



ALL HALLOWS' SCHOOL

A Ministry of Mercy Partners

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All Hallows' School

Volunteers and Other Personnel Code of Conduct January 2026

We acknowledge the traditional owners, the Turrbal and Jagera people.
We pay our respects to them. May we walk gently on this land.

Contents

INTRODUCTION.....	3
1. Commitment.....	3
2. Purpose of the Code.....	3
3. Definitions.....	3
4. Mission, Vision and Values.....	5
5. When does this Code apply?.....	6
6. What happens if there is a breach of the Code?.....	6
STANDARDS OF BEHAVIOUR FOR VOLUNTEERS AND OTHER PERSONNEL	7
7. General Expectations	7
8. Safety and wellbeing of students	8
9. Professional Behaviour with Students.....	8
10. Inappropriate Relationships and Sexual Misconduct with Students.....	10
11. Support and Questions	10

All Hallows' School acknowledges that this Code of Conduct is based on the Brisbane Catholic Education Volunteers and Other Personnel Code of Conduct. The school is appreciative of the willingness of Brisbane Catholic Education to assist in the development of this code.

INTRODUCTION

1. Commitment

- 1.1 All Hallows' School is a ministry of Mercy Partners. All Hallows' School is committed to providing high quality Catholic education in accordance with the ethos and values of the Catholic Church in whose name we work.
- 1.2 All Hallows' School, in acknowledging that each person is made in the image of God, unequivocally commits to fostering the dignity, self-esteem and integrity of every person.
- 1.3 All Hallows' School requires all volunteers and other personnel to maintain a high standard of personal and professional conduct and to comply with applicable school policies and procedures, including this Code. Further volunteers must report any conduct they witness by others engaged by the School that is not in keeping with the Code or other Policies. By standers do not contribute to safe, healthy environments.
- 1.4 All Hallows' School has zero tolerance for all forms of child abuse and is committed to Child Safety. Our commitment is based on our Mercy values of compassion, respect, justice, and service. We are committed to and promote the safety, wellbeing, inclusion, participation, and empowerment of all children, including Aboriginal and Torres Strait Islander children, children with disability, and children from culturally diverse backgrounds.
- 1.5 Members of the school community, including parents and caregivers, and students should refer to the School Community Code of Conduct and Student Code of Conduct, respectively.

2. Purpose of the Code

- 2.1 This Code sets out the responsibilities and standards of behaviour required of all volunteers and other personnel engaged by All Hallows' School from time to time and is to be read in conjunction with other documents, policies and processes.
- 2.2 The Code does not provide an exhaustive list of every aspect of the school's expectations but rather provides a framework to assist volunteers and other personnel to make appropriate and ethical decisions about their conduct.
- 2.3 This Code forms part of the school's Child and Youth Risk Management Strategy. Together, these documents assist the school to meet its obligations under the *Child Safe Organisations Act 2024* (Qld).

3. Definitions

Contractor – means any person who is engaged by the school to provide a service or perform work in accordance with the terms of their contract or agreement. An independent contractor is responsible for providing their own equipment, tools or other assets required to

perform the work. The contractor takes responsibility for the work they perform and how they perform that work.

Consultant – means a person engaged by AHS and qualified to give professional advice or services. The contractor takes responsibility for the work they perform and how they perform that work.

Employee – means any person who is employed by AHS, on a temporary, casual, part-time, fixed term or continuing basis pursuant to a contract of employment. The term 'employees' does not include independent contractors and employees of labour-hire companies.

Other personnel – means persons who use school property and facilities to provide a service or instruction to or in the vicinity of students and are not school employees, and may include contractors, consultants, suppliers, pre-service teachers, trainees, or members of an external agency otherwise engaged by the school.

School – means All Hallows' School Limited ABN 99 143 964 372 and its controlled and associated entities, including, but not limited to, the All Hallows' School Parents and Friends Association, the Catherine McAuley Bursary Trust, the All Hallows' Foundation, parent support bodies and any other member or members of the school community.

School community – means parents, caregivers, step-parents, relatives, extended family, past pupils, visitors, friends, supporters and invitees of the school, when in the school environment (both physical and digital) or when attending any school-related function or activity at any other location.

