

# Staff Code of Conduct



## Barwon Child, Youth & Family – Staff Code of Conduct

Underpinning Barwon Child, Youth & Family's (BCYF) vision is our commitment to providing a safe and friendly service for all children and young people including those who are of Aboriginal and Torres Strait Islander descent; from culturally and/or linguistically diverse backgrounds and those living with a disability.

BCYF will not tolerate any form of child abuse and will do everything possible to prevent or minimise harm to children and young people accessing our services.

BCYF will endeavor to actively listen and respond to the voices of children and young people and will have in place the necessary policies, procedures and practices to support the safety of children and young people under our care.

It is the responsibility of all staff to play their part in being a safe and friendly organisation for children and young people.

### **Hearing the voices of children and young people**

The BCYF 'Participation of Children and Young People Strategy' has three key objectives:

1. Provide meaningful opportunities for children and young people to participate
2. Capacity building of the organisation in the area of participation
3. To increase community profile and leadership in the area of participation

These objectives are achieved by:

- Ensuring that the best interests of the child or young person must be our paramount consideration
- Understanding that children and young people have the right to be heard and have their views taken seriously at all times
- Accepting that there is great value and much to be learnt from children and young people

## Victorian Child Safe Standards and overarching principles

BCYF is guided by the Victorian Child Safe Standards and Principles and is continually working towards compliance and excellence in delivering safe and friendly services to children and young people in the region.

### Principles

- Promoting the cultural safety of Aboriginal children
- Promoting the cultural safety of children from culturally and/or linguistically diverse backgrounds
- Promoting the safety of children with a disability

### Standards

- Strategies to embed an organisational culture of child safety, including through effective leadership arrangements
- A child safe policy or statement of commitment to child safety
- A code of conduct that establishes clear expectations for appropriate behavior with children
- Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel
- Processes for responding to and reporting suspected child abuse
- Strategies to identify and reduce and remove risks of child abuse
- Strategies to promote the participants and empowerment of children



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Dear Staff Member,

I would like to welcome you to Barwon Child, Youth & Family (BCYF).

This 'Code of Conduct' document is designed to set out the expectations that BCYF has of all staff in terms of behavior and responsibilities and, in turn, what our staff can expect from the organisation. We understand that the culture of the workplace is an important part of what shapes your employment experience. With this in mind, this document outlines the BCYF Vision, Purpose and Values that guide and support our culture in making it a great place to work.

In order for us to achieve our Vision of being "A community where people are safe, connected and empowered to live well", our behavior and conduct must consistently reflect the organisational values of Integrity, Commitment and Inclusion which are defined herein.

BCYF's Code of Conduct is an important document that binds your role to the organisation's broader and specific policies and procedures.

On behalf of the BCYF Board and Leadership Group, I hope that your time at BCYF is both a rewarding and fulfilling experience.

Kind regards,

Sandy Morrison  
Chief Executive Officer



## Vision

A community where people are safe, connected and empowered to live well.

## Purpose

To provide, deliver and develop services, where the need exists, that advance the rights and wellbeing of children, young people and their families.

## Values

Integrity  
Commitment  
Inclusion

## Our Strategic Priorities

### SERVICE EXCELLENCE

Each and every client encounter draws upon the best theoretical and practice knowledge.

**Our services are:**

- Client centred and focussed on the holistic needs of our clients.
- Child Safe, ensuring that systems protect all children and young people in our care.
- Easily accessible with entry points as close to home as possible.
- Respectful of the needs of culturally and linguistically diverse clients and Aboriginal and Torres Strait Islanders.
- Evidence based drawing upon the latest research and practice wisdom.
- Integrated providing seamless transition for clients accessing multiple services.
- Co-designed with clients, partners and funders to help us develop innovative service responses.
- Restorative and empower clients to take control of their lives.

### SOCIAL IMPACT

We understand the effect of our activities on our community and quantify this as part of our accountability to clients, funders and partners.

