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CODE OF CONDUCT - VOLUNTEERS

Policy Statement

St Hilda's School aims to develop and maintain a safe and secure learning environment for all students, volunteers and employees. The School expects all employees and volunteers to act in the best personal and educational interests of every child and to treat all students equally with appropriate courtesy, sensitivity, tact, consideration and humility. The Code of conduct – Volunteers has been developed to help achieve this goal.

Please read this Code of Conduct – Volunteers thoroughly and observe all School policies and directives when fulfilling the volunteer's role.

Definition of Volunteers

A volunteer is a person who is employed by another person (in this case St Hilda's School) and does not carry out any work for the School for a financial reward (Source: Blue Card System in Anglican Schools Policy).

St Hilda's School has four types of volunteers.

- **Formal Volunteers** who provide regular, ongoing service. Examples include: a parent assisting in the classroom, Support Group members, Student Cultural Exchange family member, sport/co-curricular volunteer.
- **Informal Volunteers** who provide assistance that is on-site, off site, one-off or irregular. Examples include: parent assistance for excursions, ad hoc in-class, sports day assistance.
- **Student Volunteers** such as pre-service teachers doing a practical placement as required by their education provider, and trainee students doing a work experience placement.
- **School Council Members** are overseen by the ACSQ and abide by *Faithfulness in Service in Schools: A Code of Conduct Developed for Members of Governing Bodies of Schools*.

School volunteers, working in any capacity must read and assent to these practices, as well as read and sign off on an understanding of the Student Protection in Anglican Schools Policy and Procedures, and be officially accepted by St Hilda's School prior to performance of any task. Unless specifically stated, Volunteers shall not be considered as employees of St Hilda's School.

Volunteer Code of Conduct

Volunteers are expected to follow the principles of safety, respect, confidentiality and support. They must also use appropriate communication skills and conduct themselves ethically when engaging with staff, students and members of the St Hilda's community.

Recruitment and Application Process

Formal and informal volunteer positions are advertised internally to the School Community via the St Hilda's Correspondence email, the School Newsletter and/or the excursion process (parent information letter).

All those who wish to volunteer their services at St Hilda's School, both current parents of St Hilda's students, and those who are not parents of current students, must:

1. make an application,
2. receive confirmation and notification from the supervising staff member as to whether a Working With Children Check (BC or E card) is required,
3. undertake an induction prior to working with students.

Volunteers are expected to think and act safely:

- Put the safety of all students, other visitors and employees first in all their activities and observe duty of care to themselves and others.
- Follow safety requirements, to the best of the volunteer's ability, as outlined during induction and in the *Student Protection policy and procedures guide for volunteers and visitors to Anglican Schools*.
- Report all injuries, illnesses, accidents and near misses immediately to the employee responsible for the activity. If necessary, fill in an Accident/Incident Form.
- In an emergency, assist in evacuating the area as quickly as possible following *St Hilda's School Emergency Procedures*.
- Follow all procedures to the best of their ability at all times and promote healthy and safe work practices.
- Do not use specialised equipment unless appropriately trained.
- Report to the appropriate School contact or supervising staff member if confronted with a challenge beyond the volunteer's control, role or responsibility.
- Avoid being alone with individual students in any circumstances. (At least two adults should be present when there is only one child, and at least two children should be present when there is only one adult.) If, through circumstances beyond the volunteer's control the volunteer finds themselves in a position where they are alone with a student, the volunteer must report (in writing) the circumstances to the School employee overseeing their voluntary work. Such a person will notify the Principal/Deputy Principal and relevant Head of School.
- Maintain suitable sight lines, leaving doors and blinds open if working in a withdrawal room or other confined space.
- Ensure any one-on-one work with a student is conducted in a public area or in a visible area such as in an office with an interior window or an open door so that another adult or student can be present outside the room as a witness.
- When physical contact with a child is appropriate, volunteers must exercise caution to ensure that the contact is appropriate and acceptable. For example, when providing First Aid, discuss with the child how the contact will be conducted.