Social media – means any form of online publication or presence that allows interactive communication, including social networking platforms and sites (e.g. Facebook, Tiktok, X, LinkedIn, Snapchat), internal intranet social portals, video and photo sharing websites (e.g. Flickr, YouTube, Instagram, Pinterest), instant messaging (e.g. SMS, WhatsApp), geospatial tagging (e.g. Yelp), location based dating apps, blogs, micro-blogging, podcasts, gaming platforms, wikis, online collaborations and forums, discussion boards and groups.

Student – a prospective, current or past student of the school.

Trainees – a person undergoing training for a particular job or profession.

Volunteer – means any person who is acting on a voluntary basis at the school to fulfil a specific purpose and who is not paid a wage for an work performed. A volunteer may receive an honorarium payment. A volunteer maintains responsibility to ensure their safety, and the safety of others, and is required to comply with the school's policies and procedures.

4. Mission, Vision and Values

Mission

All Hallows' School is a Catholic girls' school within the educational and spiritual tradition of the Sisters of Mercy. Our inspirations are Jesus Christ, Gospel values and the life and faith of Catherine McAuley. Our community works to engage, nurture and challenge our students within a dynamic and holistic learning environment. We educate young women to embrace their future with confidence and self-knowledge and to make a difference in our world by living Mercy.

Vision

Catherine McAuley said:

We must strive to do ordinary things extraordinarily well.

Our vision is:

To be an extraordinary school that inspires faith, engagement, learning and leadership, empowering all in the spirit of Mercy.

Values

Compassion: Jesus lived the compassion of God in his love for all, particularly those on the margins. We strive to be a community of hope, feeling the suffering of others and responding with generosity, kindness and open hearts.

Integrity: Integrity honours the dignity of each person made in God's image, fostering authentic and positive relationships. We hope that all members of our school community act with courage and honesty while making principled decisions.

Joy: Catherine McAuley found joy in the presence of others, strengthening their faith, hope and love and nurturing their awareness of the true sources of joy. As a community, we seek to walk paths of joy and kindness in the knowledge that true happiness is found in the service of others and a spirit of gratitude.

Justice: Justice and Mercy are partners. We are called to respond creatively to the world's needs by protecting creation and respecting the innate dignity of each person. We are compelled to live according to these principles: to work for reconciliation, to promote actions that extend beyond the charitable response, and to challenge societal structures that perpetuate injustice.

Respect: Christianity holds sacred the dignity of each individual as made in the image of God. We strive to foster an environment where we demonstrate respect for self, others, our school, and all of God's creation.

Service: Service is at the heart of the Mercy story. It is an act of solidarity with our neighbours and a way of being Christ to others. We are called to a life of love, hospitality and inclusion so as to make a difference in the lives of others.

5. When does this Code apply?

This Code applies at all times to all volunteers and other personnel of All Hallows' School.

- 5.2 This Code applies to all volunteers and other personnel at any location where they are performing work or another service for, or representing, the school.
- 5.4 Compliance with this Code by all volunteers and other personnel is compulsory. Induction and ongoing training in relation to this Code as required by the school must be completed.

6. What happens if there is a breach of the Code?

- 6.1 Any allegations of breaches of this Code are treated seriously and a person may be required to respond to allegations.
- 6.2 If allegations of conduct that amount to a breach of this Code are substantiated, the school may take any action including to determine that the services of person at the school will be discontinued. If necessary, conduct will be reported to appropriate authorities.
- 6.3 Under the school's Policy on Child Safety and Wellbeing and Student Protection Processes, volunteers and other personnel must report concerns about child-child or adult-child conduct that may give rise to harm or risk of harm to a Student Protection Contact or other member of the Student Protection Strategic Team.

