

VOLUNTEER HANDBOOK

Our Lady of the Way



2026 Volunteers' Guide

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SCHOOL VISION AND MISSION

Vision

A faith-filled community cultivating excellence and inspiring compassion.

Mission

We empower learners to:

- Dialogue in faith
- Be curious and engaged
- Demonstrate courage
- Build Connections

Values

Curiosity: We bring open minds and hearts to how we live, learn and grow.

Courage: We strive for excellence and serve others with compassion and integrity.

Connection: We nurture connections with each other, what we do and how we do it.



CREATING A SAFE SCHOOL COMMUNITY FOR STUDENTS

As adults, we all have a responsibility to care for children and young people and to protect them from all forms of harm as well as to positively promote their wellbeing.

At Our Lady of the Way, we have developed a Safeguarding Plan based on the Child Safe Standards and BCE Strategy, which is reviewed annually. The Safeguarding Plan references BCE's Codes of Conduct (for employees, volunteers and other personnel), recruitment procedures, student protection processes, training materials and Blue Card screening procedures.

Brisbane Catholic Education (BCE) seeks to continue its adherence to legislative requirements, policy directives and duty of care to students by a commitment to the implementation of student protection strategies and processes.

A VOLUNTEER'S ROLE

Our aim is to give students the sense of feeling safe, being safe and valued as people so that they are secure and ready to learn at their best. As a volunteer, you play a significant role in the work of the school, form part of the school community and assist in providing the optimal learning environment for students.

Volunteers at our school may participate in the OLW Connect (Parent Engagement Committee) or help with:

- Excursions
- Incursions
- Community events
- Cultural activities
- Sports activities
- Curriculum activities

Volunteers have an important role to play in supporting us to create and maintain safe and supportive environments for everyone in our community. At Our Lady of the Way there are steps that all volunteers must take before engaging in school activities and events.

This document outlines information you need to know as a volunteer in the vital areas of student protection and health, safety and wellbeing. It is important that you read this document, in conjunction with the [Volunteer Code of Conduct](#), so you understand your responsibilities in the protection of students.

VOLUNTEER REQUIREMENTS

ALL volunteers must complete the following requirements before commencing their assigned volunteer duties.

Volunteer Screening

A person cannot undertake volunteer work or enter regulated employment if the person is:

- A negative notice holder disqualified from holding a Blue Card under the Working with Children Act (Risk Management and Screening) Act 2000.
- A person with a current suspended Blue Card under the provisions of the Working with Children Act (Risk Management and Screening) Act 2000.
- A disqualified person within the meaning of the Working with Children (Risk Management and Screening) Act 2000.
- A person with a charge for a disqualifying offence within the meaning of Working with Children (Risk Management and Screening) Act 2000.

Under a parent volunteer exemption, parents do not need a blue card to volunteer for activities your own child is participating in, unless:

- The activity is an overnight camp or excursion.
- The service or activity includes close personal contact with a child, such as bathing, toileting or dressing.
- Your child isn't directly participating in the activity you are volunteering for.

This exemption does not apply to a [restricted person](#). For the exemption, a parent of a child is defined as:

- The biological mother or father.
- Someone exercising parental responsibility.
- Someone who is regarded as the parent of the child under Aboriginal tradition.
- Someone who is regarded as the parent of the child under Torres Strait Island custom.

Other [relatives](#) (such as grandparents and uncle and aunts) are not considered parents and are not afforded the volunteer parent exemption and will require a blue card to volunteer at school.

Volunteer Online Training / Registration & Declaration Form

All volunteers must complete BCE's online [Volunteer Training](#) course. They must print, complete sign and return the Volunteer Registration and Declaration Form that is provided at the end of the course.

Volunteer Handbook and Code of Conduct

All volunteers must read the [Volunteer Code of Conduct Handbook](#).

BCE's STUDENT PROTECTION PROCESSES AND GUIDELINES

What is student Protection?

Student Protection in schools is about protecting students from harm. School staff, parents and carers need to work together to protect students.

Who can be the sources of concern?

- Parents, carers or family members or other persons in the community.
- A BCE staff member or volunteer.
- Another student enrolled at the school.
- The student themselves.

