

## Chapter 7: Planning for student safety

The safety and welfare of students are key considerations in planning for and implementing the Community Service Program. School staff must ensure that all reasonable steps are taken to identify and minimise any risks associated with activities undertaken as part of the Community Service Program.

Community Service Programs developed by schools may include activities carried out on the school site as well as those that occur in service organisations off the school site. They may also include parent-organised activities as well as school-organised activities.

The responsibilities of school staff and parent/guardians in organising community service activities are outlined in the *Community Service Program: Procedures and Guidelines* which is available on the Department of Education and Training website ([policies.det.wa.edu.au/](http://policies.det.wa.edu.au/)).

The *Community Service Program: Procedures and Guidelines* contextualise the requirements of the Department of Education and Training's Duty of Care for Students and Excursions policies for community service.

Central to the process of ensuring student safety and welfare for community service activities is the development of service activity management plans as outlined in the *Community Service Program: Procedures and Guidelines*.

An example of a management plan prepared by one of the pilot schools for an off-site community service activity is included in Appendix 7.1. Other examples can be found in the Community Service section of the Behaviour Standards and Wellbeing (intranet via: [bswb.det.wa.edu.au/](http://bswb.det.wa.edu.au/) or external: [det.wa.edu.au/behaviourandwellbeing](http://det.wa.edu.au/behaviourandwellbeing)).

### Tips for preparing the service activity management plan

Documentation of the community service activity in the service activity management plan can initially be quite time consuming. The *Procedures and Guidelines* help streamline the process by providing template letters for informing parents and gaining parental consent (see appendices E – K in the *Community Service Program: Procedures and Guidelines*). An example of a service activity management plan is provided in Appendix 7.1 to help with the preparation of such plans. A template to assist your planning is provided in Appendix 7.2. Additional examples of service activity management plans and the template are available on the website (intranet via: [bswb.det.wa.edu.au/](http://bswb.det.wa.edu.au/) or external: [det.wa.edu.au/behaviourandwellbeing](http://det.wa.edu.au/behaviourandwellbeing)).

It may be possible to duplicate information from one service activity management plan to another. For example the communication strategies may be the same for a number of



“I got more confidence and patience, it is nice because instead of being taught you're teaching someone”.

Student, metropolitan high school

## COMMUNITY SERVICE PROGRAM

activities. However, care should be taken to ensure that generic statements are appropriate to the particular situation for which they are being used.

### **Appendix 7.1: Example of a service activity management plan**

The example of a service activity management plan is for a Community Service Program activity at a Seniors' Day Centre managed by a metropolitan Council. The plan was prepared by the Community Service Program Coordinator from Mirrabooka Senior High School with advice and support from the Principal Consultant, Pastoral Care and Extra Curricular Activity and the Principal Consultant, Community Service from The Behaviour Standards and Wellbeing Directorate at the Department of Education and Training (DET).

The plan complies with the requirements of the *Community Service Program: Procedures and Guidelines* which outlines the Department's policy and guidelines for risk management for the Community Service Program.

#### **Contents of Appendix 7.1:**

- The plan itself is on pages 1-4
- The letter sent to parents to obtain informed consent for their child's participation in the Community Service Program activity involved (developed from Appendix J from the *Procedures and Guidelines*) is on pages 5-8. The text in bold has been copied from the Service Activity Management Plan. The Parent/Guardian consent form which must be returned to the school is on page 8.
- The student Health Form (Appendix B: *Procedures and Guidelines*) that parents have to complete and return with the Parent/Guardian Consent Form is on pages 9-10.

### **Appendix 7.2: Template service activity management plan**

Schools may wish to use this template when preparing their plans. The template can also be found on the CD-Rom and on the Behaviour Standards and Wellbeing website (intranet via: [bswb.det.wa.edu.au/](http://bswb.det.wa.edu.au/) or external: [det.wa.edu.au/behaviourandwellbeing](http://det.wa.edu.au/behaviourandwellbeing)).