**Our organisation:**

- Is committed to monitoring the impact of the services we provide.
- Focuses on prevention and early intervention approaches wherever possible.
- Promotes social inclusion and economic participation as part of our service models.
- Advocates for the needs of our clients and local communities.
- Participates actively in social justice causes and is committed to supporting community efforts for change.
- Collaborates with external stakeholders, partners and funders to achieve better outcomes for our community.
- Contributes to research and knowledge and is a credible source of information on social issues.

### SUSTAINABILITY

We develop systems that enable effective management of operations while maintaining a focus on long term thinking and planning.

**Our organisation:**

- Maintains strong Board and Executive leadership and succession planning.
- Is financially responsible and is supported by a diverse range of funding sources.
- Ensures growth and development is aligned to strategy.
- Leverages technology to simplify and automate processes including exploring new ways to engage and support our clients.
- Is operationally efficient and has well developed strategic and longer term planning capability.
- Is responsive to changes within and beyond our sector.

## Introduction and purpose

The purpose of the BCYF Staff Code of Conduct is to provide instruction on standards of expected behaviour and to ensure consistency in the manner and conduct of staff when performing duties.

### What we expect of you

Staff are expected to act with honesty and integrity at all times when working as a representative of BCYF.

All staff, regardless of position, have a responsibility to:

- recognise the rights of others and to treat everyone with dignity and respect
- work cooperatively and professionally with all members of BCYF
- not discriminate against others which includes bullying, harassment, alienation or exploitation
- always attend work in a state fit to undertake duties
- be punctual and dress professionally to suit the environment that work is being performed in
- respect the confidentiality of others and maintain BCYF's prescribed privacy standards
- be accountable for their own behaviour
- respect cultural, religious and political differences and act in a culturally sensitive manner
- adhere to BCYF's policies and procedures that are endorsed and changed from time to time.

### What you can expect of BCYF

While you're working at BCYF staff can expect:

- a safe place to work
- a child safe and friendly environment that is compliant with the Child Safe standards
- an environment that is free of bullying, harassment and other forms of discrimination
- the opportunity to suggest improvement and have input on changes that affect you
- training and development opportunities to ensure that your skills and abilities enable you to meet the requirements of your role
- periodic opportunities for formal performance feedback to be given and received
- an opportunity to develop a career path with BCYF.

### Relation to policies, procedures and work instructions

This Staff Code of Conduct aims to provide overarching information and guidance on the organisation's expectations and requirements. BCYF's policies, procedures and work instructions provide greater operational detail and can be found on the intranet or from your supervisor if you do not have access to the intranet.

## Responsibilities

### Staff

Staff are required to adhere to this Staff Code of Conduct at all times while undertaking work activities on behalf of BCYF.

Staff must ensure that they are familiar with the operational policies and procedures and any work instructions that are relevant their employment.



### **Expectations and requirements of BCYF roles will be set out in:**

- position descriptions
- the Award, Agreement or Employment Contract
- operational policies, procedures and work instructions
- supervision sessions
- this Staff Code of Conduct; and
- legislation that covers the relevant work areas or branch.

### **When working with children & young people**

Staff will:

- take all reasonable steps to protect children and young people from abuse
- adhere to BCYF's Child Safe Statement of Commitment and related policies as they are endorsed
- welcome all children and their families and carers
- model appropriate adult behavior
- listen to children and respond to them appropriately
- work with young people in an open and transparent way

- report and act on any complaints, concerns or breaches of this Code of Conduct in relation to behavior towards young people

### **When working with children & young people**

Staff will *not*:

- seek to use children and young people in any way to meet the needs of adults
- ignore or disregard any concerns or disclosures of child abuse
- Use prejudiced, oppressive behavior or language with children or young people
- Initiate unnecessary physical contact with children and young people
- Develop inappropriate relations with children or show favouritism through the provision of gifts or attention
- Exchange personal contact details such as phone numbers, email or social network with children or young people
- have unauthorised contact with children and young people online or by phone

## Managers and supervisors

Managers and supervisors will ensure that staff are provided with opportunities to successfully meet the expected requirements of their roles.

