

Raise Foundation (Raise) is a youth safe, youth friendly organisation, and the wellbeing of young people is paramount. To uphold our high ethical standards, all adult participants, including employees, volunteers and interns, are required to adhere to this Youth Safety Code of Conduct during and after their participation in Raise programs or employment with Raise.

References to “young people” throughout this document include any young person engaged with Raise programs, whether as a mentee or in another capacity. All adult participants share responsibility for the safety and wellbeing of young people engaged with Raise.

As a not-for-profit organisation working directly with young people, Raise is bound by the [National Principles for Child Safe Organisations](#) as legislated in each State and Territory.

Raise is committed to being youth safe. We are committed to providing welcoming, safe and nurturing environments for young people, preventing abuse and neglect wherever possible, and responding promptly and appropriately if harm does occur. In all decisions and actions, the interests of any young person who is harmed, or at risk of harm, are placed above the interests of any individual or the organisation.

Raise is a values-led organisation. All staff and volunteers are expected to uphold Raise’s values in their interactions with young people and with one another. This includes acting with courage, heart, respect, integrity, vitality and excellence, and contributing to a culture of individual and collective responsibility for youth safety.

By signing this Youth Safety Code of Conduct, I acknowledge my responsibility to help create and maintain a youth safe environment. I commit to familiarising myself with and complying with this Code of Conduct, the Raise Foundation Youth Safety Risk Management Framework, and relevant Raise policies and procedures, and to reporting concerns or breaches in accordance with Raise’s reporting processes.

I WILL:

- I will act in accordance with this Youth Safety Code of Conduct and all relevant Raise policies in all my interactions with young people.
- I will behave respectfully, courteously, and ethically towards young people, their families, other mentors, Raise employees and school staff.

- I will treat all young people with respect in all interactions, regardless of race (including nationality and ethnic or national origin), sex, gender identity or intersex status, marital status, sexual orientation, perceived or actual age, maternity, pregnancy, breastfeeding, family or carer's responsibilities, political opinion, religion, physical or mental disability or any other characteristic specified under anti-discrimination or human rights legislation.
- I will ensure Aboriginal and/or Torres Strait Islander young people and families feel supported to express their culture in a safe and inclusive environment.
- I will, as a mentor, bring any concerns about a young person's risk of harm to the immediate attention of the Raise Program Counsellor or Case Manager.
- I will escalate concerns or complaints about inappropriate behaviour in line with Raise's reporting processes. Where required by my role, I will record and act on complaints in accordance with Raise procedures.
- I will be a positive role model to young people in the Raise Program and in all my interactions with young people.
- I will set and maintain clear boundaries between myself, young people, other volunteers and Raise staff, so I can carry out my role effectively.
- I will always remain in sight of the Program Counsellor when mentoring in person.
- I will report any conflicts of interest or potential conflicts to my Program Counsellor or Case Manager or the Engagement Team.
- I will participate in the Raise Program consistently and reliably, unless prevented by legitimate circumstances.
- I will immediately notify my Program Counsellor or Case Manager or the Engagement Team, if I have been charged with, or convicted of, any offence that relates to child exploitation and/or abuse.

As a staff member, I will notify my immediate manager.

- I will immediately notify my Program Counsellor or Case Manager or the Engagement Team if I have been served with a personal safety intervention order, family violence order, restraining order, or apprehended violence order.

As a staff member, I will notify my immediate manager.

- I will ensure my interactions with young people are focused on their needs and are relevant and not driven by my personal interests.
- I will adhere to the Department of Education's Code of Conduct in my State or Territory - or, in independent and non-government schools, any relevant policies or guidance issued by the relevant educational authority.

- I will remain on school premises only for the agreed duration of each Raise Program (e.g., 11 am to 1pm).
- I will sign in for a visitor's pass and wear a visitor badge while on school premises, if required (If a school label is printed, I will ensure my surname is covered from young people and will present it to school staff if required).
- I will ensure I am appropriately dressed for mentoring, whether in person or online, including wearing clothing that provides appropriate coverage and is suitable for working with young people in a school or youth focused environment.
- I will have my camera on and use a blurred or virtual background when participating in online mentoring or learning.
- I will only use the online mentoring platform during designated times and agreed sessions as directed by Raise.

