



Safer Schoolies – Volunteer Information Sheet

The Safer Schoolies team welcomes you to the Safer Schoolies Gold Coast Response (Safer Schoolies Response).

You are making a difference to the lives of young people – safeguarding them in their time of need.

Your role

- Carry out your designated role to the best of your ability, whether it be street/beach patrols, issuing wristbands or helping in the Volunteer Hub.
 - Assist young people who are suffering from, or at risk of, physical, psychological, or emotional harm - in need of any other relevant support.
 - Always follow the Safer Schoolies Referral Pathways when assisting someone in need.
 - Take responsibility for any equipment provided as part of the Safer Schoolies Response and return all equipment at the completion of your volunteer shift.
 - Work collaboratively with other volunteers and all organisations involved with delivering the Safer Schoolies Response and act in the best interests of young people.

Volunteer Requirements

- 19 years or over
- current Blue Card
- complete the online Safer Schoolies training course (about 30 minutes)
 - agree to the Queensland Government Code of Conduct, Image Consent and follow work health and safety obligations as outlined below.

Uniform

- For new volunteers, a Safer Schoolies t-shirt will be provided prior to your shift.
 - Wear comfortable walking shoes and black knee length shorts or long pants.

Parking

- For volunteers on shift during the Response, free parking is provided at Bruce Bishop car park.

Important tips

Know when your shifts are and sign in at the correct location

a. Volunteer Hub - on the beachfront corner of Elkhorn Avenue and Surfers Paradise Esplanade. If you're unsure, look for our large volunteer flags.

b. Wristband Centre Cypress Avenue car park – the Volunteer Sign-In tent is located to the right near the entrance via Surfers Paradise Boulevard. To help guide you, look for volunteer signage.

- If you need to contact the Safer Schoolies team ahead of your shift, call 07 3514 3434.
- Carry only bottled water during your rostered shifts (volunteers are not to carry tea or coffee).
- Free snacks and light refreshments for volunteer breaks will be available in the Volunteer Hub.
- Leave valuables at home as we don't have secure lockers.
- Wear disposable gloves when using vomit bags (we provide these)
- Always remain in your volunteer support team – keep within a few metres and take a break
- Respect the diversity of young people and their choices.

1. General policies

Create and encourage a safe and supportive environment for young people. You are NOT:

- Police or security personnel.
- To break up, intervene or become involved in any anti-social or physical altercations.
- To run or jog.
- To confiscate alcohol or illegal items.

2. Workplace Health and Safety

You have a work health and safety obligation to yourself and to others. It is compulsory that you:

- Ensure you are fit for duty (stay at home if you feel unwell) and can complete work tasks safely.
- Advise managers where a personal medical condition, injury or disability may put you or others at risk while undertaking your duties.
- Operate only within your position scope.
- Comply with instructions given for work health, safety, and wellbeing at work.
- Use personal protective equipment if we (or your contracted organisation) provide it.
- Promptly report any unsafe work practices, health, and safety hazards and any “near miss” incidents.
- Promptly report any injuries and/or accidents and complete an incident report with your supervisor.
- Do not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety.
- Do not wilfully place others at risk.
- Do not wilfully injure yourself.

3. Support

When providing support to a young person during the Safer Schoolies Response:

- Acknowledge the needs of the individual.
- Actively listen and respond with empathy, support and guidance.
- Use the Referral Pathways to refer young people to the appropriate support service.
- Be aware of the young person's physical space and appropriate physical contact.
- Work as part of a team and communicate effectively with your colleagues. The choice of action is up to the individual, unless the situation is life-threatening, or poses a serious risk of harm to self or others. If confronted with substance affected young people only operate within the scope of your volunteer role and follow the Referral Pathways.

4. Ethical Conduct

Whilst on duty, volunteer personnel must NOT:

- Smoke or vape.
- Use, possess, or be under the influence of alcohol or illegal drugs.
- Verbally harass or abuse any person or use profanity.
- Take photos of young people on your own device, however, you are permitted to take the photo of a young person if it's with their device and at their request.
- Talk directly with media representatives or comment on social media in an official capacity.
- Publish photos, procedures, or any Safer Schoolies materials.
- Use your position with Safer Schoolies to take advantage of a young person.

Thanks for working with us and making a positive difference ... see you soon