What is abuse and/or neglect?

- Hitting, shaking and/or using an implement to cause physical harm to a child.
- Criticism and/or belittling of a child.
- Violence towards another in the household.
- Involving and/or exposing a child to sexual activity.
- Lack of food, medical attention and/or adequate supervision.
-

What is inappropriate behaviour?

- Inappropriate use of physical interventions.
- Unreasonably refusing biological necessities.
- Shaming or criticising a student.
- Intimidating students.
- Engaging in a relationship with a student that is, or could be seen as, personal rather than professional.
- Communicating with a student (by email, phone or any other means) for any reason other than an appropriate educational reason.
- Swearing at a student.

How can you help protect students?

- If you are worried about your child or another student, tell the:
 - Principal
 - Student Protection Contacts

Our Lady of the Way Student Protection Contacts

 <p>Aleisha Connellan Principal (Student Protection Contact)</p>	 <p>Tammy Charlton Assistant Principal Religious Education (APRE) (Student Protection Contact)</p>	 <p>Carla Riles Primary Learning Leader (PLL) (Student Protection Contact)</p>	 <p>Elizabeth Millar Guidance Counsellor (Student Protection Contact)</p>
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Privacy and Confidentiality

Any student protection matter must remain highly confidential, should never become a topic of gossip and should never be spoken about freely with others. Confidentiality demonstrates respect for the dignity and privacy of the people involved.



VOLUNTEER SIGN IN PROCEDURES

Volunteers Working on BCE Premises

Volunteers (including Parent, Community and Parish Volunteers) are to report to the office upon arrival at the school or workplace to participate in volunteer duties.

Volunteers must sign in and out, be issued with and return a visitor or volunteer identification and wear the identification at all times on BCE premises.

Volunteers Working Away from BCE Premises

Volunteers (including Parent, Community and Parish Volunteers) must report to a designated point or workplace representative to sign in before undertaking work (e.g. camps, excursions, fundraising events).

Outside School Hours

Volunteers (including Parent, Community and Parish Volunteers) are to report to the designated workplace representative before undertaking work.

ACTIVITY RISK ASSESSMENT AND BRIEFING

In accordance with our Safeguarding Plan, Our Lady of the Way ensures that documented planning and risk assessment processes are followed ahead of student participation in activities and events.

Volunteers participating in activities will receive an activity briefing outlining:

- Volunteer roles and responsibilities
- Safety and emergency procedures
- Lead staff member
- Other relevant information

Volunteers will be asked to sign the activity risk assessment to acknowledge they have been briefed.

Volunteers will also be invited to provide feedback during the post-activity debrief process.

FIRST AID PROCEDURES

The First Aid Room is located in the Administration Office. Our Administration Officers are our School's First Aid Officers and will support your first aid requirements.

All classroom teachers have a small first aid kit located in their classroom. This contains first aid supplies such as band aids for minor injuries.

Defibrillators are located in:

- In the Staffroom beside the entry door across from the church.

If volunteering at an excursion, there will be a nominated first aider identified while students are off the school grounds. All incidents requiring first aid must be reported to the nominated staff member. A full first aid kit must always accompany students and staff whilst on an excursion.

Volunteers must not administer medication to students. Medications may only be administered with prior approval and in accordance with the student's emergency action plan or medication administration documents. This will be managed by qualified staff members.

Emergency medications including spare EpiPens and Ventolin inhalers are kept in Administration for easy and quick access. EpiPens will also be kept with an adult accompanying the student.

GENERAL INFORMATION – AMENITIES

Volunteers and adults on site must not use student amenities. They should use the amenities located outside the Admin offices.



EMERGENCY AND LOCKDOWN PROCEDURES

The Our Lady of the Way Emergency Procedures poster includes: Evacuation, Lockdown, Important numbers and our Designated First Aider information. These procedures plus the relevant Evacuation Diagrams are attached to the wall or window of every building in the school, at eye level, close to the exit and fire extinguisher. Once per term the school will carry out evacuation and lockdown drills. Procedures are reviewed annually and feedback is encouraged.