## Appendix 7.1: Example of a service activity management plan



Department of  
Education  
and Training



### COMMUNITY SERVICE PROGRAM (Name) DAY CARE CENTRE SOCIAL ACTIVITIES WITH SENIOR CITIZENS

Picture of Day Centre (Optional)

#### **Purpose of the service activity**

The Community Service Program aims to:

- develop a culture and ethos of service in secondary schools;
- provide opportunities for students to exercise responsibility and develop leadership skills by solving real-life problems;
- provide opportunities for students to learn first-hand through helping others;
- benefit students and the wider community; and
- recognise the contribution of students who already participate in service activities in their own time.

This activity will enhance the students' understanding and appreciation of the needs of senior citizens in our local community.

#### **1. The risks**

##### *1.1 The environment*

All activities will be conducted at the (name) Day Care Centre which is located at (address; telephone no.).

The complex has been purpose-built to address the needs of both clients and staff. It is a certified Service Facility, with certification ensuring that all health/work and safety regulations are adequately addressed.

The centre caters for independent senior clients.

A site inspection was conducted by (name of Community Service Program coordinator) on (insert date).

##### *1.2 Transport arrangements*

Transport will be provided by the school via the school bus. The driver, (name of Community Service Program coordinator), a teacher at the school, holds the appropriate licence (HR class with F endorsement) which has been photocopied and lodged with the Principal.

The school buses have been regularly maintained and comply with all safety requirements as per the licence requirements.

##### *1.3 Students' capacity*

Axxxx Bxxxx and Lxxxx Mxxxx have been allocated to the Centre. Both students have been selected because of their maturity, capacity to participate and expressed interest as per the 'Student Audit' process. They will be required to assist centre staff in supporting senior citizens in their social activities. Possible activities include art/craft, indoor golf, indoor bowls, quiz and cards.

Up to date information regarding student medical conditions has been obtained. Axxxx Bxxxx and Lxxx Mxxx have NO declared medical issues or disabilities.

#### *1.4 Skills of the supervisor(s)*

The students will be supervised by Officers at the (name) Day Care Centre. The Supervisor in Charge of the Centre is (name).

All Officers allocated to the Centre have a current First Aid Certificate. As a condition of employment, all Officers have Police Clearance Certificates and are approved via the policies/procedures of the (name of local government authority). All Officers are also qualified and have relevant skills which have been certified by the agency.

Officers have agreed to supervise students and are aware of their duty of care responsibilities.

#### *1.5 The service organisation*

In order to determine the suitability of the organisation, a meeting with both the Director (name) and Manager (name) of Community Development was attended by (name of Community Service Program coordinator) on (insert date).

The required level of Public Liability Insurance was confirmed, as was certification of the venue. Appropriate procedures pertaining to health and occupational safety have been approved through the certification process.

### **2. Supervision strategies**

Both students will be actively supervised by relevant Officers at all times.

### **3. Identification of Community Service Program participants**

Both students will wear their school uniform and they will be provided with a name tag at the Centre identifying their first name ONLY. The tag will be removed once they leave the Centre.

### **4. Information to parents/guardians for their consent**

See attached.

### **5. Communication strategies**

The Supervisor in Charge will be provided with the mobile phone number of (name of Community Service Program coordinator). All communication between the Centre and the school, other than in the case of an emergency, will be via the Community Service Program coordinator.

All communication between the Community Service Program students and the Supervisor in Charge (name) will be conducted at the Centre.

### **6. Emergency response planning**

In the event of a non medical emergency, action will be taken in accordance with (name of Council) emergency procedures.

Parents will be required to provide the Supervisor in Charge with emergency contact details. In addition to the mobile contact details of the Community Service Program coordinator, the Supervisor in Charge will also be provided with the mobile phone number of the Deputy Principal, (name).

