
Bendigo Regional YMCA Code of Conduct

OFFICE USE ONLY

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Drafted by	JB	Approved by Board on	01.05.2017
Responsible Person	CEO	Scheduled Review date	01.05.2018

1. OBJECTIVE

The Bendigo Regional YMCA Code of Conduct aims to:

- Set out the minimum standards of conduct expected of all BRYMCA employees and volunteers
- Explain the relevance of YMCA values to the Code of Conduct
- Direct employees, volunteers and contractors to other relevant policies and documentation related to the Code of Conduct
- Explain the consequences of breaching the Code of Conduct

This Code of Conduct is not intended to be exhaustive, as it is difficult to anticipate and document every behaviour that may be considered appropriate or inappropriate. In addition, to comply with the Code of Conduct and all supporting policies, procedures and work practices, we expect our people to consider the YMCA values in determining what constitutes appropriate conduct in the workplace.

2. SCOPE

The Code of Conduct applies to all employees, volunteers, students, board members, consultants, contractors and other authorised personnel of BRYMCA.

3. POLICY

3.1 Policy Statement

BRYMCA recognises that a positive work environment internally, and strong relationships with our customers and communities externally, cannot be achieved without appropriate conduct being displayed, encouraged and enforced amongst our people. Employees and volunteers of BRYMCA are required to act in accordance with this Code of Conduct, all relevant policies and procedures, the relevant industrial agreement and / or their contract of employment, relevant legislation and the YMCA values at all times.

3.2 YMCA Values

The YMCA values underpin the Code of Conduct, and help guide our conduct, actions and decisions in the workplace. Non-adherence to any of the expectations outlined in the Code of Conduct would usually also mean that the conduct was not in accordance with our values.

- **Honesty** means integrity, trustworthiness, and fairness
- **Respect** means acceptance, empathy, self-respect, tolerance
- **Responsibility** means commitment, courage, and service
- **Caring** means compassion, forgiveness, generosity, and kindness

3.3 Manager Responsibilities

Managers and Supervisors have additional responsibilities in supporting the Code of Conduct. Section 5 of this policy provides further details regarding these additional roles and responsibilities.

3.4 Key Principles relating to the Code of Conduct

Our Code of Conduct addresses the major areas where personnel interact with the children and young people who take part in programs and services conducted by BRYMCA.

3.4.1 Personal and Professional Conduct

We will:

- Ensure our personal and professional conduct conforms to the standards that could reasonably be expected of us at all times.
- Follow any lawful and reasonable direction made by BRYMCA.

We will not:

- Engage in conduct that has the potential to damage BRYMCA's interests or reputation.

3.4.2 Compliance with the Law

We will:

- Comply with the laws, regulations and codes relevant to our duties
- Comply with the laws of the host location, in addition to Australian laws, when working in a different jurisdiction.
- Advise our Manager if we are charged with a criminal offence which is punishable by imprisonment or, if found guilty, could reasonably be seen to affect our ability to meet the inherent requirements of the work we are engaged to perform (e.g. child safety).

We will not:

- Engage in criminal activity in the workplace, during working hours or using work equipment or contacts. Criminal activity outside of working hours may still be deemed a breach of this policy in circumstances including, but not limited to, a crime that impacts our ability to fulfill the inherent requirements of our role, damages the reputation of BRYMCA, represents a conflict of interest or is a breach of BRYMCA policy.

3.4.3 Interacting with Others

We will:

- Treat others with courtesy and respect during all interactions at work (including online / electronic interactions), and during all interactions related to work (which may include social activities).
- Contribute to a workplace environment in which different opinions, perspectives and cultures are valued and encouraged.
- Consider how our conduct might reinforce inappropriate stereotypes based on gender, race, sexual orientation or any other discriminatory ground, and refrain from such conduct.

- Strive to ensure that children and young people participating in our programs aware of the acceptable limits of their behaviour so that we can provide a positive experience for all participants.
- Require our personnel to use strategies that are fair, respectful and appropriate to the developmental stage of the children or young people involved.

We will not:

- Discriminate, bully or victimise employees, volunteers, customers or anyone else we deal with in the course of our employment or engagement with the BRYMCA.
- Take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

3.4.4 Safeguarding Children and Young People

BRYMCA aims to provide children and young people with a positive and enriching educational experience and environment that promotes their social, physical or emotional development.