Managers and supervisors will ensure that they lead by example in following the expected behaviours as outlined in the Staff Code of Conduct and that they maintain a positive environment free of bullying, harassment and other forms of discrimination.

Managers and Supervisors will ensure that they:

- are consistent in communicating and applying the policies, procedures and work instructions of the organisation at all times
- adhere to their position description and contractual obligations in their Award or Agreement
- are aware of and follow the relevant Industrial Relations instrument that applies to their work environment
- are accountable for their own actions and the actions of their staff

## Breaches of Conduct

It is expected that staff will comply with the behaviours and standards set out in the Code of Conduct. If the Code of Conduct is breached, it will be addressed informally through counselling methods, or formally, as prescribed in BCYF's Disciplinary Procedure.

Criminal activity will be reported to the Victoria Police, or other government body, as required by the relevant legislation and funding bodies. An initial investigation will be conducted internally, so as to assess the seriousness of the situation, prior to taking this step.

## Professional Conduct

All staff are expected to perform the duties of their position with integrity and to the highest standard achievable at all times. Staff who have concerns or issues with operational practices are to raise them through appropriate channels, such as with their manager or via the BCYF Grievance Procedure for more serious matters.

Suggestions and grievances received from staff members will be treated seriously and with due consideration and confidentiality at all times.

## Acceptable Workplace Behaviours

The Leadership Team of BCYF recognises its duty to take all reasonable steps in eliminating all forms of bullying, discrimination, harassment and victimisation within the workplace. These types of actions and behaviours are explained and defined in the Equal Opportunity and Workplace Behaviours Procedure which outlines what steps the organisation will take in responses to reports of behavior that can be defined as bullying, harassment, victimisation and discrimination. These behaviours will not be tolerated and will be taken seriously and acted on by the Leadership Team.



## Operational considerations

### Smoking

Staff must refrain from smoking in prohibited areas and work places at all times. A work place can be:

- an office or work site controlled by one of BCYF's branches
- a client's home where work is being undertaken by a staff member
- BCYF vehicles being used during working hours
- any place where a staff member is working with clients.

### Alcohol and illegal substances

Staff must at all times attend work and be in a condition suitable to ensure satisfactory performance of their duties. If there is occasion to reasonably believe that a staff member's performance of duties is being impaired by either alcohol or drugs, BCYF reserves the right to refer them to a medical practitioner for assessment.

The use of alcohol, addictive or illegal drugs while working at BCYF during the employee's business hours is prohibited at all times in positions:

- of direct client support
- where contractual requirements stipulate, zero alcohol consumption.

The use of such substances after working hours, or away from BCYF premises, can be the subject of disciplinary action if such use impairs a staff member's job performance, or endangers the health and safety of staff or clients on returning to work.

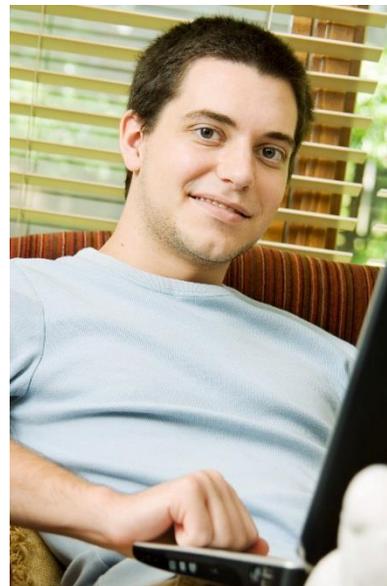
On occasions when staff need to take prescription drugs that could impair their job performance, it is important to notify a supervisor of potential side effects. Advice of this kind will be managed in accordance with BCYF's Privacy Policy.

### Acceptable use of computers and mobile communication devices

Staff who access BCYF's computers, mobile communication devices, networks and communicate with either internal or external stakeholders using BCYF credentials (regardless of device ownership), agree to the policies and procedures that are in place governing the acceptable use of computers.

