



Code of Conduct for Visiting Service Providers

1. Introduction

Toowoomba Catholic Schools is committed to creating and maintaining a safe, productive and positive environment for our students. This Code of Conduct seeks to affirm the standards of behaviour that are expected of visiting service providers, in order to ensure the continuing safety and well-being of our school communities.

2. Applicability

This Code of Conduct applies to all visiting service providers within Toowoomba Catholic Schools, including both those conducting activities in schools and with the Toowoomba Catholic Schools Office.

3. Principles

It is expected that service providers abide by the following principles:

- the safety and well-being of students is met at all times
- service providers engage in respectful and supportive relationships visiting with students, families, staff members and other volunteers
- the privacy and confidentiality of students, families, staff members, volunteers and other service providers is respected at all times
- visiting service providers are committed to the educational, religious and social values of Toowoomba Catholic Schools
- visiting service providers carry out all duties in a conscientious and ethical manner.

**“the safety and wellbeing
of our students is everyone’s
responsibility”**

4. Standards of Behaviour

It is expected that visiting service providers will behave in a manner that is consistent with the principles outlined in this Code of Conduct. Service providers must also:

- **participate in an induction program prior to commencing duties.** This induction will cover a number of areas, including student protection
- **consider safety as a priority in all activities,** following all school and/or Catholic Schools Office safety procedures. For example, service providers must be aware of evacuation processes within schools
- **work only within the limitations of the service provider role,** acknowledging the requirement to seek guidance from, and report any issues to, school and/or Catholic Schools Office Administration
- **follow the instruction of staff members** in order to ensure that correct procedures are implemented within schools/at the Catholic Schools Office



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- **Avoid being alone with students**, acknowledging that in conducting their role, some visiting service providers may be required to work in a one to one situation with a student. In such situations visiting service providers must follow the school's policy and procedure. If working with a single student, a visiting service provider should:
 - have previously discussed arrangements with the Principal
 - maintain visibility into a room, for example a door to remain open
 - where possible, interact with the student in an area open to observation
- report all concerns to an appropriate staff member, such as the Principal or a School Student Protection Contact. For example, a suspicion of illegal activity or concerns about harm to a student should be reported immediately
- exercise due care and diligence in the performance of their work at the school.

5. Visiting Service providers must not:

- **smoke or use tobacco products whilst working** or on any Toowoomba Catholic Schools grounds
- **possess, consume, or be under the influence of alcohol or illegal drugs whilst working** within schools or at the Toowoomba Catholic Schools Office
- **supply tobacco products, alcohol or illegal drugs to students**
- **engage in any behaviour that may cause harm to a student**
- **engage in any form of inappropriate behaviour towards a student**
Examples of inappropriate behaviour include, however are not limited to:
 - swearing at, or in front of, students
 - pushing, shoving or grabbing a student
 - using threats or instilling fear in a student
 - using sarcasm towards or demeaning a student
 - showing favouritism towards specific students, including giving gifts or showing special favours
 - any and all forms of sexual behaviour, including sexual jokes or innuendo.

6. Communication

Visiting service providers must use appropriate communication skills with students in order to maintain a safe and supportive environment. Such communication includes:

- listening to and supporting students
- being aware of physical boundaries and personal space, including your own body language
- being visible when interacting with students, ensuring the presence of other staff members or volunteers
- being clear, calm and positive in verbal interactions with students and families
- avoiding any discriminatory, offensive or inappropriate language when interacting with students and families.



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7. What should I do if I have a concern about a student or the behaviour of a staff member, volunteer or other service provider?

Student Protection and Code of Conduct

All staff members within Toowoomba Catholic Schools are required to follow the *Student Protection Processes and Guidelines* in relation to the reporting of abuse and harm to students, and inappropriate behaviour by staff members, service providers or volunteers towards students. In addition, all staff members are required to act in accordance with the *Catholic Schools Code of Conduct*.

If a service provider has a concern regarding a student, or the behaviour of a staff member, service provider or volunteer, then this must be raised **immediately** with the School Principal or School Student Protection Contact. If in doubt, a volunteer should always report the concern. More detailed information can be found in the *Student Protection – Information for Visiting Service Providers* document.

If the School Principal, the School Student Protection Contact or any other staff member receives information from a volunteer about abuse, harm or inappropriate behaviour to a student, that person is required to follow the appropriate student protection process to ensure the safety and well-being of the student.

8. Breaches of the Code of Conduct for service providers

Any allegations of breaches of this Code of Conduct are treated seriously by Toowoomba Catholic Schools, and will be investigated accordingly with due regard to the principles of procedural fairness and natural justice. If necessary, the appropriate authorities will be notified.

9. How can I access more information about student safety and well-being?

Student protection is a high priority for Toowoomba Catholic Schools. Information regarding the policies and procedures that schools are required to follow can be found on the Toowoomba Catholic Schools website.

Alternatively, visiting service providers can seek further information from School Administration or by contacting the Toowoomba Catholic Schools Office.

10. How can I access support?

Visiting service providers are highly regarded by Toowoomba Catholic Schools. To access any support or guidance, please do not hesitate to approach school or Toowoomba Catholic Schools Office Administration.

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For further information contact:

ADDRESS PO Box 813, Toowoomba Qld 4350 PHONE 07 4637 1400 FAX 07 4637 1499
EMAIL enquiries@twb.catholic.edu.au WEB www.twb.catholic.edu.au ABN 88 934 244 646

...act justly; love tenderly; walk humbly with your God Micah 6:8