



**MERCEDES  
COLLEGE**

# Volunteer Induction Pack | 2024

## Thank You, from the Principal

Dear Volunteer,

You have been given this induction pack because you have decided to become a volunteer for Mercedes College. Firstly, thank you for supporting the College as a volunteer. In partnership with the staff of Mercedes College, volunteers like you play an important role in the education of our students, by sharing your skills, knowledge, passion, time and energy.

Volunteering helps provide quality care and education to our children and young people and supports Catholic Schools to promote values drawn from the Catholic tradition of faith in order to prepare students for more active participation in the world.

As part of our extended community, it is important that your involvement and participation with Mercedes College is rewarding and a mutually beneficial experience. In this induction pack you will find everything you need to set you up for a fulfilling volunteer experience with the College.

Once again, thank you for becoming a volunteer at Mercedes College and sharing your skills and knowledge with our wonderful students. You are a valued member of our community and I trust your experience with us will be a rewarding one.

**Andrew Balkwill**  
Principal



## Induction Checklist

All items below must be completed BEFORE you can volunteer with Mercedes College.

Item	Further information	Completed?
Review the 'Mandatory Reading' in this Induction pack.	From page 3	
Apply for your Working with Children Check (WWCC) and obtain your clearance notification. All applications require 100 points of identification.	Page 13	
Complete the 'Responding to Risks of Harm, Abuse and Neglect - Education and Care' (RRHAN-EC) on-line training for Volunteers and obtain your Certificate.	Page 13	
Complete the following forms: <ul style="list-style-type: none"> <li>• CESA Volunteer Declaration</li> <li>• CESA Application Package including <u>one form of identification</u></li> <li>• Induction Acknowledgements</li> </ul>	Separate Document Forms Pack From page 1	
If First Aid is a requirement for your role as a volunteer, please provide your First Aid Certificate	Page 13	

Once you have completed all checklist items, please send an email to [policecheck@mercedes.catholic.edu.au](mailto:policecheck@mercedes.catholic.edu.au) that contains the following:

- WWCC Clearance
- RRAHN-EC Certificate
- Volunteer Forms Pack
- First Aid Certificate (if required)

Your application will be reviewed and you will receive an email to advise whether you are cleared to commence your Volunteering role.



## **Mandatory Reading**

### **Guidelines for Volunteers**

It is important that you understand the nature of your volunteer arrangement.

#### **Nature of our relationship**

Volunteering means an activity which is of benefit to the community, is done of one's free will and is undertaken without expectation of monetary reward.

You should understand that you are not an employee of Mercedes College and the College is not employing you, or entering into any kind of contract with you regarding your volunteer work. Although this document talks about you or us (Mercedes College) having certain obligations, these arise under existing child protection, privacy and work health and safety laws and not because we have entered into a contract.

#### **Child protection**

All volunteers are responsible for contributing to the safety and protection of children in the school environment. Any person who volunteers in Catholic schools are required to undergo screening given the nature of the role and having direct contact with children. In summary, according to the CESA Procedures for Engaging and Inducting Volunteers, the following requirements exist for regular volunteers:

- Current, valid Working With Children Check (WWCC)
- Electronically screened by Mercedes College
- Completed the 'Responding to Risks of Harm, Abuse and Neglect - Education and Care' (RRHAN-EC) on-line training for Volunteers
- Completed the College WHS induction
- Completed relevant CESA Volunteer forms
- Signed a written statement indicating that you acknowledge the Protective Practices Guidelines and College' Safe School Policy.

Where possible, adherence to the school's Visitors' Sign In / Sign Out procedures is requested while on school premises during Front Reception operating hours.

#### **Health and safety obligations**

Under work health and safety legislation, anyone who performs work has an obligation to take reasonable care for their own safety, and that of others. We ourselves are obliged to provide a safe workplace, so far as that can reasonably be done.

For that reason, while at any of the College' workplaces or doing anything associated with your volunteer work, we expect you to comply with any reasonable instructions you are given, including how to behave in certain situations.

#### **Careless behaviour**

Aside from health and safety legislation, you may be liable under the general law if, as a result of any negligence or carelessness on your part, you cause loss or damage to the College or anyone associated with the College. So, please take care not to cause any injury, or damage to any property.

#### **Confidentiality and Privacy**

In the course of your work as a Volunteer, you may come across sensitive and confidential information concerning the College, our staff or students. It is essential for you to maintain confidentiality and you should not use or disclose that information without our clear permission. When you finish your volunteer work, you should return or delete any confidential information you may still have in your possession.

For further information on confidentiality and privacy see page 16. For a copy of the College's Privacy Policy, see Appendix A.



### **ICT Acceptable Use**

During the course of your volunteering work with the College, you may be authorised by the Principal or their delegate to have access to the College's ICT resources. Please see Appendix B for the College's ICT Acceptable Use Policy, outlining the principles regarding safe, responsible and lawful use of ICT resources and facilities at Mercedes College.