Staff members of BCYF must also comply with the policies that govern:

- Communications
- Privacy and Confidentiality
- Online communications and social media



## Use of BCYF equipment

When using BCYF equipment, staff members should ensure that proper authorisation has been granted and take responsibility for the care and use of the equipment. Staff should also ensure that plant and equipment is safe, secure and well maintained whilst being used in a BCYF activity.

Lost or damaged BCYF owned equipment must be reported immediately to the BCYF Information Communications Technology (ICT) Manager or Facilities Manager and the staff member's supervisor. Costs not covered by insurance may be recovered from a staff member when correct procedure was not followed.

BCYF will have local procedures and work instructions that need to be adhered to and provide guidance on the use of specific equipment such as motor vehicles, phones and electronic equipment.



## Use of BCYF funds

Staff must at all times act responsibly and in accordance with organisational policies and procedures when using or allocating BCYF funds which includes the raising of purchase orders or commitments with suppliers. The use of petty cash, credit cards, debit cards or other store purchasing cards must also be undertaken in a professional and responsible manner at all times.

All expenditure must be compliant with BCYF's Financial Guidelines and Procedures and include a supporting receipt or tax invoice where relevant. Expenditure must be approved by an authorised supervisor or manager.



## Privacy and confidentiality

### Confidentiality

BCYF is committed to protecting and upholding the right to privacy and confidentiality of staff and clients in the way information is collected, stored and used.

BCYF requires all staff to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information. Staff are required to operate within the Australian Privacy Principles at all times while employed by BCYF.

Staff must never disclose or release confidential information in a manner that violates the privacy rights of an individual. Information may only be discussed or released in accordance with BCYF's Privacy & Confidentiality Policy and Procedure and other associated documents.

Staff must not discuss any aspect of Industrial Relations processes or investigations (such as a complaint, dispute or disciplinary process) with other staff members or customers/clients, unless required as part of an investigation authorised by their Manager.

### Commercial confidentiality

Staff must not discuss any of BCYF's current or prospective business or service contracts, dealings or relationships with any member of the public, unless authorised by their Departmental Manager. Staff must treat confidential information with discretion at all times.

During their employment, or thereafter, staff members must not disclose or make improper use of any financial, business, confidential or other information concerning the business affairs of BCYF without prior written approval for that particular disclosure.

### Conflict of interest

Staff will disclose any conflict of interest, either personal or professional, that impacts on their duties with BCYF as per the Conflict of Interest Procedure.

Staff involved in recruitment, or other discretionary functions, should disclose a potential conflict of interest to their supervisor before dealing with personal associates or private business associates so as the conflict can be managed without a negative impact on the organisation.

### Other employment

Other employment (paid or unpaid) outside of BCYF or being a member of a committee, council or partnership may represent a conflict of interest and must be declared at the time of employment and/or throughout employment. Staff must ensure that any other employment does not impact their role and position with BCYF. Staff must not act on behalf of another employer or organisation, paid or otherwise, during the hours employed by BCYF.

### Intellectual property

Material, work, concepts, designs, client lists and systems produced while employed with BCYF, remain the property of BCYF, for use at its discretion in any manner it sees fit in perpetuity





## Public relations

### Public and media comment

BCYF encourages staff to be proactive in using local and national media to promote our programs and services – however, staff must always seek authorisation from their Executive Director or the Manager, Community Relations, before making statements or comments to any media outlet. Media enquiries received are to be forwarded to the Manager, Community Relations. BCYF encourages staff to speak at industry conferences and forums where suitably qualified to do so. Staff require authorisation from their Executive Director or the CEO prior to submitting an application or accepting an invitation to present at a conference or forum.

### Industry comment and membership

BCYF encourages staff to have membership of industry groups and committees. Staff must have authorisation from their Executive Director (and in the case of Executive Directors, the CEO) prior to presenting an article or paper for publication, accepting or applying for membership on industry working parties and committees.

### Service provision

All services must be provided in a way that is respectful, collaborative, and supportive and within operational requirements and instructions. All services provided to BCYF clients and stakeholders must be in accordance with:

- BCYF policies and procedures
- BCYF practice principles
- position descriptions
- operational area procedures and work instructions
- funding and service agreements and contracts legislative requirements.