In the case of a medical emergency, the Supervisor in Charge will make every effort to contact the student's parents and the school for advice about the action to be taken. However, if the student's medical condition is serious or life is threatened, the Supervisor in Charge will seek medical assistance prior to notifying the parents and the school.

### **7. Briefing for students and service organisation**

In March 2006 all students participated in an 'AUDIT' process to identify interests, personal details, student rights and responsibilities.

All students also attended a briefing where the following topics were discussed:

- The concept of community service
- Nature of the program
- Rights and responsibilities
- Planning and preparation strategies for service in an agency
- Coping strategies, including complaint procedures

Prior to engaging in service activities, all students allocated to any (name of local government authority) program MUST attend an orientation session conducted at the City under the direction of the appointed Officer.

A briefing session was also held with both the Director (name) and Manager (name) of Community Development on (insert date). Key issues discussed included duty of care, public liability, roles of staff, communication, emergency procedures, confidentiality and risk factors.

### **8. Records**

Relevant records will be retained in the Student Services Centre. These will be:

- Description of activity
- Location
- Information to parents for their consent
- Medical records
- Audit document

It will be the responsibility of all students to maintain their Community Service Booklet record.

All booklets MUST be handed in to the Community Service Program coordinator for recording onto the SIS system.

All claims MUST be signed off by the Community Service Program coordinator to be a valid record of service, time, experience, agency, and activities undertaken.

### **9. Approval**

A Checklist for Service Activity Management Plan has been signed by the Community Service Program coordinator and is attached for endorsement.

**This management plan has been completed in accordance with the available information either supplied or witnessed at the time in accordance with the policy framework according to the Department of Education and Training.**

**Community Service Program coordinator:** \_\_\_\_\_

**Date:** \_\_\_\_\_

I am satisfied that the management plan meets the requirements of the Procedures and Guidelines for the Community Service Program.

I approve this service activity.



Dear Parent/Caregiver

RE: Community service

A Community Service Program is being introduced into all public schools in 2007. This will require all students to complete a minimum 20 hours of voluntary community service over Years 10 and 11.

The Community Service Program aims to:

- develop a culture and ethos of service in secondary schools;
- provide opportunities for students to exercise responsibility and develop leadership skills by solving real-life problems;
- provide opportunities for students to learn first-hand through helping others;
- benefit students and the wider community; and
- recognise the contribution of students who already participate in service activities in their own time.

A pilot of the program is being conducted in 10 schools in 2006. Year 10 students from this school are participating in the Community Service Program pilot.

As part of the program, your child will be undertaking service activities with community groups organised by the school.

Your child has accepted to do community service in the following program, **ASSISTING (name of Council) officers in the provision of activities for seniors at the (name) Day Care Centre.**

**Activity(s) to be undertaken by students**

They will be required to assist centre staff in supporting senior citizens in their social activities. Possible activities include art/craft, indoor golf, indoor bowls, quiz and cards.

**Date(s)**

**Commencing Week 3 of Term II and concluding Week 10, every Monday during session 3 to 5.**

**Location**

All activities will be conducted at the (name) Day Care Centre which is located at (address; telephone no.)

The complex has been purpose built to address the needs of both clients and staff. It is a certified Service Facility, with certification ensuring that all health/work and safety regulations are adequately addressed.

The centre caters for independent senior clients.

**Transport arrangements**

Transport will be provided by the school via the school bus. The driver, (name of Community Service Program coordinator), a teacher at the school, holds the appropriate licence (HR class with F endorsement) which has been photocopied and lodged with the principal.

The school buses have been regularly maintained and comply with all safety requirements as per the licence requirements.

### **Itinerary**

Students will be transported via school bus every Monday commencing Week 3 during Term II and concluding Week 10. Session will be from 3 to 5.

### **Student contact arrangements during community service program**

The Supervisor in Charge will be provided with the mobile phone number of (name of the Community Service Program coordinator). All communication between the Centre and the school, other than in the case of an emergency, will be via the Community Service Program coordinator.