### **Exclusion**

We may at any time choose to exclude you from, or ask you to leave, any workplace or other premises that we occupy or control.



## Code of Conduct for Volunteers in Catholic Schools

(Adapted from the SA Commission for Catholic Schools (SACCS) Code of Conduct for Staff employed in Catholic Education SA, 2014)

The purpose of this Code of Conduct is to articulate the standards of conduct which are required of volunteers in Catholic Education SA. This will assist all volunteers in Catholic Education SA to understand clearly the expectations of them as well as their responsibilities and obligations.

Catholic Education SA provides education as part of the mission of the Church. Fundamental to this mission is a respect for the value and dignity of each person. A work environment based on these values will ensure that all members of the community feel safe and empowered in the performance of their work in the school. All members of the community in Catholic Schools, by their personal example, virtues, loving relationships, respect and acts love and justice, witness to the presence and activity of God with us.

Volunteers are expected to agree to and uphold appropriate standards of behaviour. These standards of behaviour include to:

1. Support the Principal and staff in the development of a Christ-centred learning community and act consistently within the Catholic ethos and mission of the Catholic school;
2. Acknowledge and affirm success in individual and school achievement;
3. Support the school's policies. The Principal has the responsibility to implement these policies;
4. Treat all members of the school community with honesty, integrity, respect and courtesy;
5. Follow all relevant policies, guidelines and instructions with regard to the safety and wellbeing of children and young people;
6. Maintain appropriate professional boundaries in relation to your behaviour towards children and young people;
7. Refrain from behaviour which constitutes bullying, discrimination or any form of harassment;
8. Respect and comply with all Federal, State and local laws;
9. Declare situations that may give rise to, or the perception of a conflict of interest;
10. Respect the privacy of others and others' personal and sensitive information;
11. Take reasonable care to ensure your own health and safety at work and avoid adversely affecting the health and safety of others; and
12. Present for volunteering in a timely manner, in attire appropriate to your role as a volunteer, and in a fit state to work.

Some of these requirements are explained in more detail in this Pack.

Refer also to the [Federation of Catholic School Parent Communities' Charter for Parents](#).



## Work Health and Safety Induction

Work, Health and Safety training is essential for all employees and volunteers in the workplace. All employees, volunteers and visitors are required to take reasonable care for both their own health, safety and welfare and the health, safety and welfare of others. Volunteers are considered to be workers under current WHS legislation. Mercedes College places great value on the work done by volunteers. We aim to ensure that volunteers work in a safe environment and in a safe manner.

Please read the information provided below and sign off on the acknowledgement on page 27.

### Volunteer Rights and Responsibilities

As a volunteer you have a number of rights you should be aware of:

- to work in a healthy and safe environment;
- to be provided with information that adequately describes your roles and responsibilities;
- be provided with an induction prior to commencement as a volunteer;
- to be provided with sufficient information, instruction and training for you to perform your tasks safely;
- to be provided with adequate supervision;
- who to speak to if you have any queries about any aspects of your work.

As a volunteer you also have responsibilities to:

- adhere to safe work practices;
- not adversely affect the safety of others;
- comply with all relevant policies and procedures;
- report any hazards or unsafe work practices to your point of contact (See page 2) and pass on any suggestions that would improve, eliminate or minimise workplace hazards;
- undertake 'Responding to Risks of Harm, Abuse and Neglect - Education and Care' (RRHAN-EC) on-line training for Volunteers;
- Sign in/out at College reception (either Strathspey or McAuley Office) where possible;
- Participate in relevant WHS training programs;
- undertake your mandatory notification obligations, as required;
- hold a current, valid WWCC.

There are a number of important points relating to safety at Mercedes College that you should be familiar with:

### Safe Work

You are only asked to do work which you can perform safely. If you feel that you cannot do a task safely or have any safety issues, please discuss with your point of contact immediately.

### Emergency Procedures

- In the case of an emergency, dial 000;
- Drills are carried out on a random basis throughout the year to ensure all students and staff understand what is expected in an emergency. To improve familiarity with the tones and ensure the system is working, the alarms are also tested regularly;
- Make yourself familiar with the emergency evacuation plan for the area you are working in;
- Should there be a need to evacuate a building, proceed via the safety route directed on the nearest emergency evacuation plan. Proceed to the assembly point on the main oval and sign in your attendance to the 'Visitors/Contractors' sign in station, and then remain on the oval until advised;
- In the case of a fire, do not re-enter the building until instructed to do so by the person in charge (Fire Warden);
- If you are in charge of an activity, you must organise the evacuation of people you are responsible for from the building or area, and check that all persons are accounted for;



- In the case of a 'Lock in', go to the nearest room and secure all doors and windows. Keep away from external windows. Wait for the all clear by the Principal or nominee.

