

Staff Code of Conduct

Purpose and Scope

This code of conduct applies to all staff and volunteers at The Centre. This code of conduct is to support staff and volunteers uphold The Centre's values of:

- respect
- integrity
- empathy and
- collaboration.

The Code of Conduct applies across The Centre and its operations to provide staff with consistent expectations to benchmark their own professional performance and to guide staff on The Centre's expectations in six key areas. Staff performance is monitored and managed in relation to the six key areas below through regular catch-ups with their supervisor or manager, performance reviews and the Under Performance and Misconduct Procedure. The Centre actively encourages staff be reflective of their own professional practice and make improvements where required. All staff must agree and sign this Code of Conduct prior to commencement of their employment and annually thereafter (or if there are Child Safe Standards or legislative changes).

1 Code of Conduct

Professionalism

As staff we:

1. act honestly, conscientiously, reasonably and in a professional manner at all times, having regard to individual responsibilities, the interests of The Centre and its reputation, the welfare of other staff members, volunteers, and clients
2. treat clients, volunteers and colleagues, whether supervisors, peers, or subordinates, with courtesy and respect, without harassment or abuse (physical or verbal, emotional, psychological or sexual)
3. maintain positive, constructive and open channels of communication with all clients, colleagues and various people associated with The Centre.
4. respect and adhere to The Centre's organisational structure and reporting lines at all times.
5. do not engage in discrimination on the grounds of sex, marital status, ethnicity, age, sexual orientation, disability, religious or ethical beliefs, or any other grounds prohibited by Australian law
6. avoid placing ourselves in situations where we may be compromised, or allegations made against us

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7. be an active member of our profession by engaging in professional development, self-learning and self-reflection on practice and
8. maintain and develop the knowledge and skills necessary to carry out our duties and responsibilities.
9. will not, at any time, attend the workplace showing the effects of alcohol or non-prescription drugs, or use or possess any illegal drug related paraphernalia.
10. will not, at any time, attend the workplace adversely effected by the misuse or abuse of prescription drugs.
11. will not consume alcohol on the premises, except in areas and at events sanctioned by The Centre management.

Accountability

As staff we:

1. comply with all laws, policies, procedures, rules, regulations and contracts of The Centre and governing the operation of The Centre.
2. comply with all lawful and reasonable employer requests and instructions and to work as directed.
3. address any concerns directly with our manager (or supervisor) in the first instance.
4. promptly report any violations of law, ethical principles, policies and this Code of Conduct
5. are present at work as required and be absent from the workplace only with proper authorisation.
6. carry out our duties in an efficient, safe and competent manner, and maintain specified standards of performance.
7. maintain all qualifications and/or licenses necessary for the performance of duties legally and effectively.
8. observe health and safety policies and obligations at all times and cooperate with all procedures and initiatives taken by The Centre in the interests of occupational health and safety.
9. maintain the privacy of individuals and use confidential information only for the purpose for which it was collected.
10. be responsible for taking appropriate action and reporting any signs or evidence of malicious or otherwise damaging attacks on our information technology systems and platforms.
11. we remain accountable for tasks delegated to others and accept we are expected to exercise adequate control and supervision over matters for which we are responsible.

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Authority

As staff we:

1. act within the scope of our delegated authority at all times.
2. neither use, nor allow the use of, The Centre property, resources, or funds for other than authorised purposes.
3. Incur no liability on the part of The Centre without proper authorization.
4. do not demand, claim or accept any fee, gratuity, commission or benefit from any person or persons other than The Centre in payment for any matter or thing concerned with our duties and responsibilities, nor to accept any gift favor from any source which could be seen as influencing a business relationship.
5. avoid perceived or real conflicts of interest and report any conflicts of interest to our manager or CEO

Collaboration

As staff we:

1. seek to understand each other's roles, skills and abilities, and work responsibilities to work together collaboratively across the organisation
2. work collaboratively to improve partnerships and services with The Centre and for the community
3. support the develop systems, processes and provide opportunities that encourage collaboration to deliver seamless services across The Centre
4. solve problems, issues and grievances through consultation and collective decision-making practices within our delegated authority.

Quality

As staff we:

1. provide high quality service to our community at all times
2. provide excellent customer service to internal and external clients
3. support The Centre's compliance and quality frameworks through our engagement in The Centre's established systems and processes and seeking support when we cannot find the answer
4. actively seek support to ensure we meet our legal, ethical, registration, funding and contractual requirements at all times
5. consistently strive to deliver excellence in our quality programs and services which are flexible, meet customer requirements and demonstrate the diversity of The Centre. In our delivery of services to our customers, we set and surpass expectations with our high standard of quality.

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Child Safe

As Staff, we will perform our duties and responsibilities to children by:

1. adhering to The Centre's Child Safe Policy at all times and upholding The Centre's Statement of Commitment to child safety.
2. taking all reasonable steps to protect children from abuse or harm
3. listening and responding to the views and concerns of children, particularly if they are telling us that they or another child has been abused and/or are worried about their safety or the safety of another
4. promoting the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification)
5. promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
6. promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities)
7. ensuring as far as practicable that adults are not left alone with a child
8. reporting any allegations of child abuse to police in the first instance then reporting internally as required by The Centre's Child Safe Policy and procedure requirements.
9. encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them
10. encouraging active participation of parents and families in decision making in relation to children, our policy and processes in relation to the care of children, and our efforts to keep children safe in our care

As Staff we will not:

1. develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
2. exhibit behaviours with children which may be construed as unnecessarily physical (for example, giving a child a massage)
3. put children at risk of abuse (for example, by locking doors), or harm (for example, allowing a child to carry out a task where there is a significant risk of potential injury)
4. do things of a personal nature that a child can do for themselves, such as toileting or changing clothes
5. engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
6. use inappropriate language in the presence of children
7. express personal views on culture, race or sexuality in the presence of children
8. discriminate against any child, including because of culture, race, ethnicity, gender identity or disability
9. have deliberate contact with a child or their family outside of our organisation without our Child Safety Officer's or relevant managers knowledge and/or consent (for example, no babysitting).

