



Catholic Education
Diocese of Rockhampton

Volunteers' Code of Conduct

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Introduction

Volunteers have a significant role in the work of the school. Volunteers have an integral part to play in providing a safe and enjoyable environment for young people.

Volunteers are expected to follow the principles of:

- Safety
- Respect
- Support
- Ethical Communication
- Ethical Conduct
- Keeping confidentiality

Volunteers must think and act safety:

- Put safety first in all activities
- Follow the safety procedures, to the best of your ability, as outlined in the volunteer induction process
- If a direct threat is identified, assist in the evacuation of the area and/or situation as quickly as possible
- Work only according to your level of authority. Contact and report to a member of the school's leadership team or your supervisor when confronted with a situation which you are unable to contend with or is beyond your role and responsibility

Volunteers must treat student and staff with respect:

- Respect the rights of individuals and maintain an appropriate level of confidentiality
- Treat everyone with courtesy, sensitivity, tact, consideration and humility
- Assist in the creation of an environment free of fear, harassment, racism and exploitation
- Respect the cultures, beliefs, opinions and decisions of other although you may not always agree
- Take instruction from and not obstruct the responsible staff member in any way in regards to the execution of their duties
- Report any matter that would indicate harm or inappropriate behaviour to student to the Principal or Student Protection Contact (SPC)

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Volunteers must be aware of communication skills when engaging with students:

- Acknowledge the needs and concerns of the individual
- Practice effective listening (e.g. ask open questions; be alert to non-verbal communication; stay calm and relaxed)
- Be aware of the young person's physical space
- Be aware of your own body language
- Refrain from any inappropriate or unwanted physical contact with young people
- Stay calm and relaxed
- Be clear and consistent
- Use non-discriminatory respectful and non-judgemental language
- Seek advice whenever appropriate and report problems
- As a volunteer, you must follow all instructions from the staff and school's leadership team

Volunteers must not:

- Smoke or use tobacco products while on duty (all Catholic schools and college are smoke-free)
- Use, possess, or be under the influence of alcohol at any time while volunteering
- Use, possess, or be under the influence of illegal drugs at any time
- Verbally harass or abuse any person or use profanity while volunteering
- Utilise your position as a volunteer to take advantage of any young person

Any breaches of this *Code of Conduct* will be dealt with by the Principal in the first instance.