STANDARDS OF BEHAVIOUR FOR VOLUNTEERS AND OTHER PERSONNEL

7. General Expectations

- 7.1 While volunteering or delivering other services to the school, including at activities at other locations that are related to the school in any way, volunteers and other personnel are expected to:
- uphold the school's Mercy ethos and the core values of the Catholic Church, acting with respect, compassion, integrity, joy, service and justice;
 - treat students, staff and others at the school with dignity, courtesy and respect, avoiding behaviour that could be considered offensive, obscene, bullying, harassment (including sexual harassment), discrimination or abuse;
 - exercise due care, diligence and honesty in all activities, acting with integrity and in the best interests of the school;
 - respect cultural diversity and different family structures, and treat all members of the community with consideration and fairness;
 - take reasonable care for the safety and welfare of students, others and themselves, following all school safety procedures (including sign-in, emergency, and evacuation or lockdown procedures);
 - comply with the lawful and reasonable directions of authorised staff members;
 - dress appropriately for the activities undertaken, ensuring attire is safe, modest and suitable for the school environment;
 - use school resources, intellectual property, information and equipment responsibly and only for school purposes, returning all property when service ends;
 - respect the privacy and confidentiality of others, not disclosing or using private, personal or confidential information of others unless required by law or school policy;
 - comply with all applicable laws and promptly notify the Principal if there is any matter relating to them that could lead to a criminal conviction;
 - declare any actual or perceived conflicts of interest to the Human Resources Manager (for example, benefitting the private business of the volunteer or other personnel or the family and friends of the volunteer or other personnel);
 - never smoke at school or within a 5 metre boundary of school land;
 - never use, possess or be under the influence of alcohol or illegal drugs while on school property; and
 - never condone the use of, or provide smoking products, drugs or alcohol to students.
- 7.2 Volunteers and other personnel should report promptly to the Principal any illegal activities or concerning behaviour of others.
- 7.3 Volunteers should not misrepresent or act outside of their level of competency. Volunteers should contact their Line Manager or a member of the Leadership Team if they feel that they are in a situation which they cannot manage or which is beyond their role and responsibility.

8. Safety and wellbeing of students

- 8.1 All Hallows' School has zero tolerance for all forms of child abuse and is committed to Child Safety and implementing and adhering to the Child Safe Standards. Our commitment is based on our Mercy values of compassion, respect, justice, and service. We are committed to and promote the safety, wellbeing, inclusion, participation, and empowerment of all children, including Aboriginal and Torres Strait Islander children, children with disability, and children from culturally diverse backgrounds.**

Child Safety is the responsibility of every member of the community. All Hallows' School has a responsibility to understand and communicate the important and specific role staff and volunteers hold regarding Child Safety, to ensure that the safety and wellbeing of all children and young people is maintained.

Our Child Safety policies, strategies and procedures are inclusive of the needs of all children. The school respects, supports, values, and recognises the diverse needs and contributions of all students.

- 8.2** Where volunteers and other personnel have roles involving student contact, they:
- must act appropriately and professionally at all times in any interactions with students, both in person and online, and including outside school hours, to ensure that they maintain professional boundaries and are a positive role model for students;
 - must take reasonable steps to prevent abuse and harm to students and respond appropriately to concerns or complaints about harm (either at school or outside of school) in accordance with the Policy on Child Safety and Wellbeing and Student Protection Processes. To be clear, all concerns must be reported to the Principal or the school's other Student Protection Contacts immediately. The names of the SPCs are available on the school's student protection webpage and are displayed on the digital screens across the campus. If the displays cannot be located, this information may be sought from an employee at the school.
- 8.3** Volunteers and other personnel are responsible for familiarising themselves and complying with all applicable school policies and procedures, including the Policy on Child Safety and Wellbeing. Volunteers and other personnel must complete all induction and other ongoing training as required by the school from time to time.

9. Professional Behaviour with Students

Volunteers and other personnel must meet the following professional behaviour standards and boundaries with students at all times

9.1 Physical Boundaries

- 9.1.1 Volunteers and other personnel must respect physical boundaries with students.
- 9.1.2 Physical contact is permitted only if the physical contact is appropriate and reasonable for the support, care or management of the student (e.g. to demonstrate an action or skill to a student).

