



CODE OF CONDUCT

A copy of this document must be viewed and signed by every youth mentor, guest teacher, volunteer or other adult involved in Shine from Within workshops and events. The words 'staff' or 'we' are used throughout to encompass all adults who are involved in Shine from Within events, including but not limited to teachers, guest speakers, photographers, youth mentors, volunteers and facilitators. Where 'the Director' is mentioned, it refers at this time to Amanda Rootsey.

'Young people,' or 'students,' refer to anyone in our care under the age of 18.

| Behaviour | Appropriate (I MUST...) | Inappropriate (I MUST NOT...) |
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| Language | <p>At all times we must try and speak in a positive, inclusive, non-judgemental and age-appropriate manner. Be open and honest with our discussions while being mindful of their age, remembering the Duty of Care module which outlined psychological developments of adolescence and issues young people might be going through.</p> <p>We must aim to actively listen and respect students at all time, even if their opinions differ from our own.</p> <p>We must use inclusive language at all times and ask students for their pronouns at the beginning of a workshop when asking for their names.</p> | <p>We must not use negative talk about ourselves or others and avoid swearing at all times. We must not lie or fabricate truth in any way.</p> <p>We must not impose our views on others - we can share our personal experiences but not suggest that 'our way' is the only path forward for all.</p> <p>We must not use racist, sexist, ableist, gendered or appropriated language. For example, saying "ladies and gentleman," "Hey <i>guys</i>," "It's time to <i>step up</i>," "our self-love <i>tribe</i>," etc. All of these statements can omit or exclude some students (without you even being aware of this) or can be offensive. In our effort to do no harm, it's important to be very conscious of the language we choose and learn more about this if necessary.</p> |
| Relationships | Staff can communicate with young people outside of official events | Staff are not to reach out to young people through their personal emails, |



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| | <p>through work emails and social media accounts as follow up to the course. If on social media this should be in a group and not by way of direct messaging (DM/PM).The Director should be a part of all groups on social media.</p> <p>If you are going to see any young people or communicate with them outside of official events then this must be approved by the guardians of the parents and our Director must be informed.</p> | <p>phone or social media without consent from the Director and the young person’s guardian.</p> <p>Staff should not be communicating one-on-one with parents - only the Director may contact students unless in an emergency situation or this has been previously discussed and agreed upon with the parents and the Director.</p> <p>Absolutely no soliciting of services is to occur by any volunteer, teacher, guest expert, etc at Shine from Within events or afterwards. Respect for the relationship you have with students, guardians, other volunteers or anyone else you meet in your capacity at Shine from Within must be maintained at all times.</p> |
| <p>Supervision of children</p> | <p>All staff and adults involved in Shine from Within events must have a valid Blue Card.</p> <p>For any events, parents or guardians must drop off and pick up the young people from the venue. At the end of each day, students must remain inside until their guardian has arrived to collect them.</p> <p>A member of Shine From Within staff must be present at all times with the young people.</p> <p>A maximum of 10 young people to 1 staff member at all times. This may increase to 30 young people to 2 adults.</p> | <p>Young people must not be left alone in the venue at any time without a supervising adult.</p> <p>Young people can not leave the venue without a staff member or their approved caregiver.</p> |



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| | <p>If a young person leaves the venue without permission then the guardians must be notified ASAP and Shine From Within staff should see if they can locate the young person and keep them safe and in view until a guardian arrives.</p> | |
| Physical Contact | <p>Consent must be given before any physical contact is made unless in an emergency eg. before helping a young person with their make-up always ask, "Is it ok if I touch your face to put this make-up on?" In the case of an emergency and first aid needs to be given always communicate with the young person if they are conscious as to what you are doing before touching them.</p> <p>You may hug a young person if they ask for it in an open area with other staff in the area.</p> | <p>Do not touch a young person without their consent.</p> <p>Do not force any young person to give you (or anyone else) a hug or offer it before they ask.</p> <p>Do not presume that someone wants physical touch just because they are upset.</p> <p>Do not use inappropriate touch with other staff, volunteers or guest teachers in front of young people.</p> <p>No violent or aggressive behaviour such as hitting, kicking, slapping or pushing, kissing, or touching of a sexual nature at any time.</p> |
| One on one contact with young person | <p>If a young person needs some support away from the main group a member of the Shine from Within staff can take them into a private area but at all times they must communicate with other staff members of where they are and who they have with them, ideally leaving a door ajar so as not to be completely alone with a student.</p> | <p>No guest teachers or volunteers can be alone with one young person at any time.</p> |
| Behaviour Management | <p>Group guidelines or rules will be determined in collaboration with the young people at the start of a</p> | <p>Do not presume that all students will know how to, or have the capacity to, appropriately behave in a group</p> |



