

CODE OF CONDUCT – STUDENT AND PARENTAL VOLUNTEERS

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

Please read this Code of Conduct –Student and Parental Volunteers thoroughly and observe all policies and directives when fulfilling the role.

Definition of Student and Parental Volunteers

Student and Parental Volunteer: means a parent who is employed by another person and does not carry out any work for the other person for a financial reward, financial reward does not include a payment that is a reimbursement for out-of-pocket expenses.

St Hilda's School has three types of volunteers.

- **Formal Parental Volunteers** who provide regular, ongoing service. Examples include: a parent assisting in the classroom, School Council member, Support Group members.
- **Informal Parental Volunteers** who provide assistance that is on-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.

Student and Parental 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 ECS Policy and Procedures, and be officially accepted by St Hilda's OSHC prior to performance of any task. Unless specifically stated, Volunteers shall not be considered as employees of St Hilda's OSHC.

Student and Parental Volunteer Code of Conduct

Student and Parental 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, children and members of the St Hilda's OSHC community.

Student and Parental Volunteers are expected to think and act safely:

- Put the safety of all children, 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 *Safeguarding our Children Guide*.
- Report all injuries, illnesses, accidents and near misses immediately to the employee responsibility 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. Report to the appropriate Pre-Preparatory contact or supervising staff member if confronted with a challenge beyond the volunteer's control, role or responsibility.

- Recognise that in the use of specialised equipment, training is fundamental to its safe operation.
- Avoid being alone with individual children 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.
- 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 child 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 child can be present outside the room as a witness.

Student and Parental 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.
- 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 Director of Pre-Preparatory or appropriate staff member.
- Recognise and report all matters of abuse, harm, self-harm, inappropriate behaviour, or the likelihood of such matters immediately to the Director of Pre-Preparatory or the volunteer's supervising staff member.

Student and Parental Volunteers are expected to observe principles of confidentiality:

- Value our role in ensuring the safety, privacy and confidentiality of all children, employee and other visitors.
- Observe principles of confidentiality in relation to all aspects of the Centre's operation – no Pre-Preparatory documents or processes should be shared with or discussed with any third party.
- Avoid discussing any aspect of personal information relating to a child, employee or another volunteer with any third party, including family members of either the volunteer or the child concerned.
- Avoid counselling children on personal issues. Discuss information relating to the wellbeing of a child with the employee responsible for that child or activity only, observing the child's right to confidentiality at all times.

Student and Parental Volunteers are expected to treat children and staff with respect:

- 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's physical space.
- Be aware of the volunteer's own body language.
- Be careful and sensible in making physical contact with people. Where circumstances require such, for example the administration of First Aid, at all times seek the child's permission to make contact.
- Use non-discriminatory, respectful and non-judgmental language.
- Seek advice whenever appropriate.
- Dress in presentable clothes (or those suitable for the activity) that reflect the employee level of dress.
- Conduct themselves in a manner and use language that is appropriate and of a high standard at all times.
- Volunteers are asked to put pagers and mobile telephones in "silent/vibrate" mode so as not to disrupt or distract from activities.

Student and Parental Volunteers must NOT:

- Utilise their position to take advantage of any child.
- Harass or abuse any person, or use profanity while in the Centre or at a Pre-Preparatory activity.
- Be the only adult in a bathroom or other dressing area whenever children 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 children 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 children, for any purpose unless required as part of your role as a volunteer, and then only with direct approval from the Centre and the appropriate parent(s).
- Make comments of a sexual nature and refer any questions of this type from a child to the teacher in charge.
- Use, possess, alcohol, illegal drugs, weapons, inappropriate videos, reading materials or other objects on the Pre-Preparatory grounds.
- 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 child, staff member, volunteer or other personnel.
- Engage directly with media representatives. Media enquiries must be referred to the Director of Pre-Preparatory or to School Administration for referral to the Principal.

Breaches

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