### Alarms

There are 3 alarm tones that could be heard throughout the school during the school day:

1. **Fire Alarm - continuous oscillating bells.** Be alert and prepare to evacuate. If the fire is in immediate area evacuate, otherwise await evacuation tone.
2. **Evacuation – medium duration rising 'whoop – whoop' tone repeated.** Evacuate via designated safety route, closing doors and windows first. Move directly and purposefully. Sign-in your attendance to the 'Visitors/Contractors' sign-in station and then remain on the oval until advised.
3. **Lockdown (Invacuation) – short length flat tone repeated 'reversing truck sound'.** Stay in classroom or move to the nearest building. Lock doors and windows. Turn off lights. Stay away from doors and windows. Get under a desk. Turn mobile phones to silent mode. Be quiet. Wait for the all clear over the public announcement system.

### Reporting

Should you see a hazard, or you are aware of something that might injure you or someone else, or you are involved in an injury, incident or near miss, please report the matter immediately to your point of contact and/or your First Aid contact person (see page 2).

### First Aid

- Dial '9' from a College phone to have First Aid assistance come to you.
- First Aid stations are marked on the Emergency Procedure plans in each room. First Aid Locations are:
  - Strathspey Building
  - Junior School Office
  - McAuley Office Reception
  - Laboratory Office
  - OSHC
  - Sport Office
- If you require First Aid, please report to your First Aid contact person. Your First Aid Contact Person has been identified on the page 2 of this pack. All volunteer injuries must be reported to and recorded by your First Aid contact person.

### Equipment

Mercedes College provides some equipment for your use and, if operating equipment, it is important for volunteers to read and follow any safe operating instructions prior to use. If it is necessary to bring your own equipment, please discuss this with your point of contact.

### Chemicals

You must only use chemicals supplied by Mercedes College. The chemicals used by the College have been assessed for risk prior to use. Make yourself aware of the location of material safety data sheets prior to use. If you have any concerns or require personal protective equipment to use any of these products, please discuss with your point of contact.

### Working Alone and Security

- For safety reasons volunteers are discouraged from working alone;
- Do not leave personal items unattended;
- If leaving the office/buildings outside of the working day, consider the personal safety of yourselves and others.



### **Smoking, Drugs, Alcohol and Your Health**

- Mercedes College is smoke-free. There is no smoking in the buildings or on College grounds;
- Whilst on duty you should be in sufficient physical and mental health to be capable of complying with your duty of care to your colleagues and students;
- You should not be impaired in the carrying out of your duties by reason of alcohol, medication, or an illegal drug.

### **Vehicles**

- Volunteers are not to transport students under any circumstances unless specific permission has been given by the Principal;
- Volunteers will not normally be asked to use their vehicle. If you use your car as part of your volunteer duties, please refer to the College's policies and procedures;
- If you drive a car as part of your volunteer duties, a current driver's license and compliance with registration insurance and safety requirements are required;
- Parking is only permitted in designated areas and drivers must observe the 10 kilometre per hour speed limit, or as otherwise signposted;
- Driving from McAuley Building to Strathspey is prohibited between the hours of 7.45am and 4.45pm.

### **Housekeeping**

Please leave all work areas clean and tidy. Please report any issues with workspaces to the Property and Services Manager.

### **Hygiene**

If unwell, please do not attend site or offsite training or match events. Use hand sanitizer and wash hands regularly.

### **Sun Protection**

It is an expectation that volunteers will adhere with sun protection policies, e.g. wearing of sunscreen and hats when outside.

### **Site specific amenities:**

Your induction will include site specific matters such as:

- Where drinking water is located;
- Bathroom facilities suitable for Volunteer use.

If you have any questions regarding WHS, please contact Melissa Ciplys (Executive Officer: Human Resources) on 8372 3200 or [mciplys@mercedes.catholic.edu.au](mailto:mciplys@mercedes.catholic.edu.au).





## Duty of Care and Child Protection (including mandatory notification)

### Duty of Care

As a volunteer you will play an important role in the education of our children, in partnership with Mercedes College staff. In your relationship with children and young people, you are required to ensure that their physical and emotional welfare is safeguarded, and that your own behaviour is guided by this duty of care.

Please talk to your point of contact or the Principal if you have any questions regarding your duty of care.

### Protective Practices: Professional boundaries

Education and care professions rely on the fostering of positive relationships between adults, children and young people, in ways that do not compromise children's and young people's welfare.

A copy of the 'Protective Practices Guidelines' has been provided at Appendix C. These Guidelines will assist members of the community to maintain professional boundaries. The Guidelines gives examples of boundary violations in communication, personal disclosure, physical contact, place, targeting individual children and young people, role, and possessions.

As a Volunteer, you will find helpful guidance in managing professional boundaries in the Guidelines on:

- working in country/local communities;
- using social networking sites;
- working one-to-one with children and young people;
- managing privacy expectations;
- conducting home visits.

The Guidelines address appropriate physical contact in a range of situations, including:

- assisting or encouraging a child or young person
- good practices with school age children and young people
- good practices with children up to school age.

Non-physical intervention is the recognised means of managing the behaviour of children and young people. Use of verbal instructions is always preferred to physical intervention.

The Guidelines address safe practices when it is legitimate to use physical restraint: that is only where a child's, young person's or adult's safety is threatened.

Education and care staff support children and young people with disabilities or additional needs through individual plans, which take various forms. These plans document the strategies that are to be used in supporting the child or young person and will assist you to ensure your duty of care to the child or young person.

### Policies and Legislation

Conduct representing a breach of legislation includes child abuse and neglect, illegal behaviours and sexual harassment.

### Responding to Risk of Harm, Abuse and Neglect – Education and Care (RRAHN-EC)

In order to Volunteer with Mercedes College, you must complete the 'Responding to Risk of Harm, Abuse and Neglect – Education and Care' (RRAHN-EC) online training module for Volunteers. Information on how to undertake this training can be found on page 17.

### *What is Child Abuse?*

This training will include information on the four types of child abuse, physical, sexual and emotional abuse and neglect.



### *Why report Child Abuse?*

From time to time, volunteers working with children will experience children disclosing sensitive information. Children have limited power to protect themselves from abuse and will only be protected from abuse and neglect if responsible adults take action on their behalf. Reporting child abuse is the first step in stopping the abuse and protecting children from further harm.

### *When to report Child Abuse?*

You are required by law to report child abuse and neglect when you form a suspicion on reasonable grounds:

- A child or young person tells you that s/he has been abused;
- Your own observation of the behaviour of a particular child or young person and/or injuries, or your knowledge of the child generally leads you to suspect that abuse is occurring;
- A child or young person tells you s/he knows someone who has been abused (the child may be referring to her/himself);
- Someone tells you of the abuse who is in a position to provide reliable information (perhaps a relative, friend, neighbour or sibling of the child/young person).

### *What does the law say?*

Volunteers are Mandated Notifiers and obliged by law to notify Families SA if they suspect on reasonable grounds that a child or young person has been or is being abused or neglected and they formed their suspicion in the course of their work (whether paid or voluntary) or in carrying out official duties. Volunteers must notify Families SA of their suspicion as soon as practicable after they form the suspicion.

### *What do you do if you have suspicions or concerns?*

You are not expected to act alone. Always seek guidance and work in partnership with the nominated staff member at the College (normally this would be the person who inducted you as a volunteer). Your role as a Volunteer means you are supported by professionals at the site in meeting your responsibilities as a Mandated Notifier.

Child Abuse must be reported to Families SA. You can make a report online or over the phone as follows:

- [www.reportchildabuse.families.sa.gov.au](http://www.reportchildabuse.families.sa.gov.au);
- Child Abuse Report Line 131478;
- After Hours Crisis Care 131611.



## Privacy Information and Confidentiality

### By you as a Volunteer

In the course of your work as a Volunteer, you may come across sensitive and confidential information. It is essential for you to maintain confidentiality and if concerned, raise the issue with your point of contact or the Principal.

### About Your Privacy

This section provides information about the privacy of Volunteers.

### Privacy Information

1. In applying to volunteer at Mercedes College, you will be providing the College with personal information. We can be contacted at [HR@mercedes.catholic.edu.au](mailto:HR@mercedes.catholic.edu.au) or 8372 3200 if you have any questions or enquiries related to your personal information;
2. If you provide us with personal information, for example your name and address or information contained on your resume, we will collect the information in order to assess your application. We may also make notes and prepare a confidential report in respect of your application;
3. You agree that we may store this information for the period of your volunteer work at the College;
4. The School's Privacy Policy (see Appendix A) sets out how you may seek access to your personal information and how you may complain about a breach of the Australian Privacy Principles;
5. We will not disclose this information to a third party without your consent;
6. We usually disclose your personal information as a matter of routine to the Catholic Education Office for good character screening purposes;
7. We are required to conduct a criminal record check, collect information regarding whether you are or have been the subject of an Apprehended Violence Order and certain criminal offences under Child Protection law. We may also collect personal information about you in accordance with these laws;
8. The School may store personal information in the 'cloud', which may mean that it resides on servers which are situated outside Australia.

If you provide us with the personal information of others, we encourage you to inform them that you are disclosing that information to the College and why, that they can access that information if they wish and that the College does not usually disclose the information to third parties.



## Screening and Training to complete

### Working With Children Check (WWCC)

All volunteers at Mercedes College must hold a valid Working with Children Check (WWCC) and a Catholic Police Clearance before they are permitted to undertake any volunteering work.