Copies of our school emergency procedures, evacuation signs and a diagram map are included in this pack.

FIRE AND EVACUATION INSTRUCTIONS

How to use manually operated firefighting equipment:

- **Fire Blanket.** Used to cover a fire by smothering a flame. Gently cover flame and turn off heat. Do not use a fire blanket for flammable gasses or energised electrical equipment.
- **Alarm.** 'Break glass alarm' can be directly connected to 000. Here at Our Lady of the Way you can notify the Fire Department by calling 000.
- **Dry chemical extinguisher.** A Dry Chemical extinguisher is suitable to put out fires caused by flammable liquids and gasses, electrical equipment and ordinary combustibles. Do not use a dry chemical extinguisher on cooking oil or fats fires. Hold extinguisher upright between your legs, twist pin to break the seal then pull the pin. Aim the nozzle of the extinguisher at the base of flames. Squeeze trigger while making sweeping motions to extinguish fire. Always maintain a clear and safe line of retreat.
- **Obligations of workers and others.** Obligations of a worker at a workplace are not to interfere with or misuse anything provided for health and safety at the workplace, not to wilfully place at risk the health and safety of any person at the workplace and not to wilfully injure himself or herself.
- **Water extinguisher.** A water extinguisher is suitable for ordinary combustibles. Do not use a water extinguisher on electrical equipment or flammable liquids. Hold extinguisher upright between your legs, twist pin to break the seal then pull the pin.

Aim the nozzle of the extinguisher at the base of flames. Squeeze trigger while making sweeping motions to extinguish fire. Always maintain a clear and safe line of retreat.

- **Fire hose reel.** A fire hose is suitable for ordinary combustibles. Do not use a water extinguisher on electrical equipment or flammable liquids. Turn water on at the control valve, remove the nozzle from the bracket and turn the water on with the nozzle while making sweeping motions to extinguish fire. Aim the nozzle of the extinguisher at the base of flames. Always maintain a clear and safe line of retreat.
- **Carbon dioxide extinguisher.** A CO2 extinguisher is suitable for flammable fluids, electrical and cooking oils. Do not use a CO2 extinguisher on flammable gasses or ordinary combustibles. Hold extinguisher upright between your legs, twist pin to break the seal then pull the pin. Aim the nozzle of the extinguisher at the base of flames. Squeeze trigger while making sweeping motions to extinguish fire. Always maintain a clear and safe line of retreat.
- **Chief Warden** has a white hat.
- **Deputy Chief Warden** has a yellow hat.
- **Block Wardens** have red hats.
- **First Aid / Communications Officer:** have a white hat with a green cross.

Please be sure you review the Fire and Evacuation Instructions and identify your evacuation routes.



EMERGENCY PROCEDURES

WHEN DIALLING 000

When you dial '000', tell the operator you need **POLICE**, **FIRE** or **AMBULANCE** then wait to be connected. Then provide the school address to emergency services.



Our Lady of the Way School
38 Armstrong Street, Petrie QLD 4508



ADMIN FIRST

These designated ADMINISTRATION staff are responsible and accountable for the below first/follow-up actions in an emergency:

- Principal/APRE (Wardens)
- Office (Designated First Aiders)

Sound Alarm

Sound the appropriate alarm over automated PA system. If PA system is unavailable, Principals/APRE will use a handheld bell to verbally sound alarm.

Contact

- Contact the following before/after emergency:
- Emergency Services: DIAL 000
 - Mt Maria College3285 5500
 - OLW Parish Office:3285 6759
 - OLW OSHC:3285 1850
 - Groundsmen0409 895 200
 - WHSO:Ext 201
 - BCE Health and Safety:3033 7575 (when there is a Notifiable Incident)

Account for

- Students in the ADMIN building plus all other amenities blocks.
- Missing students reported by classes.
- Student, staff and visitor sign in/out registers.
- Emergency First Aid Kit, EpiPen and Ventolin to be taken to the evacuation point.
- School Officers and non-teaching staff to assemble at the back of Assembly Area to be accounted for.

EVACUATION

When you hear the 'Evacuation Start' over PA system begin your EVACUATION procedures:

- 1 Prepare**
 - Request students to line up quietly near door.
 - Obtain class roll and pen.
 - Check any storerooms or other places students could be located.

