**PROTOCOLS & PROCESSES**

*Community Resource Database*

*2016*

<table>
<thead>
<tr>
<th><strong>Objective</strong></th>
<th>• Processes and protocols articulated for all stakeholders.</th>
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</table>
| **Key Activities** | • Documentation developed for all stakeholders outlining relevant processes and protocols that need to be followed.  
• Process/protocol flowcharts to be developed for stakeholders including:  
  - Teachers  
  - WNPS Events Committee  
  - Parents/Community members |

**Documentation developed for all stakeholders outlining relevant processes and protocols**

The following documentation has been developed to ensure all parties are aware of the relevant processes and protocols that need to be followed:

<table>
<thead>
<tr>
<th>For WNPS staff seeking support</th>
<th>Program overview &amp; process flowchart</th>
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</thead>
<tbody>
<tr>
<td>WNPS Event Committees</td>
<td>Program overview, process flowchart and data collection template</td>
</tr>
<tr>
<td>Parents/Community Members</td>
<td>Program overview and data collection template</td>
</tr>
<tr>
<td>Community Database Co-ordinators</td>
<td>Program handbook</td>
</tr>
</tbody>
</table>

**Processes and Protocols – WNPS staff seeking support from the Community Database**

<table>
<thead>
<tr>
<th>Step 1:</th>
<th>WNPS staff member identifies a need for support from the school community.</th>
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</table>
| Step 2: | WNPS staff member emails Community Resource Database Co-ordinators at ‘wnpsdatabase@gmail.com’ with details of request. This would include:  
  - Exactly what is required  
  - Purpose/event required for  
  - Type of service/goods required  
  - Quantity of goods required  
  - Duration of services/Time commitment required  
  - Location of services to be delivered  
  - Delivery details for goods  
  - Key WNPS liaison contact details **  
  ** The Principal/Vice-Principal and office admin staff would have full access to the Community Resource Database to access when required. They would then need to provide the Community Resource Database Co-ordinators with the details of the support received and copies of correspondence for the file. |
**PROBONO**  
*No cost – professional services*

- To ensure that services offered fully meet the schools’ needs, contacts to be provided with a written Brief outlining:
  - Exactly what is required
  - Purpose/program required for
  - Type of service required
  - Duration of services/Time commitment required
  - Location of services to be delivered
  - Key WNPS liaison contact details
  - Community Resource Database Program manual which outlines all processes and protocols.

**RFFS**  
*Reduced fee for goods or services*

The ‘Finance manual for Victorian Government Schools’ *(Department of Education and Early Childhood Development)* states that, ‘A school council may purchase directly from any source of supply when it is to the best advantage of the school’.

- To ensure that goods or services offered fully meet the schools’ needs, contacts to be provided with a written Brief outlining:
  - Exactly what is required
  - Purpose/program required for
  - Type of service/goods required
  - Quantity of goods required
  - Duration of services/Time commitment required
  - Location of services to be delivered
  - Delivery details for goods
  - Key WNPS liaison contact details
  - Community Resource Database Program manual which outlines all processes and protocols.

- For parents/contacts offering goods or services on a fee for service basis, a clear and articulated quoting and approval process, with clear parameters, will be provided. This document would include:
  - Statement of Purpose
  - Quoting process and requirements
  - Approval process

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**Step 3:**

Community Resource Database Co-ordinator will determine:
- Type of support required (Pro-bono, GIK, RFFS etc)
- Whether support can be obtained through the Community Resource Database or a call out through the Class Rep Program is required. **If a parent comes through the Class Rep program, ask them to ‘opt in’ to the Database.**

**Step 4:**

Depending on type and level of support, either the Community Resource Database Co-ordinators or the Principal/Vice-Principal will approach contacts to seek support. Ongoing liaison to secure support and determine value to school. Written acknowledgment of offer to be provided to parent/contact.

**Step 5:**

Parent/contact to provide a written acceptance of the terms provided.
- Record keeping requirements
- Privacy statement
- Acknowledgment as negotiated.

