

**Thank you for booking into our School Tour Program with Foodbank Victoria. We are very excited to meet your students and provide a tour of our operations.**

Our School Tour Program (STP) booking terms and conditions are as follows.

### **1. Booking & Confirmation**

- All bookings must be made at least 2 weeks in advance.
- Bookings are confirmed via a confirmation email.
- Final participant numbers and the names of all attendees must be provided to Foodbank Victoria at least 5 business days before the STP.

### **2. School Tour Program Activities**

- The STP will include a tour of Foodbank's operations, and a hands-on interactive activity tour designed to align with school curriculum areas such as Civics and Citizenship, Health and Physical Education and Business and Economics.
- Schools must inform Foodbank Victoria of any special needs of any of the student participants (including learning and medical needs) at least 5 business days prior to the STP to ensure that Foodbank can, as far as reasonably practicable, ensure the safety and wellbeing of all students and to maximise the engagement of all students.
- Foodbank Victoria will seek to make any reasonable adjustments to activities as required, upon prior discussion between the school and Foodbank Victoria.
- Please note that if Foodbank Victoria is not notified of certain additional needs of student participants prior to the tour date and, on arrival, Foodbank Victoria determines that a student/students cannot safely participate in the scheduled STP activities and reasonable adjustments cannot be made on short notice, then Foodbank Victoria reserves the right to refuse participation of those students in the STP activities. Should this occur, Foodbank Victoria will make all reasonable efforts to identify alternative activities in which the students can engage, under the supervision of a member of school staff.

### 3. Safety and Supervision

Schools must provide an appropriate adult-to-student supervision ratio for the STP as outlined below:

Group Size	Supervision Ratio
30 students	One adult: 20 students. Minimum of 2 staff per group

- Please note that as part of the STP, the group will be split into two for the warehouse tour and interactive activity. Please ensure you have enough school supervisors on hand to cover both groups.
- All participants **must** attend wearing closed-toe footwear and comply with warehouse safety guidelines at all times. Failure to do so may result in the exclusion of the participant/s in the STP activities (as determined at the sole discretion of Foodbank Victoria).
- The STP tour will include a safety briefing, and failure to follow protocols may result in removal from the activity or students from the activity.

### 4. Responsibilities

The role of Foodbank Victoria and its team members includes:

- To follow all Foodbank Victoria policies including the Code of Conduct and Child Safety Policy.
- Ensuring team members directly involved with the STP hold the required safety checks required by legislation, including (where applicable) a valid Working with Children Check.
- Acting in accordance with child safety legislation and the Child Safety Standards.
- Completing a Risk Assessment that identifies and mitigates the risk of any occupational health and safety hazards associated with the STP. This Risk Assessment can be made available to schools upon request. Whilst Foodbank Victoria undertakes this Risk Assessment, it is the school staff participating in the STP who ultimately hold the duty of care of its students.

- Ensuring school staff receive adequate communications prior to the STP that outlines the necessary information for the STP, including the 'Plan Your Visit' document.
- If requested by the school staff, assisting in the provision of first aid by Foodbank Victoria certified First Aid Officers.
- Reporting any incidents, hazards and near misses that may occur during the STP.

The responsibilities of school staff, which include all teachers, assistants and adult supervisors who have been organised by the school to attend the STP, includes:

- Maintaining the primary duty of care and supervision of students at all times during the STP.
- Addressing inappropriate student behaviour, or behaviour which contributes to an unsafe environment exhibited by student participants whilst on Foodbank Victoria's premises and/or during the STP.
- Adhering to the ratios specified at Section 3: Safety and Supervision of this document at all times.
- Attending the STP with a first aid kit appropriate to Foodbank Victoria's STP site.
- Administering appropriate first aid at first instance by school staff, acknowledging that school staff may request support from Foodbank Victoria's certified First Aid Officers during the STP.
- Informing Foodbank Victoria of any additional needs of the student participants or attending school supervisors, including accessibility and medical needs.
- To cooperate with Foodbank Victoria to support incident reporting in circumstances where an incident has occurred on Foodbank Victoria premises and/or during the STP.
- Ensuring Foodbank Victoria is provided with a list of all STP attendees at least 5 business days prior to the STP commencing.
- Complying with the obligations and requirements of the Victorian Department of Education School Operations Excursions Policy at all times during the STP.

The responsibilities of all STP participants, including school staff and students, includes:

- Following all reasonable and lawful directions of Foodbank Victoria's team members at all times.
- Participating in the Foodbank Victoria safety briefing prior to the commencement of the STP.
- Complying with and following all Foodbank Victoria safety and on-site protocols at all times.
- Wearing the required closed-toe footwear at all times.
- Remaining in their allocated STP group at all times and not deviating from this group without express authorization from the Foodbank Victoria team member in charge of their tour group.
- Promptly reporting any incident, hazard and/or near misses to Foodbank Victoria.

### **5. Liability and Conduct**

- During the STP school staff are responsible for the duty of care of its students at all times and for complying with the Victoria Department of Education's Excursion Policy.
- During the STP, schools must ensure student participants follow all safety instructions as set out in the Safety Brief provided by Foodbank Victoria at the commencement of the STP.
- Any damage to Foodbank Victoria equipment or property caused by STP attendees/participants may incur charges for which the school is responsible for covering and/or reimbursing.
- Foodbank Victoria is not liable for personal injuries or lost/stolen belongings that occur whilst on Foodbank Victoria premises and/or during the STP.

### **6. Payments & Cancellations**

- Full payment must be made within 30 days of the date of invoice.
- Payments are made by direct debit.
- Cancellations within less than 30 days of the tour may be subject to a cancellation fee below:

	30+ days prior to booking	29 – 15 days prior to booking	Within 14 days of booking
Cancellation	No fee	50% fee	100% fee
Rescheduling	No fee	50 % fee	100% fee

- In rare circumstances or at times of state emergencies, Foodbank Victoria may be required to cancel or reschedule your booking and sometimes at short notice. Foodbank Victoria will endeavour to work with you to provide alternative dates.

### 7. Privacy Policy

- Protecting the privacy of the school and its student participants is of paramount importance to us.
- We value the privacy of all our stakeholders, communities and children we serve.
- [Learn more about our privacy policy.](#)

### 8. Contacting us

- Please contact our team at [educationexperience@foodbankvictoria.org.au](mailto:educationexperience@foodbankvictoria.org.au).