- 2 Evacuate**
 - Check for danger near classroom before leaving.
 - Close classroom door behind you.
 - DO NOT LOCK.
 - Proceed to the Assembly Area at the basketball court on the oval.
 - Follow the nominated route and remain clear of danger areas. Select alternative route if class is in danger.

- 3 Assemble**
 - Take class to predetermined position at Assembly Area and take roll call.
 - Designated student stands at the front of class to signal all students are accounted for.
 - Report result of roll call immediately to the Chief Warden (Principal/APA/APRE).
 - Supervise class for remainder of emergency or until Principal implements alternative supervision arrangements.

Non-class time EVACUATION
Duty teachers are to direct children to move promptly and quietly to the undercover area. All available staff are to assist with the supervision of students then follow steps 1 – 3 above. *Class lists will be brought to AA by the Communications Officer.*

LOCKDOWN

When you hear the 'Yellow Submarine' song over PA system begin your LOCKDOWN procedures:

- 1 Check**
Check that other students or staff in your vicinity are moving towards a nearby securable area or direct them into your room.
- 2 Lock**
Lock all external doors and windows. Switch off lights and fans.
- 3 Sit**
If the threat is an intruder, keep students away from doors/windows instruct students to sit on the floor. Assume threat is an intruder unless otherwise notified.
- 4 Account**
Account for students under your supervision (and how many you have) using Teams as well as additional adults present.

- 5 Supervise**
Supervise all students and keep them quiet and calm. Be aware of students with health issues that may be exacerbated by the stressful situation. Utilize class 'lockdown kits' if necessary.

- 6 Remain**
Remain in room until notified by an admin staff member/emergency services personnel or the designated 'stand down' bell tone – ignore other school bells.

Non-class time LOCKDOWN

- Duty teachers are to direct children to move promptly and quietly to the nearest securable room indicated as a **SAFE Zone**. All available staff are to assist with the supervision of students then follow steps 1 – 6 above.
- Oval/Sr playground go to bottom classroom of B Block.
 - Undercover area go to Library.
 - JF playground go to back of Library/Quiet Friend Club.
 - Prep go to Prep classrooms.

Other Support

- 24/7 QLD Health: 1343 2564
- Redcliffe Hospital Emergency: 3883 7777
- Poisons Info Centre: 13 11 26
- North Lakes Police: 3482 1444
- Petrie Police: 3897 7222

Designated First Aiders

A Designated First Aider (DFA) has current and extensive First Aid training. Contact one of the following DFA extensions to obtain first aid treatment:

- School Admin Secretary: Ext 201
- School Admin Secretary: Ext 202
- Finance: Ext 203



Updated 2026

HAZARD AND INCIDENT REPORTING

In the event that you have witnessed an incident resulting in the injury of a student, staff or member of the community, you will need to immediately complete the WSS Incident/Injury Form. Please talk to our school WHS Officer (WHSO), who will issue you with a form. This needs to be filled in as soon as possible after the incident has occurred. and return to the WHSO.

Please note that all incidents must be reported to the WHS Officer.

Please report anything that you deem potentially unsafe to students, staff or members of the community (e.g. trip hazards, faulty equipment, loose step treads, car park issues). Report to the WHSO, Grounds Staff or member of the Leadership Team as soon as possible. You will be asked to complete a Hazard/Maintenance Report Form and return to the WHSO. These are entered on the Hazard Register and will be actioned by the WHS Officer, WHS Committee or Principal.

When responding directly to an incident:

- If no danger to yourself, undertake immediate action to ensure your safety and the safety of others.
- If there is risk to yourself and or others in undertaking immediate action, seek assistance from the Principal or WHSO.
- Where injuries are sustained, seek first aid treatment and where necessary, emergency services assistance.
- Isolate the area where there remains risk of further injury.
- Where an incident is serious, Preserve the incident site.
- The school will notify Brisbane Catholic Education Health and Safety Services Team.