- 9.1.3 Physical interventions (including restraint or removal of a student) are only appropriate as a measure of last resort to ensure safety and protection and are restricted to occasions when the student or other persons are being harmed or at risk of imminent harm (harm to property is not a relevant consideration. The physical intervention and force used must be reasonable in the circumstances).
- 9.1.4 Volunteers and other personnel must respect and respond to the physical needs of students (e.g. allowing toileting or accommodating dietary requirements).

9.2 Emotional boundaries

- 9.2.1 Emotional boundaries are in place to protect the feelings, emotional needs and wellbeing of students and determine the nature of appropriate relationships.
- 9.2.2 Volunteers and other personnel must ensure that they respect emotional boundaries. This may include, but is not limited to, not using unprofessional criticism, shaming, embarrassing or humiliating students or making overly familiar or personal commentary.

9.3 Behavioural boundaries

- 9.3.1 Volunteers and other personnel must not develop a relationship with a student that is or can be seen to be overly personal. All students must be treated consistently without inappropriate familiarity or in ways that favour the student (e.g. spending 'special time' with a student, giving gifts, sharing secrets).
- 9.3.2 Where a personal relationship exists (such as a family relationship), it must be declared to the Principal or Line Manager at the earliest opportunity.
- 9.3.3 Volunteers and other personnel are required to minimise spending time alone with a student. If one on one contact is required, steps must be taken to ensure they are visible to others.
- 9.3.4 Volunteers and other personnel must never drive students or visit students at home without appropriate authority from the parents/carers and the Principal.
- 9.3.5 Any social media, email or phone communication with students must form part of an approved school based process for communication. It should never be used for social or personal communication.
- 9.3.6 Volunteers and other personnel must not use their personal camera, personal mobile phone or personal video recorder to photograph or record images of students, unless they have obtained the prior approval of the parents/carers and there is a justifiable and appropriate context. Volunteers and other personnel must not post any photographs or video in relation to students, unless they have obtained the express permission of the Principal.
- 9.3.7 It is never appropriate to supply alcohol or other substances to a student (e.g. unauthorised medication, tobacco, vapes, illicit drugs).

9.4 Cultural Safety

- 9.4.1 Volunteers and other personnel must respect and celebrate each student's

cultural identity, background, and beliefs, and avoid assumptions, stereotypes, or actions that may undermine a student's sense of belonging, dignity, or cultural safety.

10. Inappropriate Relationships and Sexual Misconduct with Students

- 10.1 Volunteers and other personnel must not engage in an inappropriate relationship or sexual misconduct with a student, staff or other volunteers. A personal relationship with a student may constitute an inappropriate relationship.
- 10.2 Romantic or sexual relationships with students are never appropriate and may not be appropriate in respect of other members of our community. It is irrelevant whether the relationship is lawful, consensual or condoned by parents/caregivers. Any romantic or sexual advances by a student must be discouraged and rejected and immediately reported to the Principal.
- 10.3 Sexual abuse or likely sexual abuse of a student will be reported by the school to the Queensland Police Service in accordance with the school's Student Protection Processes. Any reasonable suspicions or allegations of a sexual or romantic relationship with a student, of grooming behaviour, or of other concerns may be reported as child sexual abuse. Other concerns may include:
- jokes of an inappropriate or sexual nature;
 - inappropriate touching;
 - undressing in front of students;
 - inappropriately communicating to students the sexual behaviour of others;
 - possession, distribution or display of pornography;
 - inappropriate conversations of a sexual nature including sharing information about sexual relationships and sexual preferences;
 - sexual exhibitionism;
 - communications that are sexually explicit or offensive;
 - personal communications about romantic or sexual feelings for the student or any other person;
 - holding conversations of a personal nature with a student where disclosures of private or personal information about themselves are made;
 - flirting with a student;
 - using obscene language or gestures of a sexual nature.
- 10.4 If a volunteer or other personnel are in a lawful sexual or romantic relationship with a student that existed before commencing services with the school, it must immediately be declared to the Principal in writing.

11. Support and Questions

If Volunteers or other personnel have any questions or need to access support, they are encouraged to discuss the matter with the Human Resources Manager, their Line Manager, a Student Protection Contact or a member of the Leadership Team.

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