

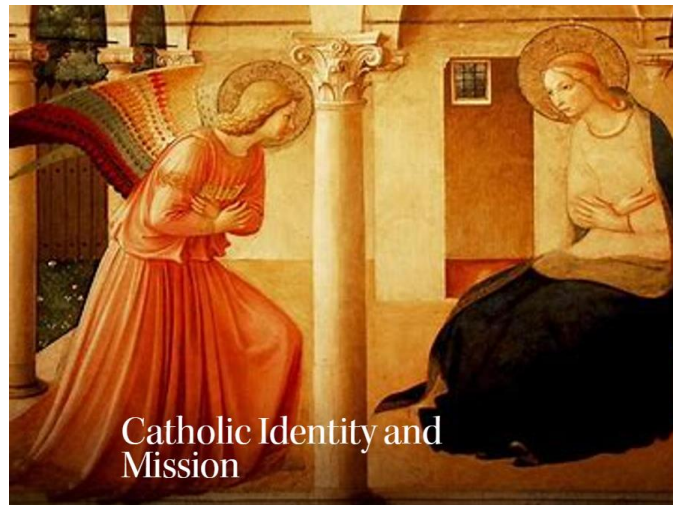


# Volunteer Handbook



**This booklet is yours to keep. It has been written to provide you with information on what you need to know before starting as a volunteer and as a resource you can go back to at any time.**

**2023**



### **School Vision Statement**

*We are faith-filled heart people,  
who value relationships,  
pursue excellence in learning,  
living the gospel message of love.*



**Thank you for your support of our vision statement and  
living it out through your volunteering and involvement in  
our school community.**

## Welcome

Thank you for your willingness to become a volunteer at our school.

Volunteers play an important role in the education of children and young people in partnership with the staff of Catholic schools. 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.

It is important that your involvement and participation in our school is rewarding and a mutually beneficial experience. As part of our extended community and to support our commitment to the protection and care of all children and young people and the safety of all staff, all volunteers are required to hold a current and valid Working with Children Check (WWCC) and to complete a short on-line course Responding to Risks of Harm, Abuse and Neglect – Education and Care (Volunteers RRHAN-EC - Fundamentals).

The induction process also addresses Work Health and Safety, and Protective Practices. Together, these induction components aim to ensure the physical and emotional wellbeing of children and young people and the safety of our volunteers.

CESA's COVID-19 Vaccination Policy has adopted a 'personal responsibility' approach that strongly encourages vaccination but does not require it to work as a volunteer in most CESA workplace settings (except a few 'high-risk' settings where up-to-date vaccination will be required).

Volunteers may be asked to provide two referees. If you have had regular involvement in the school, please provide the names of two staff members who know you. If you are new to the school, you are requested to provide the names of two professional referees (e.g., previous employer, doctor, lawyer, JP, teacher etc.).

As a volunteer you will be required to:

- Complete CESA Application Package and CESA Volunteer Declaration
- Hold a valid and current Working with Children Check (this can be request for you by the school and is at not cost to you)
- Complete the Volunteers RRHAN-EC -Fundamentals and provide the completion certificate to the school
- Be properly inducted, including Work Health and Safety, Duty of Care and Child Protection (RRHAN-EC; Mandatory Notification; Protective Practices)
- Observe confidentiality and privacy
- Observe school policies
- Comply with the Code of Conduct for Volunteers

Once again, thank you for becoming a volunteer at our school and welcome to our community. We trust your experience as a volunteer will be rewarding for you.

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# 1. St Gabriel's Volunteer Policy

We at St Gabriel's know that volunteers make an invaluable contribution to the school community by giving their time and sharing their skills and expertise. Our commitment to you as a volunteer is to:

- Support you in gaining any of the necessary clearances and training you need to obtain before becoming a volunteer.
- Ensure you are treated with honesty, integrity, courtesy, compassion, and respect for both you and your cultural heritage.
- To provide you with an environment free of bullying, discrimination, or any form of harassment while you are volunteering for the school.
- Treat any concerns you raise in a confidential and supportive way and to provide appropriate recognition.
- Keep all information provided by you to become a volunteer in accordance with the Australian Privacy Act 1998.
- Comply with all other Federal, State, and local laws relevant to volunteers.

