



## VOLUNTEER CODE OF CONDUCT

### Introduction

Thank you for volunteering your services to the Shore School. We value your time and effort and the work you put in to assist us to provide an extensive and rich educational program for our students.

### Preface

The aim of this *Code* is to outline the standards of behaviour expected of all volunteers of the School. Our expectations are underpinned by:

- (a) the School's paramount consideration, which is the care, safety and welfare of its students;
- (b) the School's values, Christian foundation and purpose;
- (c) the School's core purpose, which is to provide an education which enables each of its students to achieve their personal best; and
- (d) respect for the School and members of the School community.

The School encourages volunteers to adopt positive behaviours. The School must enforce certain standards to ensure its success, and the care, safety and welfare of the School community.

This *Code* places an obligation on all volunteers to take responsibility for their own behaviour and to associate with colleagues cooperatively to achieve a consultative and collaborative environment.

### Who has to comply with the Code?

This *Code* applies at all times, to all volunteers for the duration of their engagement or involvement with the School.

### Volunteers

Volunteers can be parents or carers of students at the school, school alumna or members of the broader School or local community.

For the purposes of this Code, '*volunteers*' mean:



## Direct Contact Volunteers

- (a) A direct contact volunteer means a person who is involved in providing support, guidance and supervision directly to students and/or who could potentially have direct contact with students during the normal course of their volunteer service.

## Indirect Contact Volunteers

- (b) An indirect contact volunteer means a person who is involved in providing support and services at the School, whilst not directly assisting a child or specific group of students. For example, this would include a person assisting with School administration functions.

Volunteers working with the School must be aware of this *Code* and conduct themselves in a manner consistent with the behaviour described in it. Behaviour that is not consistent with the behavioural expectations set out in this *Code* may result in ending the engagement of a volunteer.

## What is expected of you as a volunteer at Shore?

Table 1 sets out behaviours that all volunteers at the School are expected to 'Do' and Table 2 sets out behaviours that may fall short of our expectations.

TABLE 1 - DO	
<ul style="list-style-type: none"><li>• Conduct themselves at all times, both personally and professionally in a manner that upholds the Anglican ethos, reputation and values of the School</li><li>• Carry out their activities in an ethical, professional, responsible, competent and conscientious manner</li><li>• Act honestly and in good faith in fulfilling their duties and responsibilities</li><li>• Ensure that their interactions with others reflect the School's values</li><li>• Model appropriate behaviour for the School's students</li><li>• Be collaborative, courteous, respectful and prompt in dealing with other people in the school community</li></ul>	<ul style="list-style-type: none"><li>• Act ethically and responsibly</li><li>• Be accountable for their actions and decisions</li><li>• Be familiar and comply with any legal, industrial requirements (including under work health and safety laws)</li><li>• Follow reasonable instructions given by their coordinator</li><li>• Respect the School's property, and the property of other members of the school community</li><li>• Act in accordance with the School's reporting obligations (including as detailed in the Child Protection Policy), as well as any obligations which apply to them personally</li></ul>



**TABLE 2 - DO NOT**

<ul style="list-style-type: none"><li>• Act contrary to the expectations outlined in: Table 1 – ‘DO’ behaviours</li><li>• Engage in disrespectful, rude or insulting behaviour (including but not limited to sarcasm, derogatory remarks, inappropriate familiarity, behaviour that is passive aggressive, threatening or intimidating behaviour, or social exclusion)</li></ul>	<ul style="list-style-type: none"><li>• Be abusive, derogatory, threatening, intimidating, discriminatory or use disparaging language</li><li>• Engage in physical abuse or violence</li><li>• Intimidate or victimise others</li><li>• Be aggressive, whether through words, conduct or gestures</li><li>• Engage in bullying, discrimination, sexual harassment, or vilification (or behaviour that is perceived to constitute any of the above)</li></ul>
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## **Serious Misconduct**

The school may end your Volunteer Agreement without notice in circumstances of serious misconduct. Serious misconduct includes but is not limited to:

- any serious breach or persistent breach of any of the provisions of this Agreement
- dishonesty
- disobeying any lawful and reasonable direction issued by the school
- deceiving or misleading the school or other staff
- working while intoxicated or under the influence of an unlawful substance to the extent that you are so impaired that you are unfit to be entrusted with your employment duties
- sexual misconduct
- conviction of any criminal offence
- conduct that causes serious and imminent risk to:
  - the health and safety of a person;
  - the reputation, viability or profitability of the school;
  - being found by the school to have acted or proposing to act in a manner contrary to the best interests of the school.

## **1. STUDENT SAFETY**

The School is committed to protecting its students from all aspects of harm and has established strategies, practices, policies and procedures to uphold its public commitment to student safety and wellbeing.

Specifically, volunteers will:



## DO

- Promote the care, safety and welfare of students.
- Behave as a positive role model to students, including through words, conduct and actions.
- Treat all students and members of the school community with courtesy and respect (including by modelling positive, impartial, professional and respectful behaviour and relationships and acting in a manner that sustains a safe, educational and pastoral environment for students).
- Take all reasonable steps to protect students from harm (examples of which include, but are not limited to bullying, child abuse, discrimination, grooming, sexual harassment, neglect, sexual misconduct, sexual offences, physical violence, reportable conduct and victimisation).
- Be aware of and alert to risk factors related to and indicators of harm in students, and where appropriate, report such risks or indicators to the Headmaster, a member of the Executive Team, Housemaster and the relevant authorities.
- Comply with any directions, guidelines, policies, procedures and rules promoted by the School with respect to student safety and wellbeing.
- Respect personal differences (including differences regarding cultures, disability, ethnicity, gender, religion, race, political matters, gender diversity and sexuality) and encourage others to do the same.
- Use positive and affirming language toward students.
- Where an allegation of child abuse or reportable conduct is made, ensure (as far as it is quickly and reasonably possible) that the student(s) involved are safe.
- Call the Police on 000 if you have immediate concerns for a student's safety.
- Respect the privacy of others by not sharing personal information about a student (including any information that could be used to identify a student) unless necessary for their safety or to promote their wellbeing and educational experience.

However, volunteers must not:

## DO NOT

- Engage in any form of inappropriate behaviour towards students (including by engaging in bullying, child abuse, discrimination, grooming, sexual harassment, victimisation, neglect, sexual misconduct, sexual offences, physical violence, reportable conduct or victimisation) or expose students to such behaviour.
- Create a circumstance that places a student at risk of the behaviour described above.
- Use physical means or corporal punishment to discipline or control a student.
- Engage in any form of behaviour that has the potential to cause a student serious or significant emotional or psychological harm.
- Use prejudicial, oppressive behaviour or inappropriate language with or in the presence of students.
- Promote personal views on cultures, disability, ethnicity, gender, religion, race, politics, gender diversity or sexuality in the presence of students (unless a valid professional context arises) or discriminate against any student based on such matters.
- Engage in open discussions of a mature or adult nature (such as those that are not professional or age appropriate, or which otherwise involve a volunteer's personal views or life) in the presence of students.
- Take, publish or disseminate (including online) photos, movies, videos or recordings of a students.
- Use inappropriate language, jokes or gestures in the presence of students.

- Post online any information about a student that may identify them such as their: name, age, email address, telephone number, residence, school, or details of any association, club or group they may be affiliated with.
- Ignore or disregard student safety and wellbeing concerns (including allegations of actual or suspected child abuse of reportable conduct).
- Consume alcohol in the presence of students.

## Responding to student safety concerns

Volunteers must report to the Headmaster:

- any concerns that they may have about the safety, welfare and wellbeing of a child or young person;
- any concerns they may have about the inappropriate actions of any other staff member, contractor or volunteer that involves children or young people;
- any concerns they may have about any other staff member, contractor or volunteer engaging in reportable conduct or any allegation of reportable conduct that has been made to them;
- if they become the subject of an allegation, investigation or concern that may impact your ability to hold a Working with Children Check (or equivalent);
- if they become aware that a staff member, contractor or volunteer has been charged with or convicted of an offence involving reportable conduct;
- if, through their association at the School, they become aware of any crime involving theft, violence or a sexual offence committed by another person; and
- if they become the subject of allegations of reportable conduct.