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Accidental contact, such as seeing people in the street, during a community/ sporting event or a social event where a child's family is also invited are all appropriate.

10. have any online contact with a child or their family (unless necessary, for example providing families with enewsletters)
11. ignore or disregard any suspected or disclosed child abuse.

2 Breaches of the Code of Conduct

2.1 A breach involves contravention by the staff member of this Code of Conduct. A breach of this Code may lead to disciplinary consequences including termination of employment as per the Staff Discipline Policy and related procedure.

2.2 Serious misconduct is defined as when a staff member, contractor or volunteer:

- 2.2.1 causes serious and imminent risk to the health and safety of another person or to the reputation or profits of their employer's business
- 2.2.2 deliberately behaves in a way that is inconsistent with continuing their engagement or employment
- 2.2.3 deliberately behaves in a way that damages the reputation, viability or profitability of the employer's business.

2.3 Serious misconduct undermines the contractual relationship between staff and the employer, and/or threatens the wellbeing of the organisation, or its staff and clients. Serious misconduct includes, in the course of the staff members employment, engaging in:

- 2.3.1 theft from the employer
- 2.3.2 fraud
- 2.3.3 assault or threatening to assault any staff member, client, or visitor on The Centre's premises
- 2.3.4 sexual harassment
- 2.3.5 being intoxicated at work
- 2.3.6 refusing to carry out a lawful and reasonable instruction/ direction that is consistent with the staff members contract of employment
- 2.3.7 damaging the reputation or profits of The Centre business

Definitions

Discrimination

Unlawful discrimination means treating a person less favourably because of a personal attribute they have which is covered by equal opportunity laws. Under Victorian equal opportunity laws, discrimination based on the following attributes is unlawful: sex, race, disability, gender identity, sexual orientation, lawful sexual activity age, pregnancy, marital status, parental status, breastfeeding in public, carer

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status, religious belief or activity, political belief or activity, industrial activity, physical features, personal association, irrelevant criminal record.

Drug related paraphernalia

Equipment, a product or material that is used or intended for use in concealing an illegal drug or for use in injecting, ingesting, inhaling, or otherwise introducing into the human body an illegal drug or controlled substance.

Harassment

Unlawful harassment is any behaviour which is based on one of the attributes listed above under 'discrimination' and which is unwelcome, and offends, humiliates or intimidates the person being harassed. The fact that no offence was intended does not mean that the harassment is not unlawful. The most common form of harassment is sexual harassment. Examples of sexual harassment include: unwanted touching; indecent or sexual assault; sexual propositions; nude pin-ups and posters; obscene telephone calls; persistent requests for outings or dates; leering or staring; wolf whistling; offensive or obscene language; downloading and circulation of pornographic material and crude jokes

Prescription drugs

A drug administered by, or taken in accordance with the directions of, a person lawfully authorised to administer the drug

Reasonable

Not expecting or demanding more than is possible or achievable.

Intoxicated

An employee is taken to be intoxicated if the employee's judgement and ability to carry out their normal duties is impaired by reason of the employee being under the influence of intoxicating liquor or a drug (except a drug administered by, or taken in accordance with the directions of, a person lawfully authorised to administer the drug)

Staff

For the purpose of this policy staff refers to permanent, full-time or part-time employees, casual staff, volunteers (e.g. Board of Governance members) and tutors. Contractors are also covered by this Code of Conduct.

Workplace

Any of the buildings or structures operated by The Centre or any other place a client is receiving a component of their learning experience.

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Version Control

Procedure Operative From	08/2017	Date and Current Version	V6.0 02/2023
Responsible Officer	CEO	Document Approved By	Leadership

References

Children, Youth and Families Act 2005	Child Wellbeing and Safety Amendment (Child Safe Standards Compliance and Enforcement) Bill 2021
Crimes Act 1958	Fair Work Act 2009 (Cth)

Related Policy

Human Resources Policy	Equal opportunity and Anti-Discrimination policy
Social Media Policy	IT Acceptable Usage Policy
Prohibited Items Policy	Information Privacy and Data Security Policy

Related Procedures

Reporting suspected Child Abuse Procedure	Underperformance and Misconduct Procedure
Recruitment of Staff Procedure	Equal Opportunity Anti-Discrimination Anti-Harassment and Bullying Procedure

Related Document, Forms or Guidelines

Child Abuse fact sheet	Child Safe Standards
Incident Report Template – Child Safe	

Employee Declaration:

*I have read and understood my obligations under The Centre's Child Safe Policy and this code of conduct.
I have read and understood that it is an offence to fail to report child abuse when a reasonable belief has been formed that the child is at risk of harm.
I have undertaken mandatory training regarding my obligations under the Child Safe legislation.
By signing this document, I agree to adhere to this policy and the requirements of this Code of Conduct:*

Name: _____

Position: _____

Signature: _____

Date: _____

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