All communication between the community service program students and the Supervisor in Charge (name) will be conducted at the Centre.

### **Supervision to be provided**

The students will be supervised by officers at the (name) Day Care Centre. The Supervisor in Charge of the Centre is (name).

All officers allocated to the Centre have a current First Aid Certificate. As a condition of employment, all officers have Police Clearance Certificates and are approved via the policies/procedures of the (name of Council). All Officers are also qualified and have relevant skills which have been certified by the agency.

Officers have agreed to supervise students and are aware of their duty of care responsibilities.

### **Staff/service organisation supervisor action in case of accident or illness during Community Service Program activities.**

In the event of a non medical emergency, action will be taken in accordance with (name of Council) emergency procedures.

Parents will be required to provide the supervisor in charge with emergency contact details. In addition to the mobile contact details of the Community Service Program coordinator, the supervisor in charge will also be provided with the mobile phone number of the deputy principal, (name).

In the case of a medical emergency, the supervisor in charge will make every effort to contact the student's parents and the school for advice about the action to be taken. However, if the student's medical condition is serious or life is threatened, the Supervisor in Charge will seek medical assistance prior to notifying the parents and the school.

### **Special clothing or other items required**

Students will wear their school uniform and they will be provided with a name tag at the centre identifying their first name ONLY. The tag will be removed once they leave the centre.

### **Note**

Staff accompanying students on Community Service Program activities will take all reasonable care while the students are in their charge to protect them from injury and to control and supervise their behaviour and activities. Parents/guardians should be aware that staff members are not responsible for injuries or damage to property which may occur during Community Service Program activities where, in all circumstances, staff have not been negligent.

Parents are required to inform the Community Service Program coordinator well before the scheduled dates of a Community Service Program activity of any change to their child's health and fitness so that appropriate supervision may be arranged. Where it is considered necessary, school staff will arrange medical assessment and treatment for students.

**Personal accident and public liability cover**

Students undertaking Community Service Program activities organised by the school as part of the school program will be covered by Risk/Cover/Department of Education and Training for personal accident and public liability insurance.

Personal accident cover is for bodily injury, death or disability, whether permanent, partial or temporary, caused by an accident.

The limit of the liability provided under the personal accident cover is limited to a capital sum equivalent to the Workers Compensation prescribed amount as at 30 June of the calendar year.

The cover itself is a “gap” cover which will respond to costs above and beyond what is covered by a student’s private health insurance or Medicare. In addition to medical expenses the cover also provides for home tutorial expenses, vocational rehabilitation expenses and funeral costs as set out in the schedule of payment.

The Department of Education and Training’s public liability cover extends to students on endorsed volunteer programs and is for claims for injury or death to a third party and/or loss or damage to the property of a third party where the student has been deemed legally liable.

Please complete the attached consent and medical form that is to be returned to the school Monday May 8.

Yours sincerely

(names)  
Community Service Program Coordinators



**Parent/guardian consent form**

Consent form for **Assisting (name of Council) officers in the provision of activities for seniors at the (insert name)**

Service activity to be returned signed to the school by (insert date)

Home Telephone: \_\_\_\_\_ Work Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

I have read and understood the information regarding the service activity that will commence Week 3 of Term 2 and give my consent for my son/daughter \_\_\_\_\_ to participate.

**Signature of parent/caregiver:** \_\_\_\_\_

**Date:** \_\_\_\_\_



**Excursion:** ASSISTING (name of local government authority) Officers in the provision of activities for Seniors at the (name)

**Excursion date:** The activity will be on (date) between the hours of (time).



**1.1 Strictly Confidential**

This information, which is required for each student participating on the excursion, will assist the school and supervising staff in the preparation and planning of the excursion.

**1.1.1 Student Details**

Student's name: .....  
Date of Birth: .....  
Parent/Guardian's full name: .....  
Address: .....  
Postcode: .....  
Work: .....  
Telephone No. Home: .....  
Mobile: .....  
Family Doctor: ..... Telephone #: .....