The School's *Child Protection Policy* contains further information about these obligations and the Child Safeguarding page on our website [here](#).

## 2. PROFESSIONAL BOUNDARIES

Volunteers must act in a cordial and professional manner, including by maintaining professional boundaries, at all times, when interacting with students.

Behaviour may cross professional boundaries because:

- It constitutes an actual abuse of a volunteer member's position of trust and authority over a student (e.g. child abuse and grooming).
- It involves the creation or perception of a personal or 'special' relationship between a volunteer member and a student (e.g. giving gifts or providing preferential treatment).
- It creates a situation whereby a student is more susceptible to inappropriate behaviour by others (e.g. asking students to keep secrets).
- It was unnecessary as part of a volunteer's activities.
- It was contrary to the School's codes of conduct, directions, policies, procedures and rules.



(f) It was contrary to community standards.

In this regard, volunteers need to understand that behaviour may cross professional boundaries even if there is no romantic or sexual element to it.

Some conduct (e.g. child abuse and grooming) is obviously unacceptable. At all times, volunteers must err on the side of caution in deciding whether certain behaviour may cross professional boundaries.

### Relationships with students

Volunteers must not encourage, engage in or maintain a romantic, sexual or overly personal relationship with a student. It is irrelevant whether the relationship is with a student over the age of 18 years, is consensual or non-consensual, or is condoned by parents or caregivers.

### Transporting students

Volunteers must not drive a student in their private vehicle unless they have specific permission from the School to do so or unless it is their own child. In the event of an emergency, volunteers should exercise discretion (for example, by ensuring that a student sits in the back seat of the vehicle) and subsequently report the matter to their coordinator.

## 3. DUTY OF CARE AND SUPERVISION

The School has a legal duty of care to students whilst they are involved in School activities, or present for the purposes of being involved in school activities.

Volunteers have a duty of care to students in their charge to take all reasonable steps to protect students from risks of harm that can be reasonably predicted.

This duty extends to taking:

- (a) Reasonable measures, with regard to all the circumstances, to protect students from risks of harm and injury that should have been reasonably foreseen.
- (b) Reasonable care that any student (and other person) on the School's premises will not be injured or damaged by reason of the state of the premises or of things done or omitted to be done in relation to the premises.

## 4. WORK HEALTH AND SAFETY AND RESPECTFUL WORKPLACES

Volunteers must comply with their obligations under work health and safety laws. They must take reasonable care for their own health and safety and to not adversely affect others' health and safety. As best they can, volunteers must also follow reasonable instructions, policies and procedures. Considerations of safety relate to both physical and psychological wellbeing of individuals.

### Bullying, Discrimination, Sexual Harassment and Victimisation

The School expects volunteers to treat each other with respect and courtesy. Therefore, all volunteers and staff are expected to be approachable, courteous and prompt in dealing with other people, including students, parents, caregivers, other staff and members of the community.

The School does not tolerate bullying or unlawful discrimination, sexual harassment and victimisation. Please refer to the School's *Discrimination, Harassment and Bullying Policy* for further information.



If you believe you are the victim of bullying, discrimination or sexual harassment you can where you feel comfortable ask the person to stop, or make it clear that you find the behaviour offensive or unwelcome. It may be useful to speak with a senior member of staff in the first instance.

## **5. APPROPRIATE USE OF ELECTRONIC COMMUNICATION AND SOCIAL NETWORKING SITES**

ICT resources include, but are not limited to: internet, email, instant messaging, voicemail, social media, fax, scan, all School supplied computers and software, digital cameras, mobile phones, tablets, USB memory sticks and other storage devices, and associated resources and facilities.