## 2. 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 May 2020)*

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 of 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 around their 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 their 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 their role as a volunteer, and in a fit state to work.

*Some of these requirements are explained in more detail in this handbook.*

### **Acceptable Use of ICT**

- All students, staff and volunteers are required to use IT facilities in an acceptable and appropriate way.
- Use of IT including emails generated belongs to the school and must be appropriate for a Catholic School.
- If someone accesses inappropriate or offensive material, please inform the teacher, or School Leadership immediately.

## **3. Volunteer roles and tasks**

Volunteers often have a broad range of interests and abilities that complement school programs. Parents / Caregivers / Community members are welcome to volunteer be involved in activities such as:

### **Reading**

- Listening to student's reading in the classroom.
- Show encouragement whilst listening to reading.
- Provide feedback to teachers if required.

### **Cooking**

- Assist in the preparation and the cooking of food.
- Keep work areas clean and tidy.
- Use Personal Protection Equipment provided such as gloves and aprons.

### **Classroom Activities**

- These activities will be varied but may include numeracy, art & craft, cooking, literacy sessions etc.
- Follow the teacher's instructions and provide feedback if required.
- Assist in keeping work areas tidy if necessary.

### **Excursions**

- You will need to follow the teacher's instructions.
- You may be responsible for a small group of children.
- Be prompt for the bus/train transportation.
- Wear suitable attire for the excursion.
- If children go swimming as part of the excursion, parents are able to assist their own child to dress but will only assist other children with shoes and socks.

### **Learning Assistance Programme**

- Be assigned a student to mentor and work with on a one-to-one basis.
- Work with the English as an Additional Language Teacher & Inclusive Ed Coordinator to determine appropriate activities for the student.
- Document student session in folder provided.
- Provide feedback to the coordinator and teacher when requested.
- Keep work areas tidy.



### **Playgroup**

- Follow instructions from the Playgroup Coordinator.
- Assist in playgroup activities.
- Assist in keeping work areas tidy.
- Assisting preparing of fruit for children at fruit time.

### **Fundraising**

- Liaise with Principal/Leadership and office staff regarding fundraising activities.
- Enlist help of other volunteers.
- Plan quantities for purchasing e.g., lamingtons, drinks etc.
- Collect items from retailers as appropriate and distribute.

### **Gardening**

- Follow instructions from the Garden Coordinator
- Assist with planting, weeding, watering, mulching, harvesting etc.
- Work with small groups of children attending to the garden
- Wear appropriate Personal Protection Equipment where necessary e.g. gloves, mask, hat.

### **Assisting with barbecues functions such as sports day and school picnic**

- Assist with the purchasing of the food for the barbecue.
- Assist with the preparation and cooking of the food.
- Follow the WHS safe operating instructions when operating the barbecue.
- Use the personal protection equipment provided e.g., gloves, aprons and tongs.
- Assist in the set up and cleaning of the barbecue equipment.
- Assist in the serving of the food.
- Assist in keeping work areas clean and tidy.

### **Other activities**

- Working in the Library
- Involvement in Board and other committees
- Student Banking
- Assisting the school's Sports Co-ordinator in programs, carnivals and events.

## **4. Work Health and Safety**

Work, Health and Safety (WHS) training is essential for all employees and volunteers in the workplace. All workers and employees including 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.

This school 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 help us to do so by reporting any hazards or safety issues to the Supervisor.

*You will be asked to sign off that you have completed a WHS induction for volunteers.*

### **4.1. 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; and

- who to speak to if you have any queries about any aspects of your work.

