

# Fact Sheet Key Messages Guide

## Contractors, visitors and volunteers

### Background

Part of the department's obligation to meet compliance against a range of legislations including Work Health and Safety and Public Sector Ethics Act requires a consistent approach to the management and induction of contractors, volunteers and visitors who provide services to schools and the department. To address this responsibility, the department launched the Mandatory All-Staff Training Key Messages guide.

The department has a wide range of people visiting department schools and sites for a multitude of reasons. The department is committed to maintaining a safe environment for everyone. Part of this commitment involves providing relevant information to ensure everyone is well informed and has access to further information as required.

The information provided in the Key Messages guide covers important messages and responsibilities contractors, volunteers and visitors need to be aware of.



## Definitions

For the purpose of this Key Messages Guide, a contractor, volunteer or visitor

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| <p>A <b>contractor</b> * is an individual contracted to perform specific tasks for the department. A contractor may be engaged to perform operational services or professional services. For example, electrician, plumber, garden maintenance or IT/AV supplier.</p> <p><u>*Note:</u> Building Asset Services (BAS) contractors are not required to complete the Key Messages guide. A valid BAS induction card demonstrates that the contractor is compliant and able to work at a departmental location.</p> | <p>A <b>volunteer</b> is an individual who works without payment and acts under the direction and supervision of the school. For example, <b>*vocational/tertiary placement student</b>, P&amp;C member, tuckshop, uniform shop and bookshop workers, community volunteers, mentors for students or parent helpers.</p> | <p>A <b>visitor</b> is an individual who provides a service on a regular basis to the school or the department. For example, speech pathologist, school-based youth health nurse, sports coaches, school chaplain or religious education teachers.</p> |
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\*Note: A **vocational/tertiary placement student** is an individual enrolled in a vocational education or university program undertaking a clinical or practical placement in order to meet the requirements of their program.

This does not include enrolled school students undertaking vocational/tertiary study.



## Mandatory All-Staff Training program

### Overview of Key Message Guide Process

| <b>Supervisors, managers and or principals</b>   | <b>Volunteers, contractors and or visitors</b>   |
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| <p>Provide access to the Key Messages guide either electronically or hard copy</p> <p>Record completions using preferred method (e.g.: OneSchool, spreadsheet or the Key messages attendance register template).</p> <p>Retain records of contractors, volunteers and visitors completion for future reference and/or audit purposes.</p> <p>Sign and date the Record of Completion section in the Key Messages guide.</p> <p>Inform contractor, volunteer or visitor to retain their Key Messages guide for future reference.</p> <p>Provide and collect feedback forms. Send forms to Learning and Professional Development via post (PO Box 15033, City East QLD 4002) or scan and <a href="#">email</a>.</p> <p>Accept correctly completed, dated and endorsed Record of Completions from contractors, volunteers or visitors who come to your site (valid for 12 months).</p> | <p>During or prior to the visit to a department facility review the Key Messages guide</p> <p>Complete, sign and date the declaration page in the Key Messages guide.</p> <p><b>Please note:</b> If the visitor is a vocational/tertiary placement student under the age of 18, the declaration page needs to be signed by a parent or caregiver.</p> <p>Complete and submit the feedback form provided by the supervisor, manager or principal from the Department of Education.</p> <p>Ensure Record of Completion (contained in the key messages guide) has been signed by the department supervisor, manager or principal.</p> <p>Retain Key Messages guide for future reference.</p> <p>Retain Record of Completion slip for a period of 12 months and produce upon request at any department location.</p> |