Accordingly, volunteers must:

- (a) Exercise good judgment when using electronic mail, following the principles of ethical behaviour;
- (b) use appropriate and professional language in electronic mail messages;
- (c) not send messages that are harassing, discriminatory, defamatory, threatening, abusive or obscene;
- (d) not invite students into their personal social networking site or accept an invitation from a student to theirs;
- (e) not use social networking sites to email or contact students;
- (f) report any situations where you become aware of the inappropriate use of electronic communication and social networking sites;
- (g) disclose or refer to any information through social media that relates to the School, students or colleagues that is confidential, proprietary or privileged.

Social contact with a student, who is not a family member, should arise from a social relationship with the student's parents or caregivers (rather than from a social relationship with the student directly).

Volunteers should avoid being alone with a student in these situations, or communicating electronically or online with a student, without the parent or caregivers' knowledge and consent.

## **6. USE OF ALCOHOL, DRUGS, TOBACCO AND ILLICIT SUBSTANCES**

'Drugs and alcohol' includes tobacco, cigarettes or e-cigarettes, personal vaping devices (regardless of whether these contain nicotine), drugs and alcoholic substances (including any beverage or product with a labelled percentage of alcohol measurement), and any other illegal, illicit or harmful substances, and related paraphernalia.

The School is a smoke-free environment. Smoking is not permitted at the School (or any School-related activity or event), in School vehicles, or when performing School-related activities and responsibilities.

As a volunteer member of Shore, you must:

- (a) not use or be under the influence of drugs and alcohol when attending the School (or a school-related activity or event), when in School vehicles, or when performing School-related activities and responsibilities;
- (b) not consume alcohol, illegal drugs or non-prescribed and/or restricted substances while attending to activities. Alcohol may only be consumed on School premises at official School events;



- (c) not bring onto School grounds (or to any School-related activity or event), possess, sell or supply drugs and alcohol, including at recognised and endorsed School functions;
- (d) not condone, encourage or facilitate students bringing onto School grounds (or to any School-related activity or event), possessing, selling or supplying drugs and alcohol;
- (e) not have illegal drugs in your possession while at work or on duty. Any illegal drugs found on School property or in the possession of any person on School property may result in disciplinary action and referral to the Police;
- (f) not give students or other staff illegal drugs or restricted substances, or encourage their use;
- (g) not take alcohol to School or consume it during School hours or after School hours at any time School students are present.
- (h) not purchase alcohol for, give or offer alcohol to, any School student (or to any other person under the age of 18 years);
- (i) not smoke or permit smoking in any School buildings, enclosed area or on School grounds. This includes all buildings, gardens, sports fields, cars and car parks; and
- (j) not purchase tobacco or tobacco products for any School student, give or offer them tobacco or tobacco products.

## **7. DRESS AND APPEARANCE STANDARDS**

Volunteers must dress in a manner which allows them to perform their activities safely and comfortably. The school, however, does require you to wear comfortable covered footwear and smart casual clothing suitable to your volunteer role. If your role requires you to wear personal protective equipment (PPE), this will be supplied to you with instructions of use.

## **8. COMMUNICATIONS, MEDIA, PRIVACY AND PROTECTING CONFIDENTIAL INFORMATION**

Volunteers should not disclose information about students or other staff, except in the ordinary course of performing one's duties, and then only to people with a need to know.

Volunteers must:

- (a) Be mindful of confidentiality when in discussions with staff or other members of the school community.
- (b) Not disclose personal information about another staff member to students or parents or caregivers.
- (c) Not engage in unprofessional communication, either verbal or written, with staff, parents, caregivers, students.
- (d) Not take or publish (including online) photos, movies or recordings of a student without approval and a valid educational context.





DOCUMENT CONTROL REGISTER	
VOLUNTEER CODE OF CONDUCT	
Author	Director of Human Resources
Compliance	
Legislation	Child Safe Standards
Related Shore's Policy	Child Protection Policy Volunteer Code of Conduct Procedures for Onboarding Volunteers Volunteer Policy
Key Dates	
ELT Approval	
Council Approval	
Publication Date	
Review Date	