**GIK
Goods at no cost**

- To ensure that goods fully meet the schools’ needs, contacts to be provided with a Brief outlining:
  - Exactly what is required
  - Purpose/program required for
  - Type of goods
  - Quantity of goods
  - Delivery date and details
  - Key WNPS liaison contact details
- Contacts provided with guidelines outlining all program processes and protocols.

**SPONSOR
Sponsorship $**

As outlined in the WNPS Sponsorship & Advertising Policy, the Principal/Vice-Principal will be responsible for investigating and negotiating all potential sponsorship arrangements on behalf of the Community Engagement Committee and School Council, in line with the aims and principles outlined in the Policy.

The Principal/Vice-Principal is able to endorse sponsorship and advertising proposals up to the value of $2,000 without referring them to the Community Engagement Committee or School Council, unless there are particular aspects of the proposal which the Principal/Assistant Principal believes requires School Council consideration (i.e. conflict of interest etc).

For sponsorship or advertising proposals over $2,000, the Principal/Vice-Principal will make a recommendation to School Council via the Community Engagement Committee, including a detailed outline of the proposal.

The Sponsorship Policy guidelines and protocols are to be followed when seeking and securing sponsorship funds.

**DONATION
Donation of untagged $**

Any unsolicited donations or general donations towards events or programs are to be treated as follows:
- Funds provided to WNPS office for processing
- WNPS tax receipt and thank you letter to be issued
- Certificate of Appreciation to be provided where relevant.

### Reduced ‘Fee for Service’ – Quoting Process

<table>
<thead>
<tr>
<th>If the item is…</th>
<th>Then the process is…</th>
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<tbody>
<tr>
<td>Less than or equal to $2,500 (GST inclusive)</td>
<td>One written quote required. Second quote can be sought if needed.</td>
</tr>
<tr>
<td>Greater than $2,500 and equal to $25,000 (GST inclusive)</td>
<td>Two quotes required. A detailed description of the goods or services for which quotation is for, quotation, costs and delivery details, together with the name of the person giving the quote and the date given for supply.</td>
</tr>
<tr>
<td>Greater than $25,000 and equal to $150,000 (GST inclusive)</td>
<td>A minimum of 3 written quotes. A detailed description of the goods or services for which</td>
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Greater than $150,000 (GST inclusive) Public tender process.

| Step 7: | Where appropriate, Community Resource Database Co-ordinators to pass contact details on to WNPS staff member to liaise directly. |
| Step 8: | At conclusion of event/activity, full details of support obtained to be provided to the Community Database Co-ordinators for input into database. |
| Step 9: | Community Resource Database Co-ordinators to ensure appropriate acknowledgments are made. |

**Processes and protocols – WNPS Event/Fundraising Committees**

| Step 1: | School notifies Database Co-ordinators of Event/Fundraising Committee being formed. Database Co-ordinators contact Event/Fundraising Committee and provide links to the following documents on the website: |
| | - WNPS Event/Fundraising Committee guidelines outlining the objectives of the program, and processes and procedures to be followed, including the acknowledgment of supporters, |
| | - Outline of their responsibilities in relation to the Community Resource Database, |
| | - Privacy spiel outlining the responsibilities of the members to ensure the contact data gathered or provided is handled in line with the Privacy Policy, and is not be used for purposes outside of the stated event purpose for the direct benefit of the school, |
| | - Excel template for gathering contact details for event supporters **This must be used for every event.** |

| Step 2: | Event/Fundraising Committee Chair provided with access to a ‘Read Only’ version of the Community Resource Database for sourcing goods/services. |
### Step 3:

**PROBONO**

_**No cost – professional services**_

- To ensure that services offered fully meet the schools’ needs, contacts to be provided with a written Brief outlining:
  - Exactly what is required
  - Purpose/event required for
  - Type of support required (Probono, GIK, RFFS etc)
  - Type of service/goods required
  - Whether it is a sponsorship (see separate Sponsorship Policy)
  - Quantity of goods required
  - Duration of services/Time commitment required
  - Location of services to be provided
  - Delivery details for goods
  - Key WNPS liaison contact details
  - Whether support can be best obtained through the Community Resource Database or a call out through the Class Rep Program.

