



VOLUNTEER CODE OF CONDUCT

Volunteers have a significant role in the work of the College. They have an integral part to play in providing a healthy, safe and enjoyable environment for our students. To preserve this relationship:

1. Volunteers are expected to follow the principles of
 - safety
 - respect
 - support
 - ethical communication and
 - ethical conduct.
2. Volunteers must think and act safely
 - putting safety first in all activities
 - following safety procedures to the best of their abilities
 - assisting in the evacuation of an area or situation if a direct threat is identified and
 - working only to their level of competency, contacting and reporting to the College administration when confronted with a situation beyond their volunteer's role or responsibilities.
3. Volunteers should treat students and staff with respect
 - respecting the rights of individuals and maintaining an appropriate level of confidentiality
 - treating everyone with courtesy, sensitivity, tact, consideration and humility
 - assisting in creating an environment free of fear, harassment, racism and exploitation
 - respecting the cultures, beliefs, opinions and decisions of others even when holding different views
 - taking instruction from and not obstructing the responsible staff member in any way in the execution of his/her duties and
 - reporting any illegal activity to the College administration or protection contacts.
4. Volunteers should use communication skills when engaging with students
 - acknowledging the needs and concerns of each individual
 - practising effective listening (e.g. asking open questions, being alert to non-verbal communication)
 - being aware of the student's physical space
 - being aware of their own body language
 - being judicious in making physical contact with the young person

- staying calm and relaxed
 - being clear and consistent
 - using non-discriminatory, respectful and non-judgmental language
 - seeking advice whenever appropriate and
 - following all directions from staff and the College administration.
- Volunteers should never engage directly with media representatives, but refer all enquiries to the College administration.

5. Volunteers must not

- smoke or use tobacco products in any area of the College or while on duty outside the College environs
- use, possess or be under the influence of alcohol at any time while engaged in volunteer activities
- use, possess or be under the influence of illegal drugs at any time
- verbally harass or abuse any person or use profanity while engaged in volunteer activities or
- use their position as volunteers to take advantage of any young person.

Any breaches of this Volunteers' Code of Conduct will be dealt with by the College Principal in the first instance and may then be referred to the appropriate external authority in cases of a serious nature.