

Depending on the nature of the volunteer role, suitability checks may include:

- verification of a valid Working with Children (WWC) Clearance
- proof of identity
- reference checks
- verification of qualifications
- review of previous experience working with children.

Where permitted by legislation, the Principal may allow a volunteer to commence duties after receiving evidence that a WWC Clearance application has been lodged, provided evidence of the final outcome is supplied as soon as practicable.

Working with Children Clearances

A current WWC Clearance is required for:

- volunteers who are not parents or family members of a student and who undertake child-related work, whether supervised or not

- parent, carer or family volunteers assisting with classroom or school activities involving direct contact with children where their own child is not participating or would not ordinarily participate
- parent, carer or family volunteers assisting with excursions, swimming programs, camps or similar activities, regardless of whether their own child is participating
- volunteers who regularly assist with school activities involving children
- School Council members where student members are also on School Council.

Frankston Heights Primary School will verify and retain a record of each volunteer's WWC Clearance in accordance with Department requirements.

The Principal may require additional suitability checks where considered appropriate for a particular volunteer role.

Volunteers Undertaking Non Child-related Work

Some volunteer activities do not involve child-related work and occur when children are not present or reasonably expected to be present. Examples include:

- working bees
- gardening and maintenance
- Friends of Heights meetings
- School Council meetings
- School Council sub-committee meetings.

WWC Clearances are generally not required for these activities. However, Frankston Heights Primary School reserves the right to undertake suitability checks, including requiring proof of identity and WWC Clearance, where considered necessary.

Volunteer Induction and Training

All volunteers engaged in child-connected work must complete an appropriate induction before commencing their role.

Volunteers are required to familiarise themselves with the school's **Child Safety Induction Pack - Volunteers**, including relevant policies, procedures and expectations, and agree to comply with these requirements while volunteering.

The induction includes information about:

- the school's commitment to child safety
- expected standards of behaviour
- maintaining professional boundaries
- responding to and reporting child safety concerns
- confidentiality and privacy obligations
- emergency procedures
- supervision arrangements.

Where appropriate, volunteers may also be required to complete additional child safety or role-specific training.

Volunteers supporting classroom programs, excursions, camps or other school activities will receive a briefing from the supervising staff member outlining their responsibilities, supervision arrangements and safety requirements before the activity begins.

Management and Supervision

Volunteers must:

- follow all reasonable directions from the Principal or supervising staff member
- work under the direction and supervision determined by the Principal or delegate
- only undertake duties approved by the school
- never discipline students or place themselves in situations where they are alone with a student unless specifically authorised by the school
- maintain appropriate professional boundaries at all times
- immediately report any concerns relating to student safety or wellbeing.

Volunteers are expected to comply with all relevant school policies, including:

- Child Safety Policy
- Child Safety Code of Conduct
- Respectful Behaviours within the School Community Policy
- Statement of Values and School Philosophy
- Volunteer Guidelines and Confidentiality Agreement
- Child Safety Induction Pack - Volunteers
- any other policies relevant to their volunteer role.

Volunteers are also expected to comply with relevant Department policies relating to [Equal Opportunity and Anti-Discrimination](#), [Sexual Harassment](#) and [Workplace Bullying](#).

The Principal (or their nominee) retains the discretion to determine the suitability of any volunteer and may suspend or cease a volunteer arrangement at any time if it is considered to be in the best interests of students or the school.

Privacy, Confidentiality and Information Sharing

Volunteers may become aware of confidential information about students, families or staff through their role.

Volunteers must:

- respect the privacy of students, families and staff
- maintain confidentiality of information obtained while volunteering
- comply with the [Schools' Privacy Policy](#) and the Department's policy on [Privacy and Information Sharing](#).

Information may be shared with relevant school staff where necessary to:

- support a student's education, health or wellbeing
- reduce the risk of reasonably foreseeable harm
- enable reasonable adjustments for students with disability
- maintain a safe and secure learning environment.

Volunteers must immediately report any concerns regarding child safety, abuse, neglect or inappropriate conduct to a member of the school leadership team or another appropriate staff member.

Where required by law, information may also need to be disclosed to external authorities, including Victoria Police or Child Protection.

Further information is available in the school's Child Abuse (including Grooming) Identification and Response Policy and Procedures.

Records Management

Where volunteers create or are responsible for school records during the course of their duties, those records must be provided to the school for management in accordance with the Department's [Records Management – Schools](#).

Compensation and Insurance

Personal Injury

Volunteer workers undertaking approved school work are covered by the Department's Workers' Compensation arrangements where they sustain a personal injury while performing approved volunteer duties.

Property Damage

Where a volunteer suffers damage to personal property while undertaking approved school work, compensation may be authorised by the Minister or delegate where appropriate.

Claims should be submitted to the Principal, who will refer the matter to the Department's Legal Division.

Public Liability

The Department's public liability insurance covers volunteer workers undertaking approved school work where they become legally liable for:

- bodily injury to another person; or
- loss of, or damage to, another person's property.

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- School induction processes
- Included as a link in the school's Volunteer Induction pack.

RELATED POLICIES AND RESOURCES

Frankston Heights Primary School policies and resources relevant to this policy include:

- Statement of Values and School Philosophy
- Visitors Policy
- Child Safety Policy
- Child Safety Code of Conduct
- Child Abuse (including grooming) – Identification and Response Policy and Procedures
- Inclusion and Diversity Policy
- Frankston Heights Primary School Child Safety Induction Pack - Volunteers

Department policies:

- [Child Safe Standards](#)
- [Equal Opportunity and Anti-Discrimination](#)
- [Privacy and Information Sharing](#)
- [Records Management – School Records](#)
- [Sexual Harassment](#)
- [Volunteers in Schools](#)
- [Volunteer OHS Management](#)

- [Working with Children and Other Suitability Checks for School Volunteers and Visitors](#)
- [Workplace Bullying](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	July 2026
Consultation	School Council – July 2026 School Community (via Sentral) – July 2026
Approved by	Principal
Next scheduled review date	July 2028

Working With Children Suitability Check Flowchart for Schools

