

Volunteers should use appropriate communication skills when engaging with students:

- Acknowledge the needs and concerns of the individual.
- Practice effective listening (For example 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.
- Be judicious in making physical contact with young people and at all times seek the young persons permission to do so.
- Stay calm and relaxed.
- Be clear and consistent.
- Use non-discriminatory respectful and non-judgmental language.
- Seek advice whenever appropriate. As a volunteer, you must follow all instructions from the staff and School Administration. You should not engage directly with media representatives, and should refer all enquiries to School Administration.

Volunteers must not:

- Smoke or use tobacco products while volunteering and/or on school property.
- Use, possess, or be under the influence of alcohol at any time while volunteering and/or on school property.
- Use, possess, or be under the influence of illegal drugs at any time while volunteering and/or on school property.
- Condone the use of or provided any of the above substances to any students, employees or other volunteers
- Verbally harass or abuse any person or use profanity while volunteering and/or on school property.
- Utilize 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 school principal in the first instance and appropriate authorities will be contacted if necessary.

Should you have any questions with regard to any of the above you should contact the school Principal, Susan Carpenter in the first instance on (07) 5462 2675.



Our Lady of Good Counsel
Catholic Primary School

A place of rich history, vibrant growth and promising futures!

Our Lady of Good Counsel

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Volunteer Code of Conduct

Value statement

Our School community values:

A love of God, self and neighbour

Compassion, forgiveness and reconciliation

Holistic education which is life-giving, life-long and happily nurtured

Respect for individual differences

The pursuit of excellence in all areas of the school

Opportunities for leadership and innovation for children, staff, teachers and parents.

Collaboration and cooperation across the school community

Collegial support for all staff

A welcoming community atmosphere

Understanding of rules, rights and responsibilities

Pride in achievement, personal appearance, our school, our community.

This Code of Conduct applies to all persons volunteering at Our Lady of Good Counsel

All volunteers should participate in a Student Protection Induction. [This is contained in the Student Protection Handbook for Volunteers].

All non-parent volunteers must undergo employment screening under the *Commission for Children and Young People and Child Guardian Act 2005* and hold a current Positive Notice Blue Card for volunteers.

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.

Volunteers should:

- Behave honestly and with integrity
- Act with care and diligence
- Behave and dress appropriately

Volunteers should think and act safely: Put safety first in all activities.

- Follow the safety procedures outlined in the School's Operational Guidelines, 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
- Work only according to your level of competency. Contact and report to School Administration when confronted with a situation which you are unable to contend with or is beyond your role and responsibility.
- situation as quickly as possible.

Volunteers should treat students 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 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 illegal activity to Our Lady of Good Counsel Administration or appropriate staff member.