The image shows a 'WSS Incident/Injury Form' from Brisbane Catholic Education. It includes sections for:

- Type of Incident (e.g., An Incident Causing Injury, WHSQ Notice, Corrosive Incident, Near Miss, Dangerous Incident, No Injury)
- Incident Date and Time
- Incident Description (with a note to tick relevant boxes from the 2010 checklist)
- Work Location (with a list of school areas like Access Way, Art Room, Adventure Playground, etc.)
- Incident Location (where did the incident occur?)
- Admin Location (School name, suburb)
- Regional Area (with a grid of school codes)
- Report to (Employee) and Reported by (Employee)
- Reported by (Non-employee) and Reported Date
- Comments (when recording a dangerous incident or near miss, please record names of persons involved below)
- Witness? (if NO, skip this step) and Type of Witness
- Preventative Actions? (if NO, skip this section)
- Person Responsible and Completion Date
- Describe Preventative Actions
- Approved by: Manager - Health and Safety Services, Date: 12/1/2021, Next review date: 12/1/2022

The image shows a 'Hazard/maintenance report form' from Brisbane Catholic Education. It includes sections for:

- Instructions: The following form is used to inform the principal of maintenance requirements, hazardous situations and hazardous work practices.
- Part A - Hazard Identification: Details of the Hazard, Location, Persons at Risk, Action taken to ensure immediate safety, Completed By, Date.
- Part B - Risk Assessment: Associated risk(s), Existing control measures, Likelihood, Consequences, Risk Score (1-25), Preferred Control Options.
- Part C - Risk Control: Possible, Control, Options, Implementation Plan (table with columns: Control Option(s), Person(s) Responsible, Estimated completion date, Sign off, Scheduled review date).
- Part D - Review: Are control measures in place?, Are controls minimising the risk?, Are there any new problems with the risk? (table with Yes/No columns).



TRAFFIC MANAGEMENT PLAN



OUR LADY OF THE WAY INTERNAL TRAFFIC MANAGEMENT PLAN

School Details	
School / Location	Our Lady of the Way School, Petrie
School Principal	Aleisha Connellan
Business Manager / WHSO	Tracey Connor

Pick up and drop off points for students (e.g. private vehicles and private buses)

The following safety controls are in place to ensure that the picking up or dropping off students is undertaken in a safe manner:

- Designated pick up and drop off areas for students are located at:
 - **Front of school on Armstrong Street in the Stop, Drop and Go Area with students to remain behind fenced area in afternoons until called by staff member when person collecting individual student arrives. Students are to go to the Hall for the commencement of the day with teachers on duty at 8.15am. Parents dropping off are requested to remain with students until a teacher arrives and commences the duty.**
 - **Staff member on duty on Anzac Avenue with students waiting for buses.**
- Pick up and drop off areas for students are clearly marked by:
 - **Marked bays (Drop and Go painted on bitumen at bays)**
 - **"Stop, Drop and Go – Please move forward" sign on fence beside Prep alongside Armstrong Street**
- Designated pedestrian crossings are:
 - **Located at entrance to carpark and along roadway to Mt Maria - OLW parents using the carpark during these times and accompanying students to their classrooms**
- Pedestrian walkways are physically protected from designated roadways by:
 - **Steel bollards**
- Speed restriction signage is clearly displayed at the following locations:
 - **40km digital school zone speed signs before and after entering pick up zone.**
- Speed controlling devices are in place to restrict vehicle speed on site:
 - **2 speed humps located on Armstrong Street before and after entering pick up zone.**
- Other considerations or risk controls that need to be documented?
 - **Monitored by staff on duty to help the flow of traffic by vehicles picking up or dropping off students. Parents requested to stagger pick up times between 2.50pm and 3.15pm. High volumes of traffic due to Mt Maria finish time close to Our Lady of the Way's.**

Approver: Director – Employee Services

Issue date: 11/3/26

Next review date: 11/3/27

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OUR LADY OF THE WAY INTERNAL TRAFFIC MANAGEMENT PLAN

Courier and/or delivery drop off points

The following safety controls are in place to ensure that deliveries of various items to the workplace are undertaken in a safe manner:

- All couriers and/or delivery drivers must report to the school reception before entering the school grounds. Designated courier and/or delivery drop off points are directed by reception and if vehicle entry into the school is required, a staff member will escort the driver:
- Courier and/or delivery drop off points are clearly marked by:
 - **Loading zone signage at front of school near Administration entrance**
 - **Yellow metal bollard limiting vehicular access from Disabled parking area at Stop, Drop and Go to Administration area.**
- School / site speed limits are set at (10 km/hr.) with clearly displayed signage located at:
 - **Car park – 3 signs**
 - **Along the side access road behind the church – 1 sign**
- Speed controlling devices are in place to restrict vehicle speed on site:
 - **3 speed humps along the side access road behind the church**
 - **1 boom gate along the side access behind the church**
 - **3 speed humps through the carpark**
- Other considerations that may need to be documented?

Vehicles are prevented from accessing the following areas:

Pathways used by students etc. during breaks (at other times, school vehicles if in a necessity; to follow steps where a spotter is required and horn and flashing lights (where installed) to be used.

Approver: Director – Employee Services

Issue date: 11/3/26

Next review date: 11/3/27

2



OUR LADY OF THE WAY INTERNAL TRAFFIC MANAGEMENT PLAN

Safe passage of vehicles within the school (e.g. tractors, golf buggies, ride on mowers, Utes, school buses)

The following safety arrangements and features are in place when large vehicles or mobile plant such as tractors, golf buggies or ride on mowers are required to move around the school:

- Vehicles are not allowed to move around school grounds during the following time periods of peak pedestrian traffic:
 - **Break times (8.00am – 8.35am; 10.30am – 11.10am; 1.00pm – 1.30pm and 2.50pm – 3.15pm)**
 - **Any other times when an event may have children outside of classrooms.**
- Prior to entering the school, drivers of any vehicles must report to the school reception to arrange for a member of staff to act as a "spotter" to supervise onsite vehicle movements and unlock the boom gate.
- Worksite speed limits are set at (10 km/hr) with clearly displayed signage located at:
 - **Along the side access road behind the church – 1 sign.**
 - **End of hall carpark heading towards Groundsman's Shed**

Parking arrangements

The following safety arrangements and features are in place to minimise the risks associated with vehicle parking within the school:

- **There are 48 marked combined staff/visitor car parks available and approximately 43 unmarked combined staff/visitor car parks behind the Hall/Parish Centre available. There are 4 marked car parks available for people with disabilities.**
- Car parking areas are clearly designated with marked parking bays and signage displayed in the following areas:
 - **Carpark Entry**
- Signage identifying the whereabouts of the Office/Reception is clearly visible from the car park and is located at:
 - **Entrance to carpark and side pathway exiting carpark near Parish Office.**
- Other considerations or risk controls that may need to be documented?
 - **Painted arrows on road in carpark to show flow of traffic – One Way**
 - **Parking bumper/wheel stops and curbing painted yellow to distinguish and be clearly seen**

Approver: Director – Employee Services

Issue date: 11/3/26

Next review date: 11/3/27



OUR LADY OF THE WAY INTERNAL TRAFFIC MANAGEMENT PLAN

Traffic control requirements for special events may vary and control measures will need to be determined through a risk assessment (consider learning's from previous special events).

The following safety arrangements are in place to minimise the risks associated with special events in conjunction with previously documented control measures:

- Appropriate numbers of traffic controllers will be in place for all special events to restrict/direct traffic to and from the workplace:
- Additional car parking areas are clearly designated with marked parking bays and signage displayed in the following areas:
 - **Entrance to carpark will show direction to access further parking**
- Other considerations or risk controls that need to be documented:
 - **Consultation with adjacent high school as to timing of events taking place to minimize congestion.**



Approver: Director – Employee Services

Issue date: 11/3/26

Next review date: 11/3/27

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OUR LADY OF THE WAY INTERNAL TRAFFIC MANAGEMENT PLAN



Signatures:			
Principal	Aleisha Connellan	Date	11/3/26
WHSO	Tracey Connor	Date	11/3/26
Person completing TMP (if other than above - print name and sign)		Date	

Approver: Director – Employee Services Issue date: 11/3/26 Next review date: 11/3/27





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