### I have not previously held a WWCC or Catholic Clearance OR my clearance has expired

You can apply for a WWCC by visiting <https://screening.sa.gov.au/applications/application-information-for-individuals>. To complete your application you will need:

- Information about your full legal name and any names you may have, including previous names, maiden name, names you have legally changed, aliases and informal names (like nicknames);
- Your current address and 10 years of address history;
- If you are verifying your identity online (100-point check), you will need an Australian driver's licence or permit, plus one of these:
  - Australian birth certificate or extract
  - Australian citizenship certificate
  - Australian passport.

Once you receive confirmation of your clearance, send your email to [policecheck@mercedes.catholic.edu.au](mailto:policecheck@mercedes.catholic.edu.au).

### I have a current WWCC and/or Catholic Clearance

Send your clearance email, letter or copy of your Catholic Clearance card to [policecheck@mercedes.catholic.edu.au](mailto:policecheck@mercedes.catholic.edu.au).

### Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRAHN-EC)

In order to Volunteer with Mercedes College, you must complete the free, 2 hour, online '[Fundamentals course: Responding to Risks of Harm, Abuse and Neglect – Education and Care](#)' (RRAHN-EC).

#### Steps to complete the training:

- Go to [www.plink.sa.edu.au](http://www.plink.sa.edu.au) and create an account. Please ensure that you select the “Non Department for Education staff” option.
- Select and complete the '[Fundamentals course: Responding to Risks of Harm, Abuse and Neglect – Education and Care](#)'. (Note: As a volunteer you are not required to complete the 4-hour Masterclass).
- You will receive a certificate once you have completed the course. Email your certificate to [policecheck@mercedes.catholic.edu.au](mailto:policecheck@mercedes.catholic.edu.au).

### First Aid

If First Aid is a requirement for your role as a volunteer, please provide your First Aid Certificate to [policecheck@mercedes.catholic.edu.au](mailto:policecheck@mercedes.catholic.edu.au).



## Appendix A – Mercedes College Privacy Policy

The privacy policy applies to Mercedes College (“the College”), a registered sub-entity of the Catholic Church Endowment Society Inc (“CCES”), administered by Mercedes College Council. This policy outlines how the College collects, uses and manages personal information that is provided to or collected by the College. Mercedes College is bound by the National Privacy Principles contained in the Commonwealth Privacy Act 1988 (“the Act”).

This privacy policy is available on the College website [www.mercedes.catholic.edu.au](http://www.mercedes.catholic.edu.au). If you require a copy of this policy in a different format, please contact the College directly.

From time to time, the College may review and update this policy to take account of new laws and technologies, changes in the operations and practices of the College and to ensure that the policy remains appropriate to the changing school environment.

### What is personal information?

The Act defines personal information as:

“...information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) Whether the information or opinion is true or not; and
- (b) Whether the information or opinion is recorded in material form or not.”

### What is sensitive information?

Sensitive information can include information or an opinion (which is also personal information) about an individual's:

- (a) Racial or ethnic origin;
- (b) Political opinions;
- (c) Membership of a political association;
- (d) Religious beliefs or affiliations;
- (e) Philosophical beliefs;
- (f) Membership of a professional or trade association;
- (g) Membership of a trade union;
- (h) Sexual orientation or practices; or
- (i) Criminal record.

Sensitive information also includes health information about an individual.

### What kind of personal information does the College collect?

The type of information the College collects and holds includes (but is not limited to) personal information, including sensitive information about:

- students and their siblings, emergency contacts and parents and/or guardians (“parents”) before, during and after the course of a student’s enrolment at the College;
- job applicants, staff members, volunteers and contractors; and
- other people who come into contact with the College for example donors to the School or its associated bodies, ie Mercedes College Old Scholars Association, Mercedes College Parents and Friends Association.

Examples of personal information the College collects and holds may include: names and contact details; education and employment details; identification information or records; credit card and BPay details; credit information; academic results and reports; references; and any other information reasonably necessary for or directly related to one or more of the functions or activities of the College.

The kinds of sensitive information the College collects and holds may include: details of an individual’s health and medical history; race or ethnic origin; religious affiliation; and in the case of volunteers, job applicants, employees and contractors only, details of any criminal record.



### **How does the College collect personal information?**

- Personal information from an individual: The College will generally collect information held about an individual by way of forms completed or written communication received from parents or students, face to face meetings and interviews and telephone calls.
- Personal information provided by other people: In some circumstances, the College may collect personal information about:
  - an individual from a third party, for example a report provided by a medical professional;
  - parents from students and vice versa;
  - individuals identified by parents or students as nominated emergency contacts for a student;
  - an individual from the Catholic Education Office South Australia (“CEO”) or another school; and
  - employees, prospective employees, contractors or volunteers, from police agencies and agencies who complete police checks on the College’s behalf, previous employers, referees and other third parties as and when reasonably necessary.
- If you provide the College with the personal information of others, such as doctors or emergency contacts, the College encourages you to inform them that you are disclosing that information to the College and why, that they can apply to the College to access this information if they wish and that the College will not disclose this information to third parties unless:
  - The College has their permission;
  - The disclosure is permissible under the Privacy Act; or
  - The disclosure is required by law.