**1.1.2 Medical Details**

Is your child subject to seizures, fainting, epilepsy, diabetes or any other condition that may affect his/her safety during the excursion?

YES  NO  [Please place an X in the appropriate box]

If 'YES', please give details: .....  
.....  
.....

**Is your child allergic to:**

Penicillin	<input type="checkbox"/>	Please give details	
Any other drug	<input type="checkbox"/>		
Any food	<input type="checkbox"/>		
Other	<input type="checkbox"/>		

Date of last Tetanus vaccination: .....

**1.1.2.1 Medication**

**Parents/guardians are requested to make arrangements with the teacher in charge for the safekeeping and handling of medications prior to the excursion.**

Is your child presently taking tablets and/or other forms of medication? YES  NO

Does your child self administer the medication? YES  NO

[Please place a X in the appropriate box]

If 'YES', state the name of the medication, the dosage and the frequency of use:  
.....

**1.1.2.2 Other Information**

Please provide any other information about your child which will enable the organizers of the excursion to provide better care for your child.  
.....

# COMMUNITY SERVICE PROGRAM

## Appendix 7.2: Template service activity management plan

### Service activity management plan

Service Activity:

Purpose: Fulfils the aims of the Community Service Program

<b>1. Assess the risk</b>
<b>Assess the environment</b>
The site(s) has been assessed and is considered appropriate for the service activity.
<b>Assess the transport arrangements</b>
Arrangements have been made for the safe transport of service activity participants.
<b>Assess the students' capacity</b>
<ul style="list-style-type: none"><li>• The service activity is suitable for the students' capacity.</li><li>• Provision has been made for any student with special needs.</li><li>• Up-to-date information regarding student health care maintenance and/or intensive health care needs has been obtained.</li></ul>
<b>Assess the capabilities of the supervisory team</b>
Collectively the supervisory team has the skills to: <ul style="list-style-type: none"><li>• identify and establish a safe activity environment</li><li>• effect a rescue and/or render emergency care</li><li>• monitor weather and environmental conditions before and during activities</li><li>• monitor the physical well being of the students.</li></ul>

<p><b>Assess the service organisation</b></p>
<ul style="list-style-type: none"> <li>• Suitability of the service organisation is established.</li> <li>• Responsibilities of the school staff and service organisation have been established.</li> <li>• Service organisations hold the appropriate level of public liability insurance.</li> </ul>
<p><b>2. Establish supervision strategies</b></p>
<p>Supervision strategies have been established.</p>
<p><b>3. Develop means of identifying service activity participants</b></p>
<p>Systems for identifying Community Service Program participants have been established.</p>
<p><b>4. Provide information and seek consent</b></p>
<p>Parents/guardians of student participants have been provided with full details of the service activity. Student participation is subject to receipt of the signed consent form.</p>
<p><b>5. Develop communication strategies</b></p>
<p>Appropriate methods of communication, including emergency signals, have been developed.</p>

# COMMUNITY SERVICE PROGRAM

<b>6. Complete emergency response planning</b>
An appropriate emergency response plan has been developed or obtained. The Community Service Program coordinator has a list of the names of participating students, contact telephone numbers, student medical information and relevant health information of supervisors.
<b>7. Brief students and service organisation</b>
Students and supervisors have been/will be fully briefed on responsibilities and obligations.
<b>8. Retain records</b>
Relevant service activity details will be retained.
<b>9. Gain approval</b>
Appropriate approvals have been gained.

## COMMUNITY SERVICE PROGRAM

This service activity management plan was prepared by \_\_\_\_\_

Community Service Program coordinator \_\_\_\_\_

Date\_\_\_\_\_

*I am satisfied that the management plan meets the requirements of the Procedures and Guidelines for the Community Service Program.  
I approve this service activity.*

Principal\_\_\_\_\_ Date\_\_\_\_\_

# COMMUNITY SERVICE PROGRAM