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| | <p>course or workshop.</p> <p>If a young person's behaviour is inappropriate then you may gently ask them to discuss this with you or with another staff member during the lunch break.</p> <p>If a young person is displaying behaviour that is upsetting others in the group then the group can take a break and staff can support the young person that is being disruptive by seeing what they may need such as a walk with a staff member, change of topic etc. We will usually have at least 2 adults so that there is minimal disruption to the group if this occurs.</p> | <p>situation.</p> <p>Do not shame a young person or exclude them for their behaviour.</p> <p>Do not think that just because a young person has left the venue that they are no longer your responsibility.</p> <p>Bullying or any type of exclusion will not be tolerated at any time and must be addressed if witnessed amongst the students.</p> |
| <p>Transporting young people</p> | <p>In the event that a young person needs to be transported consent must be given in writing by the guardian of the young person in writing (a text or email will do).</p> <p>The correct restraints must be used at all times.</p> <p>The vehicle must be road worthy and have full comprehensive insurance and roadside assistance.</p> <p>The driver must hold a full license.</p> | <p>Young people must not travel in a vehicle with any staff or volunteers without written permission.</p> |
| <p>Risk Management</p> | <p>For each event, the risk management plan must be viewed and adhered to at all times. If a facilitator wishes to conduct an activity that involves any amount of physical or emotional risk, this</p> | <p>Staff must not spontaneously engage in an activity that has not been approved without consulting the Director.</p> |



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| | <p>must be brought to the Director's attention ahead of time (at least 2 weeks in advance) so that any risks can be assessed and managed.</p> | |
| <p>Recognise limitations</p> | <p>Staff must always be aware of their own limitations.</p> | <p>Do not offer counselling if you are not a counsellor. Do not offer medical advice or assistance if you are not a doctor or nurse and, even if you are, if the students are not in your care in this capacity, unless it is an emergency situation. E.g. do not assist a diabetic student with their injections, even if you know how - see our document about diabetic students for more details.</p> |
| <p>Use of technology</p> | <p>During sessions, phones will be on airport mode and on silent and away in personal bags.</p> <p>It is up to the facilitator's discretion as to whether more strict rules need to be applied during breaks.</p> | <p>Phones will not be in active use by students or volunteers/staff (unless they are pertinent to the activity or are being used to record a session for marketing purposes).</p> |
| <p>Child safety and confidentiality</p> | <p>Privacy and confidentiality of students must be ensured at all times, except when a young person has disclosed that they intend to harm themselves or someone else; where they have disclosed some form of abuse; or where the young person has given permission for the information to be disclosed.</p> <p>Under the Child Protection Act 1999 any person who believes a young person is harmed or at risk of being harmed can report the matter to the Department of Child Safety. The first point of call should be to your supervisor (the Director) who will notify the young person's guardian ASAP if required. If required the matter will be reported to emergency services or the Department of Child Safety if there is concern that the parents are involved. Ensure that you record any notes that you can about what the student has shared with you so that you can pass on any relevant information to authorities.</p> <p>Once the immediate safety of a student is secured, you can then refer the student onto a GP or mental health professional. This will be done by the</p> | |



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| | Director. |
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ACKNOWLEDGMENT

I _____

Acknowledge that I have read and understood the Code of Conduct and agree to adhere to this to the best of my ability.

Signed:

Date: