

CODE OF CONDUCT

Interchange Outer East (IOE) is a child safe organisation that upholds the right of children to be free from abuse. IOE is committed to creating and maintaining an environment that promotes the safety and wellbeing of all people during their involvement with the organisation. Where this code references the word 'child' this is inclusive of all vulnerable people regardless of their age.

IOE acknowledges that as a support worker or volunteer there are many tasks that require physical contact with children and adults requiring support; manual handling, personal care tasks, playing games, preparing harnesses, and life jackets, sensory deregulation, etc. IOE expects that all contact and interactions with children and adults (physical or not) are carried out in a way that is respectful of the individual.

There will be occasions where children and adults may initiate physical contact with staff or volunteers when anxious, hurt or needing reassurance. Any such contact should be well considered by staff and volunteers taking into account the appropriateness of such interaction; purpose of contact, time, place, age of person and alternatives, whilst ensuring that the participant is given the care they require.

IOE expects that staff and volunteers provide support to participants that encourages independence, is respectful of peoples' needs and is free from abuse, neglect or harassment.

Consequences of Breaching the Code of Conduct

Staff, volunteers or contractors who breach this code of conduct may be subject to disciplinary action that could include increased frequency of supervision, training, suspension or termination from IOE.

Code of Conduct Agreement

All IOE staff, volunteers and contractors are responsible for promoting the safety and wellbeing of all people accessing IOE services by agreeing and adhering to the following standards of behaviour:

I WILL:

- Adhere to all relevant legislation, IOE's Child Safety Policy and other organisational policies that protect the rights of children and their families;
- Behave respectfully, courteously and ethically towards children, their families and towards other staff at all times;
- Report any concerns, suspicions or disclosures of child abuse as per relevant legislation and IOE policies;
- 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 and policies
- Listen and respond to the views and concerns of children and take their ideas and opinions into consideration in planning services and activities;
- Ensure that any personal care tasks are performed in a way that is respectful to the person and enhances their independence, dignity and sense of self;
- Maintain the confidentiality of individuals and families at all times;
- Demonstrate appropriate professional and personal boundaries at all times;
- Raise concerns with management if risks to a child's safety are identified in any of the activities, facilities, structures, procedures or staffing/volunteer practices at IOE; and

- Contribute, where appropriate, to IOE's policies, discussions, learning and reviews about child safety and wellbeing.

I WILL NOT:

- Engage in any unlawful activity with, or in relation to, a child or vulnerable person;
- Engage in nor condone any activity that is likely to harm a child physically, sexually or emotionally;
- Ignore or disregard any concerns, suspicions or disclosures of child abuse;
- Use hurtful, discriminatory or offensive behaviour or language with any program participants, families, volunteers or staff;
- Discriminate based on age, sex, gender identity, race, culture, disability or sexual orientation;
- Perform tasks of a personal nature that participants can do for themselves such as toileting or dressing;
- Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to IOE's activities;
- Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by IOE's policy and procedure on reporting;
- Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material;
- Develop 'special' relationships with specific children or vulnerable persons or show favouritism through the provision of gifts;
- Have unauthorised contact with children and young people online, on social media or by phone and will not use any computer, mobile phone, or video or digital camera to exploit or harass program participants and/or volunteers; or
- Alter shifts without consent from families and IOE.

If I think this code of conduct has been breached by another person at IOE 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 team leader, the IOE child safety officer, general manager or chief executive officer;
- Follow IOE's policies and procedures for receiving and responding to complaints and concerns; and
- Comply with legislative requirements on reporting, and with IOE's policy and procedure on internal and external reporting.

Code of Conduct - Agreement:

I agree to abide by this code of conduct during my employment with IOE.

I understand that breaches of this code of conduct may lead to disciplinary action or termination of my employment with IOE.

Full Name: _____

Signature: _____ **Date:** _____