### **How does the College hold personal information?**

The College is committed to upholding your right to privacy. College staff are required to respect and ensure the confidentiality of personal information at all times.

Personal information is held by the College in paper and electronic format. The College has in place steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure by use of various methods including but not limited to locked storage of paper records and password access rights to computerised records. The College takes all reasonable steps to ensure that the information it collects and holds is stored securely.

### **What are the purposes for which personal information is collected, held, used and disclosed by the College?**

The College will use personal information it collects for the primary purpose of that collection, and for such other secondary purposes that are normally or might reasonably be related to the primary purpose of collection, or to which an individual has consented. In general, the College will collect, hold, use and disclose personal information for the purposes of providing educational services and related ancillary activities, including marketing and fundraising.

*Students and Parents:* For personal information about students and parents, the College’s primary purpose of collection is to enable the College to provide schooling for the student. This includes satisfying both the needs of the parents and the needs of the student throughout the whole period that the student is enrolled at the College. The purposes for which the College uses personal information of students and parents include:

- to provide schooling and educational services to students and to look after students’ educational, social, spiritual and medical well-being;
- to keep parents informed about matters related to their child’s schooling, through reports, correspondence, newsletters and magazines;
- to assist with pre-enrolment matters, school transfers and day to day administration;
- to seek donations and marketing for the College;
- to enable the College/CCES/CEO to satisfy their respective legal obligations including but not limited to the duty of care and obligations under the Children’s Protection Act 1993 (SA);  to contribute to aggregated data that the CEO or the South Australian Commission for Catholic Schools Incorporated (“SACCS”) may



require from time to time to meet their reporting, planning, contract and funding responsibilities on behalf of schools.

In some cases where the College requests personal information about a student or a parent, if the information requested is not provided, the College may not be able to enrol or continue the enrolment of a student.

*Job Applicants, staff members and contractors:* In relation to personal information of job applicants, staff members and contractors, the College's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the College uses personal information of job applicants, staff members and contractors include:

- to administer the individual's employment or contract as the case may be;
- for insurance purposes;
- to seek funds and marketing for the College;
- to contribute to the aggregated data that the College and CEO use to meet their reporting, planning, contract and funding responsibilities;
- to enable the College and CEO to maintain necessary staff information for entitlements including long service leave, maternity leave, WorkCover and other necessary industrial or employment purposes and for accreditation and funding purposes;
- to satisfy the legal obligations of the College/CCES/CEO as the case may be.

*Volunteers:* The College also obtains personal information about volunteers who assist the College in its functions or conduct associated activities, to enable the College and volunteers to work together.

*Marketing and fundraising:* The College treats marketing and seeking donations for the future growth and development of the College as an important part of ensuring that the College continues to be a quality learning environment in which both students and staff thrive. Personal information held by the College may be disclosed to an organisation that assists in the College's fundraising.

Parents, staff, contractors and other members of the wider College community may from time to time receive fundraising information. College publications (eg. newsletters and magazines) which include personal information may be used for marketing purposes. If the recipient does not wish to receive marketing/fundraising information from the College they are advised to contact the College on (08) 8372 3200.

On occasions, information such as academic and sporting achievements, student activities and similar news is published in the College newsletters, newspapers, magazines and on the College website. Photographs of student activities such as sporting events, school camps and school excursions may be taken for publication in these newsletters, magazines and on the College website.

The College will obtain separate permissions from a parent or guardian of relevant students prior to publication. The College will also obtain separate permissions to publish student and family contact details in a class list or College directory.

The College may disclose personal information, including sensitive information, held about an individual to recipients such as:

- another School within Australia;
- government departments;
- police agencies and agencies who complete police checks such as the Catholic Archdiocese of Adelaide Police Check Unit;
- health service providers including medical practitioners;
- people providing services to the College, including specialist visiting teachers, consultants and sports coaches;



- recipients of College publications (eg. newspapers and magazines);
- the Catholic Archdiocese of Adelaide and the local parish;
- the CEO, CCES and SACCS;
- Catholic Church Insurances;
- Parents; and
- Anyone to whom the individual (or parents of the student) authorise the College to disclose information.

Sometimes the College or the CEO may ask individuals to consent to some disclosures or uses of personal information for certain purposes, either in writing or verbally. In other cases, consent may be implied.

#### **How will sensitive information be treated?**

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless the individual (or parents of the student) agree otherwise, or the use or disclosure of the information is allowed by law.

#### **How can personal information be updated?**

The College endeavours to ensure that personal information it holds is accurate, complete and up-to-date.

