

## Policy

The obligations in this Code are fundamental to the rights of children as set out in Victorian Government Department of Justice Child Safe Standards [www.education.vic.gov.au](http://www.education.vic.gov.au). The Child Safe Standards are compulsory minimum standards for all organisations that provide services to children.

## Code of Conduct

All workers of Lifely are responsible for the safety and wellbeing of children and young people who engage with Lifely. All workers are expected 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.

### I will:

- Act in accordance with Lifely's Child Safe policy at all times.
- Behave respectfully, courteously, and ethically towards children and their families and towards other workers.
- 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 in Lifely.
- 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 Lifely policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by Lifely's risk assessment and management policy or process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with Lifely's procedure for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by legislation and by Lifely's policy and procedure on incident reporting.
- Comply with Lifely's protocols on communicating with children.
- Comply with relevant legislation and Lifely's policies and procedures on record keeping and information sharing

## I will not:

- Engage in any unlawful activity with or in relation to a child.
- Engage in any activity that is likely to harm a child physically, sexually, or emotionally.
- Unlawfully discriminate against any child or their family members.
- Be alone with a child unnecessarily.
- Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to Lifely'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 Lifely'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. Work with children while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed child harm or abuse.

## If I think this code of conduct has been breached by another person in Lifely 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, Lifely's Chief Executive Officer or another manager or leader in Lifely.
- Follow Lifely's procedures for receiving and responding to complaints and concerns.
- Comply with relevant legislation on reporting and with Lifely's procedure on incident reporting.

## Breaches of the Code

Any breach of this Child Safe Code of Conduct by any worker will be viewed as a serious matter that may attract internal disciplinary action (including termination of employment) or external consequences that may include a review of a worker's registration, sanctions imposed on the organization by the NDIS, Dept of Education and or referral to Police or actions through Civil Courts.

Anyone can make a complaint about supports and services provided by Lifely including alleged breaches of this Code. This includes people with disability, family members, friends, workers, advocates, and other providers. People are encouraged to contact either Lifely, the NDIS Quality and Safeguarding Commission or the Department of Education to make a

complaint.

Any worker aware of a breach of this code must report the alleged breach IMMEDIATELY to the direct supervisor.

It is Lifely's obligation to thoroughly investigate any alleged breach of this Code.

## Outcome:

That Lifely has a process in place that provides clear expectations around professional behaviour for Lifely workers.

## Policy Links:

- [Man 014 – Allegations of Abuse, Assault and Neglect Procedure](#)
- [Man 019 – Internal Incident Reporting Procedure](#)
- [Man 020 – Child Safe Policy](#)
- [Man 021 – Child Safe Code of Conduct](#)
- [Man 022 – Code of Conduct](#)
- [Man 023 – Confidentiality and Privacy Policy](#)
- [Man 026 – Compliments, Complaints and Feedback Management Procedure](#)

## References:

- *A Guide to Creating a Child Safe Organization. Commission for Children and Young People.*

## Standards:

NDIS Quality and Safeguard Standards

- NDIS Practice Standards – Provider Governance and Operational Management

Community Care Common Standards

- Standard 3 – Service user rights and responsibilities

National Quality Standards - Education and Care Service National Regulations - OSHC

- Quality Area 2 – Children Health and Safety
- Quality Area 7 – Governance and leadership

## Child Safety Standards

- Standard 1 – Governance and leadership
- Standard 2 – Clear Commitment to Child Safety
- Standard 3 – Code of Conduct
- Standard 4 – Human resource practices

## Departments:

- All Departments