If staff members operate outside of the practice principles services could become compromised and negatively impact on the client or staff member relationship.

### Professional boundaries

Staff members must be aware of their professional responsibilities when interacting with members of the public and clients. Staff members must be familiar with the BCYF operational policies, procedures and work instructions that pertain to professional boundaries.

When representing BCYF staff and volunteers must:

- avoid developing casual or social relationships with clients. This includes contact outside working hours that is not part of the agreed service delivery model

- not disclose any personal information to clients that may compromise their personal safety
- discuss with their supervisor any situations where clients display unwanted or unnecessary attention to staff
- conduct themselves professionally at all times in all interactions with clients, other stakeholders and members of the public when representing BCYF
- avoid speaking negatively about operational practice or decisions, other staff or clients in front of BCYF clients and stakeholders
- report any act by any person (including staff members) that may constitute intimidation, bullying, abuse or neglect of a client
- not assist clients beyond what is stated in their position descriptions but instead assist the client to locate and use appropriate support mechanisms where possible.

## **Gifts and gratuities**

BCYF staff shall not accept or request a fee, reward, gratuity or remuneration, other than an official salary and allowances, for services performed in connection with BCYF. Other non-cash gifts, for example, items used for promotional purposes, may be acceptable with the approval of the relevant manager or their delegate.

BCYF staff members must never use their official position to obtain private benefits, either for themselves or others. This includes gifts, sponsored travel, hospitality, accommodation and entertainment.

## **Quality Management**

BCYF is committed to an integrated quality framework and culture that fosters continuous quality improvement. To achieve this commitment BCYF will ensure:

- that the quality framework is aligned with and supports the organisation's vision, purpose, values and strategic priorities
- compliance with relevant quality service standards and legislative requirements
- our services are responsive to the needs and expectations of our clients
- all staff members understand the importance of their individual roles in the organisation and how their actions impact on the quality services provided.

## Risk management

BCYF recognises that risk management is an integral part of its operations and is committed to establishing an organisational culture and framework that ensures an integrated and coordinated approach to the management of risks. BCYF's risk management framework is based upon the Australian and New Zealand Standard AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines. To maintain this commitment BCYF will ensure that:

- risk management is considered when undertaking business planning, resourcing and decision making
- there is a consistent and systematic approach to the management of risks across the organisation
- staff have the necessary training to allow them to participate in risk management activities
- necessary resources are allocated in support of risk management
- we are honest with ourselves and others in relation to the risks and challenges faced by the organisation.

BCYF will regularly review its risk management framework to ensure that it continues to effectively promote and enable the identification, management and monitoring of risks across BCYF.

A register of the most significant risks will be centrally maintained and regularly reported to the Board Quality & Risk Committee.

## Reasonable care and duty to report OHS

BCYF has a responsibility to provide a safe, encouraging and supportive work environment for all staff members.

All staff are expected to perform their duties in a safe and competent manner in accordance with organisational policies and procedures. All staff must take reasonable care for their own health and safety, and the health and safety of other persons, who may be affected by their actions, or omissions, at a workplace. Staff are legally obliged to report accidents or incidents, of any nature, using the correct reporting tools

Managers and supervisors of staff are responsible for promoting a strong safety culture through participation in formal and informal OHS consultation, workplace visits, investigations, resolution of safety issues and hazard inspections.

BCYF will provide the necessary infrastructure in the form of Health Safety Representatives and a Health & Safety Committee to provide employees an opportunity for consultation in regards to OHS matters in the workplace.



### Staff Code of Conduct

Please confirm that you have read and agree to operate according to the requirements of this Code of Conduct by signing below and returning this page to Human Resources.

Signature	
Job Title	
Date	
Please PRINT Name	

## Contact us

Email [info@bcyf.org.au](mailto:info@bcyf.org.au)



[www.bcyf.org.au](http://www.bcyf.org.au)