*If you require it, the Community Resource Database Coordinators can provide you with templates to drop in to emails to potential supporters to assist you in gathering the information you require.*

### Step 4:

Depending on type and level of support, either the Event/Fundraising Committee or the Principal/Vice-Principal (where a major sponsor is being sought) will approach contacts to seek support. Ongoing liaison to secure support and determine value to school. Written acknowledgment of offer to be provided to parent/contact.

*If there is a ‘Key WNPS Relationship Contact’ listed on the database against a contact, this person must be the one to make contact with the potential supporter.*

Parent/contact to provide a written acceptance of the terms provided.

*Processes outlined in the table below to be followed based on the type of support required (i.e. Probono, GIK, RFFS, Sponsorship etc).*

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### Step 5:
To ensure that goods or services offered fully meet the schools’ needs, contacts to be provided with a written Brief outlining:
- Exactly what is required
- Purpose/program required for
- Type of service/goods required
- Quantity of goods required
- Duration of services/Time commitment required
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- Exactly what is required  
- Purpose/program required for  
- Type of goods  
- Quantity of goods  
- Delivery date and details  
- Key WNPS liaison contact details  
- Link to WNPS Community Resource Database webpage.  

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**Step 6:**
WNPS Event/Fundraising Committee members to ensure all supporters are acknowledged in accordance with the requirements outlined in the Community Resource Database Program and/or the WNPS Sponsorship Policy where applicable.

**Step 7:**
At the conclusion of the event, WNPS Event/Fundraising Committee to provide Community Resource Database Co-ordinators with completed template providing full details and outcome of all contacts approached and all support secured. All relevant correspondence and paperwork to be passed to Community Resource Database Co-ordinators for filing.

**Step 8:**
Community Resource Database Co-ordinators to add all event contact data to Access Database.
**WNPS COMMUNITY RESOURCE DATABASE – PROCESS FOR WNPS STAFF SEEKING SUPPORT FROM THE DATABASE**

**Step 1:** Staff member identifies a need for support from the school community.

**Step 2:** Staff member emails Community Database Resource Co-ordinators at wnpsdatabase@gmail.com with full details of request.

**Step 3:** Community Resource Database Co-ordinators will seek support from the school community as below:
1. They will check current resources available on the Community Resource Database. If no existing contacts;
2. They will seek support from the parent community through the Class Rep Program.

**Step 4:** Community Resource Database Co-ordinators to liaise directly with contacts to determine and confirm support to be provided. Co-ordinators will then pass relevant contact details on to the teacher to liaise with the contact directly.

**Step 5:** At conclusion of activity, full details of support obtained input in to the Community Resource Database.

**Step 6:** Community Resource Database Co-ordinators to ensure appropriate and agreed acknowledgments are made.
Step 1: Committee Members provided with Community Database guidelines outlining processes and procedures and a template for gathering contact details throughout their event/activity.

Step 2: Committee Chair provided with access to a 'read only' version of the Community Resource Database for sourcing goods/services/sponsorship.

Step 3: Committee to determine their event needs and identify potential supporters as below:
1. Check current resources available on the Community Resource Database. If no existing contacts,
2. Seek support from parents through the Class Rep Program or the broader community.

Step 4: Depending on type and level of support, either the Committee or Principal/Vice-Principal (if major sponsorship) approaches and liaises with contacts to determine and confirm support to be provided.

Step 5: Processes & procedures outlined in the Community Resource Database guidelines for determining level of support sought and agreed (ie Reduced Fee for Service, Gift in Kind, Sponsorship $, Pro Bono, Donation) to be followed.

Step 6: Community Resource Database Co-ordinators to ensure all supporters are acknowledged in accordance with the requirements outlined in the Community Resource Database Guidelines.

Step 7: At conclusion of event/activity, full details of support obtained to be recorded on Excel template provided and passed on to the Community Resource Database Co-ordinators to input into the Community Resource Database.