As a volunteer you also have responsibilities to:

- take reasonable care for their own health, safety, and welfare and that of other in the school community
- comply with all reasonable safety instructions, policies and procedures
- report any safety concerns
- undertake Responding to the Risk of Abuse, Neglect and Harm - Education and Care training for Volunteers every 3 years
- undertake your mandatory notification obligations, as required
- hold a current acceptable Working With Children Clearance (WWCC)

There are several important points relating to safety within our school that you should be familiar with:

## 4.2. Amenities

Your induction will include information on site specific amenities such as:

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

## 4.3. Chemicals

You must only use chemicals supplied by this school. The chemicals used by this school 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 Supervisor / Leader.

## 4.4. Emergency Procedures

**If you need assistance, immediately phone the Front Office Ext 1 or dial 000.**

Follow school procedures. Make yourself familiar with the Emergency Evacuation Plan for the area in which you are working.

### ❖ Evacuations:

- Proceed via the safest route to the oval (unless otherwise advised). Keep doors unlocked and leave all items.
- In the case of a fire, do not re-enter the building until instructed to do so by a Fire Warden.
- If you are in charge of an activity, you must organize the evacuation of people you are responsible for from the building and check that all persons are accounted for.
- Students will join their class and rolls will be taken. Visitors will be accounted for as per the PASSTAB sign in system – this is why it is critical all visitors sign in and out.

### ❖ Lock ins

- Lock ins are indicated by a whooping siren and are always, if possible, followed by an announcement over the PA and phone system.
- If you are outside, go into the closest building. If you are in a building, to remain there. Lock all doors and windows; and keep out of sight.
- Remain where you are until the “all clear” is given by the Principal or nominee.

## 4.5. Equipment

This school provides equipment for your use. Volunteers are not to bring equipment into the school unless this has been approved by your supervisor and the Principal.



#### **4.6. First Aid**

- ❖ First aid kits are located in: all classrooms, the gym, kitchen, library and OSHC. First aid bags are taken on all excursions and off-site activities – see the teacher in charge.
- ❖ If you require first aid, please report to the reception desk.

#### **4.7. Harassment**

Refer to the Code of Conduct. If you feel harassed, please report the incident to the Principal or another member of Leadership.

#### **4.8. Housekeeping**

Please leave all work areas clean and tidy. Please report any issues with workspaces.

#### **4.9. Manual handling**

- ❖ Do not attempt to lift, move or carry any object that is too heavy or awkward to handle.
- ❖ The school has large and small trolleys/carts for moving heavy or awkward objects and staff and volunteers are strongly encouraged to use them.
- ❖ Please raise any concerns you have with a task you have been asked to do with either: the staff member you are working with, the Principal or another member of Leadership.

#### **4.10. Reporting**

Please report to your supervisor, the Principal, or another member of Leadership:

- ❖ Any hazard or situation you think is, or could be, dangerous.
- ❖ Any accidents, incidents or near misses.
- ❖ Any injuries you sustain while volunteering at the school - so we can provide first aid and any required investigation.

#### **4.11. Safe Work**

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

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

- ❖ This school is a smoke-free workplace. There is no smoking in the buildings or on these 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. Do not come into school if you are unwell or injured.
- ❖ Do not come to work at the school if:
  - you are feeling fatigued and/or unwell (please rest safely at home); or
  - your ability to work safely is impaired by alcohol, medication or an illegal drug.

#### **4.13. Sun safety**

Hats and sunscreen must be worn:

- ❖ in the yard in Terms 1 and 4; and
- ❖ on excursions if the Bureau of Meteorology (BOM Adelaide) forecast for the UV index is 3 or above.

#### 4.14. Slips, Trips, Falls

- ❖ Please take extreme care when moving around the school, because we are built on a hill, we have a variety of levels linked by steps and ramps.
- ❖ Always wear sturdy footwear (i.e., that hold your feet in place, have non-slip soles and preferably enclosed toes). No high heels or thongs.
- ❖ If you cannot see your feet when carrying an object stop and either change the way you are holding the object or use a trolley to move it.

#### 4.15. Vehicles

- ❖ 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 school'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.

#### 4.16. 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.

#### Your Supervisor:

- ❖ As with staff, your primary point of contact/Supervisor at the school is the Principal (Sean Hill) and he is the best person to speak to if you have any serious issues or concerns to raise. You are also welcomed to speak to any other member of leadership (e.g., if the Principal is not available).
- ❖ On a day-to-day basis, when you are volunteering with a particular class or on an excursion, the Teacher in charge will provide you with work instructions and is responsible for supervising you. They are the best person to speak to about the activity you are involved in.

**Position Specific WHS:** The Teacher in charge will advise you of any extra safety requirements relevant to the activity you are involved in.

More information on the WHS requirements for Catholic schools can be found on the Catholic Work Health Safety SA website- <http://www.cshwsa.org.au/>

## 5. Duty of Care and Child protection

**Duty of Care:** As a volunteer you will play an important role in the education of our students in partnership with school staff. In your relationship with students, you have a duty to ensure that the physical and emotional welfare of children is safeguarded, and that your own behaviour is guided by this duty of care.

#### Protective Practices: Professional and Role Boundaries

School staff and volunteers rely on the fostering of positive and respectful relationships between adults and children, in ways that do not compromise children's safety and welfare.

Protective practices are standards of behaviour that staff and volunteers are expected to meet in their interactions with children and young people. They represent a code of conduct that helps make schools and children's services safe places for everyone involved.

The *Protective Practices Guidelines for staff working or volunteering in education and care settings* are essential reading for anyone who wants to work or volunteer in a South Australian school. (Note: You can access them via the Volunteers section of the St Gabriel's School website: [www.sgs.catholic.edu.au](http://www.sgs.catholic.edu.au) )

By following these guidelines, staff and volunteers can feel confident about meeting their responsibilities to children and young people as well as their professional ethics and conduct obligations.

The main intent of these Guidelines is to safeguard the emotional and physical wellbeing of children and young people by helping adults to understand appropriate boundaries in relation to their professional role and all interactions with children and young people.

The Guidelines provide examples of boundary violations in communication, personal disclosure, physical contact, place, targeting individual children and young people, role, and possessions. Topics covered include:

- Using social networking sites
- Working one-to-one with children and young people
- Managing privacy expectations

The Guidelines also 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. However, the Guidelines also 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.

School staff and volunteers may support children 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.

**Remember to access and read the Protective Practices Guidelines and please talk to your Supervisor, Leader or the Principal if you have any questions regarding Protective Practices and your duty of care**

## **6. Duty of Care and Child Abuse (Mandatory Notification)**

### **What is Child Abuse?**

Child abuse can occur through someone doing something hurtful or by someone not doing something to provide for or protect a child. There are four types of child abuse:

- (1) Physical abuse is characterised by physical injury resulting from practices such as: hitting, punching, kicking, throwing, shaking (particularly young babies), burning, biting, pulling hair, alcohol or other drug administration.
- (2) Sexual abuse occurs when someone in a position of power uses their power to involve the child in sexual activity.
- (3) Emotional abuse tends to be a chronic behaviour directed at a child whereby a child's self-esteem and social competence is undermined or eroded over time. This may include devaluing, ignoring, rejecting, corrupting, isolating, terrorising, chronic

or extreme spousal abuse in a child's presence.

- (4) Neglect is the failure to provide a child with their basic needs such as food, shelter, clothing, hygiene, education, adequate supervision, medical, dental care, forcing a child to leave home or allowing chronic truancy.

## The duty to report

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.**

Like paid staff, volunteers are Mandated Notifiers – meaning they are obliged by law to notify the Department for Child Protection 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 the Department for Child Protection of their suspicion as soon as practicable after they form the suspicion.**

## Before you start as a volunteer

To help you better understand what may need to be reported and when, all volunteers are required to undertake the *Responding to Risks of Harm, Abuse and Neglect - Education and Care Fundamentals* course (Volunteers RRHAN – EC Fundamentals).

This is a short and free course that is accessible on-line meaning that you can complete at home at a time convenient to you. Information on how to access the course is included in your Volunteer Pack.

RRHAN-EC training is how the school makes sure we all:

- have the same information about mandatory notifications
- understand our role working together to safeguard children and young people.

You will receive a certificate of completion at the end of the course that you will need to bring into school (or email it though) before you start.

In 2022, the SA Department of Education, AISSA and CESA released a fact sheet that provides specific instructions on what ancillary staff and volunteers should do if in the course of their work at the school they:

- witness child-related sexual behaviour
- are told about sexual behaviour by a child or young person
- receive a report about child-related sexual behaviour from someone else.

To access and read the fact sheet: [Sexual Behaviour in children and young people](#), go to the 'Volunteering at St Gabriel's' page on the School website.

## When Volunteering

Volunteers play an important role in the education of our children in partnership with the staff of our schools. When working as a volunteer please remember to:

- Enjoy your volunteering with children and young people and the contribution you make to their safety, wellbeing and learning.
- Refer any concerns you have about children, young people or adults at the school to the Principal or Deputy Principal as soon as possible.

- Respond in a listening way if children/young people share concerning personal information with you. Showing you care is very important to their wellbeing. Do not make any observations to the child about what they have shared. Talk with the Principal or Deputy Principal as soon as possible.
- Confidentiality is critical.
- Respect the sensitivity of the personal information you have, by not discussing it with people other than the Principal or Deputy Principal.

### **When to report child abuse?**

You are required to report child abuse and neglect when you have 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 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 Principal or Deputy Principal at the school. 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 the Department for Child Protection either online:**

[www.reportchildabuse.families.sa.gov.au](http://www.reportchildabuse.families.sa.gov.au)

or

Child Abuse Report Line: 131478

After Hours Crisis Care: 131611

## **7. Expectations when working with Children at St Gabriel's School**

To protect both the students you interact with and yourself as a volunteer please note the following arrangements and requirements that are in place to support our efforts in child protection:

- All volunteers must always wear a School badge while volunteering
- Sign in and out at the front desk each time you visit the school to volunteer.
- All adults in the school must use the toilets located in the Front Office. Adults must not enter the student toilets unless accompanied by a member of staff.
- WORKING ALONE WITH STUDENTS - You must not work alone with a child unless in full public view. Normally a staff member will provide a space that is in public view and open for you to work with a student or a group.
- Please check with the teacher before you bring anything to school for students

- The expectation is that both child and adult show respect towards one another and honour the dignity of each individual.
- There should be no physical contact with children.
- Volunteers like staff must model high standards of speech and behaviour to students.
- All work will be prepared by the class teacher or specialist teacher.
- Seek advice from an appropriate member of staff when unsure about any policy or action

## 8. 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 Supervisor or the Principal.

- All work, observations and conversations about and with students are highly confidential.
- Remember that the responsibility for dealing with inappropriate behaviour rests with the Class Teacher – always communicate concerns and issues
- All communication with parents about any child's progress is the responsibility of the teacher.

### About Your Privacy

This section provides information about the privacy of Volunteers.

### Privacy Information

1. In applying to provide services to the School, you will be providing St Gabriel's with 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 in the School.
4. The School's Privacy Policy sets out how you may seek access to your personal information and how you may complain about a breach of the APPs.
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.
9. If you provide us with the personal information of others, we encourage you to inform them that you are disclosing that information to the School and why, that they can access that information if they wish and that the School does not usually disclose the information to third parties







On behalf of the whole school community, we extend our sincere and heart-felt thanks to you for your willingness, time and support of the learning and wellbeing of students, staff and all those associated with the St Gabriel's School Community.

Please contact the School Leadership or any member of staff if you require any further assistance, support or have any questions.

***May God bless you abundantly for the love and service you provide to the St Gabriel's students and school community.***

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