Volunteers are expected to treat students and staff with respect:

- Treat everyone with courtesy, sensitivity, tact, consideration and modesty.
- Support an environment free of fear, harassment, discrimination, racism and exploitation.
- Respect the cultures, beliefs, opinions and decisions of others even if not always in agreement.

- Refer all behaviour management issues, and behaviours which constitute bullying, discrimination and sexual harassment to the supervising staff member, or Principal.
- Dress in presentable clothes (or those suitable for the activity) that reflect the employee level of dress.
- Volunteers are asked to put pagers and mobile telephones in “silent/vibrate” mode so as not to disrupt or distract from activities, especially during chapel and assemblies.

Volunteers are expected to observe principles of confidentiality in all aspects of the School’s operation:

- Do not share or discuss School documents or processes with any third party.
- Be aware of, and conduct themselves in accordance with, the School’s Privacy Policy.
- Do not discuss any aspect of personal information relating to a student, employee or another volunteer with any third party, including family members of either the volunteer or the student concerned.
- Do not counsel students on personal issues.
- Only discuss information relating to the wellbeing of a student with the employee responsible for that student or activity only, observing the student’s right to confidentiality at all times. If the employee in charge of the activity is unavailable, discuss with the Deputy Principal who may then decide to report to the Principal

Volunteers are expected to communicate appropriately:

- Practise effective listening (for example: ask open questions, be alert to non-verbal communication, stay calm).
- Be clear and consistent.
- Be aware of the child or young person’s physical space.
- Be aware of the volunteer’s own body language.
- Use non-discriminatory, respectful and non-judgmental language.
- Conduct themselves in a manner and use language that is appropriate and of a high standard at all times.
- Be aware of, and conduct themselves in accordance with, the School’s Social Media Use Policy.
- Seek advice whenever appropriate.

Volunteers are expected to support the Anglican Ethos and the School’s policies and procedures:

- Take instruction from, and not obstruct, the responsible staff member in any way with regards to the execution of their duties.
- Report any illegal activity to the Principal, Deputy Principal, Head of School or appropriate staff member.
- Recognise and report all matters of abuse, harm, self-harm, inappropriate behaviour, or the likelihood of such matters immediately to a Student Protection Officer, the Principal or the volunteer’s supervising staff member.

Volunteers must NOT:

- Utilise their position to take advantage of any child or young person.
- Harass or abuse any person, or use profanity while on campus or at a School activity.
- Be the only adult in a bathroom, shower room, locker room or other dressing area whenever students are using such facilities. If volunteers need to monitor the area or

deal with discipline, they must take care to leave the door ajar or to call for another teacher or volunteer to assist.

- Contact students outside of school hours by telephone, email or any other means.
- Seek the telephone numbers, home addresses, e-mail addresses, or any other contact information from students, for any purpose unless required as part of your role as a volunteer, and then only with direct approval from the School and the appropriate parent(s).
- Make comments of a sexual nature and refer any questions of this type from a student to the teacher in charge.
- Use, possess, alcohol, illegal drugs, weapons, inappropriate videos, reading materials or other objects on the School grounds or at School events.
- Be in possession of, or under the influence of, or provide others with, alcohol or illegal drugs.
- Smoke anywhere on the School campus or within five metres beyond the boundary of school land. It is a statutory offence to do so. This includes in parked cars. The law applies at all times, during and after school hours, on weekends and during school holidays.
- Condone the use of, or provide any of the above substances, to any student, staff member, volunteer or other personnel.
- Engage directly with media representatives. Media enquiries must be referred to the Principal or to School Administration for referral to the Principal.

Breaches

Any breaches of the Volunteer Code of Conduct will be dealt with by the School Principal (or delegate) in the first instance and appropriate authorities will be contacted if necessary.

Dismissal

Volunteers who do not adhere to these guidelines or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Principal or Deputy Principal or the Director of Pre-Preparatory.

Possible grounds for dismissal include, but are not limited to:

- Committing a reportable offence; gross misconduct or insubordination
- Breach of confidentiality or privacy policy
- Theft of property or misuse of School materials
- Abuse or mistreatment of students, staff or other volunteers
- Failure to abide by School policies and procedures
- Failure to satisfactorily perform assigned tasks