



CODE OF CONDUCT

FOR ONLINE WORKSHOPS

A copy of this document must be viewed and agreed to by every facilitator, youth mentor, guest teacher, volunteer or other adult involved in Shine from Within workshops and events. The words 'facilitators' 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, 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...)
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 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>



<p>Relationships</p>	<p>To protect young people in our care, facilitators will only communicate with students during online classes.</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>Any soliciting of services to occur by any facilitator, volunteer, teacher, guest expert, etc at Shine from Within online events or after must be approved by the Director first. 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>Facilitators are not to reach out to young people through their personal or business emails, phone or social media without consent from the Director and the young person's guardian and must not instigate communication with students outside of official online classes or events.</p> <p>Facilitators should not be communicating one-on-one with parents - only the Director or agents of Shine From Within (at this time this could be Jane Youngs or Leah Castle) may contact parents unless in an emergency situation or this has been previously discussed and agreed upon with the parents and the Director.</p>
<p>Supervision of children</p>	<p>All facilitators and adults involved in Shine from Within events must have a valid working with children card (or equivalent in your state/territory).</p> <p>For all online workshops all young people involved must have approval from their parents/guardians to be online (this can be checked by ensuring that all participants have registered).</p> <p>If a young person leaves the online workshop before the end of the workshop the parents/guardians must be made aware of this via email at the end</p>	<p>Young people must not be left alone in an online setting at any time without a supervising adult ie. don't leave the meeting open at the end of the workshop if you are not going to be online with them and ensure all Zoom settings outlined at the bottom of this document have been checked so that students can not join the meeting without a facilitator present.</p> <p>Do not allow any person that has not been approved into the online meeting at any time including other young people.</p>



	<p>of the workshop. If you feel the young person may be in danger then this will need to be done immediately.</p>	
<p>One on one contact with young person</p>	<p>If a student needs some support away from the main group this can be done using a 'breakout room.' This must be recorded, with the permission of the young person.</p>	<p>No contact can be made one on one once the meeting has been finished without approval from the students' parents/guardians and SFW Director being notified.</p>
<p>Behaviour Management</p>	<p>Group guidelines or rules will be determined in collaboration with the young people at the start of a 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 facilitator at the end of the workshop.</p> <p>If a young person is displaying behaviour that is upsetting others in the group then the group can take a break and facilitators can support the young person that is being disruptive by seeing what they may need, change of topic etc. in a separate break out room.</p> <p>The benefit of online classes is that the facilitator has control over muting/unmuting; showing video/not showing video; and can communicate privately via chats to participants so there shouldn't be many, or any, opportunities for disruptive behaviour. If you have any issues, please contact the Director or appropriate member who is there in a supportive capacity (Amanda Rootsey or</p>	<p>Do not presume that all students will know how to, or have the capacity to, appropriately behave in a group situation.</p> <p>Do not shame a young person or exclude them for their behaviour.</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>Leah Castle at this stage).</p> <p>We will endeavour to always have at least 2 facilitators on a live class to ensure that the main facilitator has support if the need arises.</p>	
Risk Management	<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 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>Facilitators must not spontaneously engage in an activity that has not been approved without consulting the Director.</p>
Recognise limitations	<p>Facilitators 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.</p>
Video recordings and Photography	<p>Each live class may be recorded by the facilitator onto their local recording. In this case, the recording MUST be transferred to Shine From Within within 24 hours and then deleted from the facilitator's local computer.</p> <p>Facilitators and volunteers may be requested to take photos of the event or online class. The photographs may be taken on personal devices (such as mobile phones). It is a requirement that at the end of the class the facilitators</p>	<p>Any recordings of live classes MUST NOT be kept or shared in any way by facilitators, other than to send them to Shine From Within. This would be a breach of privacy laws and our code of conduct.</p> <p>No photos may be taken of students participating in a live class where a student might be identified (i.e. you can take a photo of yourself about to start an online class, or of your presentation slides but student faces or names MUST NOT be shown).</p>



	<p>transfer these photos over to Shine From Within and that the photos are immediately deleted from the personal device that took the photo/s.</p> <p>Any inappropriate usage of electronic devices or conduct on social media by participants, facilitators or volunteers is to be reported to the Director who will address it directly with the participant, facilitators member or volunteer.</p>	<p>At no point in time can any identifying information about a child be disclosed or included in any publishing of any photograph, including tagging or mentions on social media.</p>
<p>Use of technology</p>	<p>During sessions, phones will be on airport mode and on silent. Students will be asked to shut down all other pages open on the computer during the session.</p>	<p>Phones will not be in active use by students or volunteers/facilitators (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 Director.</p>	