Catholic Education
Diocese of Rockhampton

Volunteers' Code of Conduct

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Introduction

Catholic Education – Diocese of Rockhampton (CEDR) acknowledges that volunteers play a vital component in the social, environmental and cultural well-being which is an integral role in the school community. CEDR wishes to thank all volunteers for their individual efforts.

CEDR requires all volunteers to maintain a high standard of conduct and to comply with relevant CEDR policies and procedures, including this Code of Conduct (the Code).

Purpose of the Code

This Code sets out the expectations and standards of behaviour required of volunteers whilst volunteering in CEDR facilities and/or participating in CEDR led activities (ie excursions, sporting events).

This Code also satisfied CEDR's obligations under the Working with Children (Risk Management and Screening) Act 2000 (Qld) to have a Code of Conduct for interacting with children as part of CEDR's risk management strategy.

Volunteers are expected to follow the principles of:

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

Volunteers must think and act safely:

- 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 students and staff with respect:

- Respect the rights of individuals and maintain an appropriate level of confidentiality, including keeping personal and sensitive information private
- Treat everyone with courtesy, sensitivity, tact, consideration and humility
- Act appropriately at all times whilst interacting with students and in accordance with CEDR student protection responsibilities
- Assist in the creation of an environment free of fear, harassment, racism and exploitation
- Respect the cultures, beliefs, opinions and decisions of others 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 of students to the relevant leadership team member (ie Principal, Student Protection Contact (SPC), Kindergarten Director)

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 concerns
- As a volunteer, you must follow all instructions from the staff and school's leadership team

Volunteers must not:

- Disclose, use or discuss personal information they have been privy to through their volunteering activities
- Smoke or use tobacco products (including e-cigarettes) while on duty (all Catholic schools and colleges 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 or relevant Leadership Team member, in the first instance.