- Parents will receive an annual request by the College to update their personal information details and health care information to ensure that the College's records are up-to-date and accurate;
- Individuals are encouraged to update their personal information details by contacting the College at any time using the contact details set out below;

Mercedes College - Reception  
Strathspey Building  
540 Fullarton Rd  
Springfield, 5062  
T: (08) 8372 3200  
E:  
mercedes@mercedes.catholic.edu.au

Mercedes College - Middle and Senior  
School Office  
McAuley Building  
540 Fullarton Rd  
Springfield, 5062  
T: 8372 3241  
E:  
mercedes@mercedes.catholic.edu.au





## Appendix B – ICT Acceptable Use Policy

### Preamble

Mercedes College recognises the powerful contribution that digital technologies (including the Internet and other forms of information and communications technology) can make to the development of human life and culture. The College is committed to providing quality ICT infrastructure and resources to enhance teaching and learning and to be used in harmony with the Catholic ethos of the College and in keeping with Mercy tradition.

### Rationale

This Policy establishes the principles regarding safe, responsible and lawful use of ICT resources and facilities at Mercedes College.

### Scope

This Policy applies to all staff and students of Mercedes College and to other users, such as volunteers and contractors, who are authorised by the Principal, or his or her delegate, to have access to the College's ICT resources.

This Policy covers the utilisation of any ICT resource owned or operated by the College at any time, whether during or outside of school hours, and includes the use of remote access facilities.

This Policy applies to the use of personal ICT devices such as mobile phones, tablets and laptop computers used to access the College's resources.

### Definitions

**ICT** refers to Information and Communication Technologies and includes the provision of hardware, software and access to the Internet.

**Social networking** refers to any internet or intranet website, program, tool or other electronic communication that publishes, posts, shares or discusses information, or allows interaction with others.

**Defamation** refers to any statement (including photographs, media and animations) that can harm another person's reputation.

**Plagiarism** is taking the ideas or writings of others and presenting them as if they were your own.

**Copyright** infringement occurs when there is an unauthorised reproduction of a work that is protected by copyright.

**Personal information** means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. The Privacy Act requires individuals and the College to take reasonable steps to protect the personal information that is held from misuse and unauthorised access.

### Policy Principles

#### 1. Acceptable Use of ICT

1.1. The use of ICT resources must be consistent with the Catholic ethos of the College.

1.2. Users have a responsibility to use resources in an appropriate ethical, safe and lawful manner. This includes:

- Following guidelines for protective practices
- Respecting the rights of copyright owners
- Ensuring intellectual property rights are not violated
- Protecting personal information in accordance with the College's Privacy Policy

1.3. The College's ICT resources are educational and business facilities, to be used primarily for educational purposes.



1.4. All documents and data created and stored on the network will be treated as education-related and are the property of the College. Accordingly, users should not expect that any information or document transmitted or stored on the network is private.

1.5. Personal devices may be used by staff and students if:

- they are used to undertake College business or meet educational requirements in line with ICT acceptable use guidelines
- they are protected with a secure password
- images captured for learning and assessment are removed from the device at the end of the activity
- use of the does not breach other Policies

1.6. Incidental personal use of devices is permitted if the use:

- conforms to College policies and processes
- does not hinder productivity
- does not interfere with learning

1.7. Users must take steps to prevent unauthorized access to ICT resources by maintaining secure passwords and protecting devices from access by other users.

1.8. Any usage of the College's ICT resources for social networking must be strictly in accordance with this Policy and the Social Media Policy.

## **2. Unacceptable Use of ICT**

2.1. The College's ICT resources must not be used for the conduct of private business.

2.2. Users must not use College credentials (including email addresses) for private activities such as banking or subscription services

2.3. Users must not attempt to gain unauthorized access to anyone else's account, device or user information.

2.4. Users must not attempt to defeat any security controls (including installation of any VPN or similar software)

2.5. Users must not use ICT facilities to:

- Injure the reputation of the College and/or the Church in a manner that may cause embarrassment to any member of the College or Church community
- Offend the ethos and values of Catholic teachings
- Send or publish any statement, image or other material that is offense or threatening, or could constitute harassment, discrimination, vilification, defamation or bullying
- Knowingly access, download, store, send or publish any material that is pornographic
- Do anything that is known or reasonably suspected to contravene the law including downloading material in breach of copyright.
- Send or help to send unsolicited bulk email
- Open or download any attachment, or access any link that may be reasonably suspected of containing a virus, malware or other computer contaminant
- Install any unlicensed or non-approved software on computers or communication devices supplied by the College
- Cheat, collude or plagiarise
- Store or download large files for personal use

## **3. Monitoring and Compliance**

3.1. The College will implement and monitor systems to ensure College facilities are protected and used in responsible, safe and lawful ways.



3.2. All users accessing or using ICT resources provided by the College accept that acceptable use will be monitored.

3.3. Breaches of Policy principles and guidelines may result in loss of privileges including loss of access to ICT facilities or further disciplinary procedures as deemed appropriate.

