

## **CODE OF CONDUCT AND ETHICS AGREEMENT**

---

I, \_\_\_\_\_ agree to abide by The Family Centre Code of Ethics and Conduct as outlined below:

I undertake to act ethically, responsibly and in the best interests of clients, the community and The Family Centre at all times while undertaking my role.

I commit to adhering to the following:

### **1. Standards of Conduct:**

- I will act with honesty and integrity, and:
  - be transparent when making decisions or giving advice
  - ensure all actions can withstand scrutiny
- I will act with respect and courtesy, and:
  - act fairly and equitably
  - respect others, their values and their rights
  - respect privacy and confidentiality
  - create an environment that is free of discrimination, harassment or victimisation

### **2. Child safe Code of Conduct:**

All staff, contractors, volunteers and any other member of The Family Centre involved in child related work are required to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years:

#### Acceptable behaviours:

I will:

- Act in accordance with The Family Centre's child safety and wellbeing policies and procedures at all times.
- Behave respectfully, courteously and ethically towards children and their families.
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and wellbeing of all children at The Family Centre.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children.
- Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
- Involve children in making decisions about activities, policies and processes that concern them wherever possible.
- Contribute, where appropriate, to The Family Centre policies, discussions, learning and reviews about child safety and wellbeing.
-

- Identify and mitigate risks to children's safety and wellbeing as required by The Family Centre's risk assessment and management process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with The Family Centre's policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by legislation and by The Family Centre's policy and procedure on internal and external reporting.
- Comply with The Family Centre's protocols on communicating with children.
- Comply with The Family Centre's policies and procedures on record keeping and information sharing.

Unacceptable behaviours:

I will **not**:

- Ignore or disregard any concerns, suspicions or disclosures of child abuse.
- Develop a relationship with any child that could be seen as favouritism or amount to 'grooming' behaviour (for example offering gifts).
- Exhibit behaviours or engage in activities with children which may be interpreted as abusive and not justified by the educational, therapeutic or service delivery context.
- Ignore behaviours by other adults towards children when they appear to be overly familiar or inappropriate.
- Discuss content of an intimate nature or use sexual innuendo with children, except where it occurs relevantly in the context of parental guidance, delivering an education course/workshop or a therapeutic setting.
- Treat a child unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity.
- Communicate directly with a child through personal or private contact channels (including by social media, email, instant messaging, texting etc) except where that communication is reasonable in all the circumstances, related to service delivery or where there is a safety concern or other urgent matter.
- Disclose personal or sensitive information about a child unless I am required to do so by The Family Centre policy and procedure on reporting.
- Utilise identifiable photographs or video of a child in The Family Centre promotional material without written permission from the child and parent or carer.
- In The Family Centre environment or at events where children may be present, consume alcohol or take illicit drugs under any circumstances.

If I think this Child Safe Code of Conduct has been breached by another person in The Family Centre, I will:

- Act to prioritise the best interests of children.
- Take actions promptly to ensure that children are safe.
- Promptly report any concerns to my Manager or the Senior Manager, Child, Youth & Family Services. The Executive Director will be informed of all breaches.
- Follow The Family Centre policies and procedures for receiving and responding to complaints and concerns.
- Comply with legislative requirements on reporting, and with The Family Centre policy and procedure on internal and external reporting.

### 3. Standards of work:

I will perform my duties to the best of my ability and at the highest level of professional conduct. I will be accountable for my work and my interactions with others.

- I will maintain accountability and:
  - work within the goals and objectives of the organisation
  - follow the rules, policies, procedures and guidelines of the organisation
  - act within the law
  - undertake all duties in a diligent manner
  - not act in a way that brings me or The Family Centre into disrepute
  
- In my personal behaviour I will:
  - work cooperatively as a member of the team
  - support colleagues and treat everyone with respect and courtesy
  - discuss ethical concerns with colleagues and managers
  - project a positive image of the organisation
  - not be absent from my duties without an appropriate reason
  - maintain confidentiality
  - maintain professional boundaries in relationships with current and past clients

### 4. Conflict of interest

I will adhere to The Family Centre policy on Conflicts of Interest and:

- act impartially and without prejudice
- declare any potential or actual conflict of interest
- not accept gifts or benefits that would influence my decisions.

### 5. Confidentiality and privacy

I will adhere to The Family Centre policy on Privacy and respect and keep confidential internal matters of the organisation, and respect the privacy of others.

### 6. Use of Resources

I will:

- recognise the physical, financial, technological resources and intellectual property resources that belong to The Family Centre
- use all work resources efficiently and only for appropriate purposes
- respect and safeguard the resources

I will adhere to The Family Centre policy on Use of Resources.

**7. Harassment and bullying**

I will ensure that my behaviour is never discriminatory, harassing or bullying, and report any behaviour that I believe is breaching The Family Centre policy on Workplace Equity and Diversity.

**8. Reporting unethical behaviour**

I will report to the relevant manager or authority any behaviour by The Family Centre personnel that I believe is unethical, including:

- workplace behaviour that is contrary to these procedures
- workplace behaviour that violates any law, or is corrupt conduct or misconduct
- mismanagement of resources or fraudulent behaviour
- behaviour that creates a danger to public health, safety or the environment.

I agree to abide by this Code of Ethics and Conduct during my employment with The Family Centre. I understand that breaches of this Code of Ethics and Conduct may lead to disciplinary action or termination of my employment with The Family Centre.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Witness name

\_\_\_\_\_  
Date