I WILL NOT:

- I will NOT provide my surname to young people or their families or caregivers as a mentor (e.g., I will not verbally, in writing, or through usernames. School name badges must have surnames folded over or otherwise covered).
- I will NOT ask a young person's surname or the surname of their caregiver/s or family.
- I will NOT loan, give, or offer money or gifts of any kind to young people or their families or caregivers (e.g., I will not buy a hot chocolate or offer external or post-program professional support).
- I will NOT instigate any form of physical contact with young people (e.g., I will not initiate a hug, handshake, or pats on their back).
- I will NOT do things of a personal nature that a young person can do for themselves (e.g., I will not help them to change clothes or go to the bathroom).
- I will NOT arrange personal or online contact with school students or their families during or after the Raise program (e.g., I will not attend sports or recreational activities or meeting for coffee or meals with the mentee or their caregivers or family).
- I will NOT share my contact details in any form with young people or their caregiver/s or families (e.g., I will not share phone number, email, business card, social media, Google documents, or links).

- I will NOT develop a relationship with any young person or their caregiver/s or families beyond the scope of my role as a mentor (e.g., I am a mentor not friend, not babysitter, not to provide professional services, or transport).
- I will NOT use my position at Raise to promote my personal services, businesses, or products.
- I will NOT engage in any unlawful activity with or relating to a young person.
- I will NOT engage in any activity that is likely to harm a young person physically, sexually, or emotionally.
- I will NOT be alone with a young person in person at any time (e.g., I will not step out of sight of the Program Counsellor).
- I will NOT accept or respond to any invitations from young people or their families, caregivers, or friends to join social networking sites (e.g., I will not follow a mentee's parent's business Instagram account, if a request is sent to me, I will notify my Program Counsellor or Case Manager).
- I will NOT use inappropriate language or expose young people to inappropriate content (e.g., I will not share offensive videos or links with young people).
- I will NOT disclose personal information about a young person unless required by law and only to Raise staff (e.g., I will not publish, post online or in podcast personal details about a young person).
- I will NOT share personal devices or file storage unless approved by Raise (e.g., USB drive).
- I will NOT use online document-sharing platforms (e.g., Google Docs) with young people unless approved by a Raise Staff member.
- I will NOT take photographs or videos of young people (e.g., I will not take a selfie with a young person at graduation) without prior written consent from Raise, and I will only do so using a Raise device.
- I will NOT take screenshots during online mentoring or training sessions with young people.
- I will not as a mentor, keep identifiable notes or information about mentees (e.g., I will not keep notes, whether handwritten or electronically, that are identifiable)
- I will NOT consume alcohol, illegal drugs, or smoke (including e-cigarettes or vapes) while mentoring, including during online sessions.
- I will NOT provide alcohol or drugs to a young person.
- I will NOT refer a young person to external services or professionals unless listed in the Raise Foundation Mentoring Course Mentor Handbook or specifically recommended by Raise.
- I will NOT share online meeting passwords or links with anyone.

- I will NOT hold up notes, signs, or images during online mentoring (e.g., holding up a photo to the camera).
- I will NOT use the Raise brand without formal permission (e.g., in promotional or written materials, whether free or for sale).

This is a non-exhaustive guide to expected conduct.

Reporting a Breach

Each of these conditions exists to protect young people, improve outcomes, and support volunteers and staff in understanding the boundaries of the mentoring relationship.

If I believe this Youth Safety Code of Conduct has been breached by someone else bound by it, I will act in the best interests of young people. This means I will:

- Take prompt action to ensure their safety.
- As a mentor, report concerns to a Raise Program Counsellor, Case Manager or the Engagement Team.
- As a staff member, report concerns to the Youth Safety Officer, the People and Culture Director, the CEO or another Raise leader.
- Follow Raise's policies and procedures for handling complaints and concerns.
- Comply with Raise's policies on internal and external reporting of harm.

Agreement to the Youth Safety Code of Conduct

I agree to abide by this Youth Safety Code of Conduct during and after my employment or volunteering at Raise. In the event of alleged criminal behaviour this includes reporting to police and other relevant government agencies.

- In the event of alleged criminal behaviour, it will be reported to police and other relevant government agencies.
- Breaches by volunteers will result in a discussion with Raise staff and that ongoing or serious breaches may result in my withdrawal from Raise.
- Breaches by staff will be treated seriously and may lead to disciplinary action.

Document Control

Raise Foundation Youth Safety Code of Conduct

Last reviewed: February 2026

Owned by: Director of People & Culture

Contact: people@raise.org.au

Date	Modifications	Approved by	Responsible Individual
November 2024	Implemented	People and Culture Director	Youth Safety Specialist
May 2025	Minor updates to formatting	People and Culture Director	Youth Safety Specialist
September 2025	Minor updates to align with Raise Digital	People and Culture Director	Youth Safety Specialist
November 2025	Minor updates to align with Raise Digital	People and Culture Director	Youth Safety Specialist
February 2026	Incorporation of Youth Safety Framework statement of commitment into the Code of Conduct, refinement of introductory context, clarification of internal reporting pathways and alignment of acknowledgment approach with current practice	People and Culture Director	Youth Safety Specialist