#### **Limitation of Liability**

The College does not guarantee that the functions or services provided by or through its ICT resources will be error-free or without defect.

The College will not be responsible for any damage users or others may suffer including, but not limited to, loss of data or interruptions of service, whether such loss of data or interruptions of service is incurred through a breach of this Policy.

The College is not responsible for the accuracy or quality of the information obtained through, or stored on, College systems.

The College will not be responsible for financial obligations arising through the unauthorised use of provided technology.

#### **Policy links and References**

SACCS ICT Acceptable Use Guideline 1.0 (2018)

Mercedes College Policy on Learning

Mercedes College Social Media Policy

Mercedes College Policy on Academic Integrity

Mercedes College Safe School Policy

Mercedes College Protective Practices Guidelines (2019)

eSafety: games, apps and social networking <https://www.esafety.gov.au/key-issues/esafety-guide>

Australian Federal Police ThinkUKnow: Cyber safety and security guide <https://www.afp.gov.au/what-we-do/campaigns/thinkuknow>



## Appendix C – Protective Practices: Information for School Volunteers

Protective Practices for staff in their interactions with children and young people Guidelines for staff working or volunteering in education and care settings

### Duty of Care

Volunteers play an important role in the education of our children in partnership with the staff of our schools.

In their relationship with children and young people, all staff (including volunteers) are required to ensure that the physical and emotional welfare of children and young people is safeguarded, and that their own behaviour is guided by this duty of care.

### Professional boundaries

Education and care professions rely on the fostering of positive relationships between adults and children and young people, in ways that do not compromise children's and young people's welfare.

The Protective Practices Guidelines will assist volunteers to maintain professional boundaries. The Guidelines give examples of boundary violations in:

- Communication
- Personal disclosure
- Physical contact
- Place
- Targeting individual children and young people
- Role
- Possessions

Information is included in the Responding to Abuse and Neglect: Education and Care (RAN:EC) induction session for Volunteers.

### Guidance for staff in managing professional boundaries

Volunteers will find helpful guidance in the Guidelines on:

- Working in country/local communities
- Using social networking sites
- Working one-to-one with children and young people
- Managing privacy expectations
- Conducting home visits

### Appropriate physical contact and non-physical intervention in managing behaviour

The Guidelines address appropriate physical contact in a range of situations, including

- assisting or encouraging a child or young person
- good practices with school age children and young people
- good practices with children up to school age.

Non-physical intervention is the recognised means of managing the behaviour of children and young people. Use of verbal instructions is always preferred to physical intervention.

The Guidelines address safe practices when it is legitimate to use physical restraint: that is where a child's or young person's or adult's safety is threatened.



### **Working with children and young people with additional needs or disabilities**

Education and care staff support children and young people with disabilities or additional needs through individual plans, which take various forms. These plans document the strategies that are to be used in supporting the young person, and will assist staff to ensure their duty of care to the child or young person.

### **Policies and Legislation**

Conduct representing a breach of legislation includes:

- Child abuse and neglect
- Illegal behaviours
- Sexual harassment

The school or site where you volunteer will have policies and/or procedures which may be relevant to your induction to ensure the safety and protection of children, young people, volunteers and staff, and that the volunteer experience is enjoyable, respectful and satisfying. These will include:

- Responding to Abuse and Neglect:
- Education and Care (RAN:EC)
- induction
- Work, Health and Safety
- Behaviour Education
- Prevention and management of
- bullying
- Excursions and camps

### **Guidelines for Schools, Preschools and Out of School Hours Care**

<https://www.education.sa.gov.au/doc/protective-practices-staff-their-interactions-children-andyoung-people>

(Refer to page 11- 15 of the 'Guidelines for Schools, Preschools and Out of School hours Care' for information on maintaining professional boundaries with children/young people and examples of boundary violations.)

### **Catholic Education SA Responding to Abuse and Neglect - Education and Care**

<https://online.cesa.catholic.edu.au/docushare/dsweb/View/Collection-5128>

### **Responding to Abuse & Neglect -Education and Care Training: Volunteer's handbook (for use in the induction program)**

[https://online.cesa.catholic.edu.au/docushare/dsweb/Get/Document-25173/20190215\\_updated+ranec\\_induction\\_session\\_for\\_volunteers\\_handbook\\_HU.pdf](https://online.cesa.catholic.edu.au/docushare/dsweb/Get/Document-25173/20190215_updated+ranec_induction_session_for_volunteers_handbook_HU.pdf)

### **The Federation of Catholic School Parent Communities SA**

The Federation of Catholic School Parent Communities SA is an active voice for families with children in South Australian Catholic Schools.

Phone: 08 8301 6685

Website: <https://www.parentfederation.catholic.edu.au/>

### **Catholic Education SA System Safeguarding and Development Team**

116 George Street

Thebarton SA 5031

8301 6600