We are committed to safeguarding children and young people in our care and ensuring that they feel and are safe. Accordingly, we wish to ensure that our personnel strive for the highest possible standards with respect to safeguarding children and young people from abuse. To that end we have developed these Code of Conduct Guidelines to identify, and so prevent, behaviour that may be harmful to the children and young people in our care.

These guidelines should be read and used in conjunction with the specific requirements of roles as defined in 'position description' statements, our relevant policy and procedure documents, including our Safeguarding Children and Young People Statement and Responding to Child Abuse Reports and Allegations Policy and all applicable laws

We will:

- Provide a welcoming and safe environment for children and young people and promote the safety and wellbeing of children and young people to whom we provide services.
- Ensure we provide adequate care and supervision of children and young people in our care and our interactions with children and young people are positive and conducted in a safe environment
- Take all reasonable steps to protect children and young people from any form of abuse or harm, acting diligently and appropriately in reporting any suspicions, concerns, policy and procedural breaches, allegations or disclosures of alleged abuse to management or threats against the safety of children/young people to internal and external authorities.
- Use language and tone of voice for children and young people which provides clear direction, boosts confidence and encourages them.
- Ensure that any physical contact with children and young people is appropriate to the delivery of programs and services, eg when fitting sports equipment.
- Report any physical contact initiated by a child or young person that is sexual or inappropriate eg. acts of physical aggression.

We will not:

- Under any circumstances allow any form of 'sexual behaviour' to occur between, with, or in the presence of, children or young people participating in any of our programs at BRYMCA.
- Act in any way that condones or fails to respond to inappropriate behaviour with children by other BRYMCA personnel or members of the public

- Avoid one to one unsupervised situations with children and young people to whom we provide services and where possible conduct all activities in view of other personnel. with a child or young person, unless specifically approved as part of a BRYMCA
- Avoid language that is discriminatory, racist or sexist, derogatory, belittling or negative and intended to be threatening or frightening

3.4.5 Sexual Misconduct

BRYMCA will not under any circumstances allow any form of 'sexual behaviour' to occur between, with, or in the presence of, children or young people participating in any of our programs at BRYMCA. Engaging in sexual behaviour while participating in our service is prohibited even if the young persons involved may be above the legal age of consent.

'Sexual behaviour' needs to be interpreted widely, to encompass the entire range of actions that would reasonably be considered to be sexual in nature, including but not limited to:

- 'contact behaviour', such as sexual intercourse, kissing, fondling, sexual penetration or exploiting a child through prostitution
- 'non-contact behaviour', such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

3.4.6 Drug and Alcohol Use

We will:

- Ensure that we do not adversely affect our work performance or cause any risk to health and safety, to ourselves or others, through the consumption of alcohol, drugs or other substances.

We will not:

- Consume alcohol or illicit drugs during the course of employment or engagement with BRYMCA unless the relevant Manager has specifically authorised alcohol provision or consumption at a particular event or occasion. Where alcohol consumption has been authorised and you choose to consume alcohol, you must drink in moderation and ensure your conduct is in accordance with all Code of Conduct expectations.
- Attend work under the influence of alcohol or illicit drugs.
- Attend work under the influence of prescribed drugs or other substances which may impact our ability to safely perform your duties; unless a medical certificate is supplied certifying your fitness for work.
- Distribute or sell alcohol or drugs during the course of employment or engagement with the BRYMCA, unless the relevant Manager has specifically authorized the serving of alcohol in line with the relevant liquor license that has been obtained.

3.4.7 Personal Presentation

We will:

- Present ourselves in a tidy and professional manner throughout the course of employment or engagement with the BRYMCA, with regard to our position and customer expectations and impressions.

- Wear the prescribed uniform as required, and take reasonable care in maintaining the uniform.

3.4.8 Conflict of Interest

We will:

- Prioritise the whole of our time and attention during working hours to our duties as an employee or volunteer of BRYMCA.
- Regularly assess our personal interests to identify whether we have a conflict of interest between our duties and obligations as an employee or volunteer of BRYMCA and our personal interests, whether the conflict is actual, potential or perceived, indirect or direct, financial or non-financial.
- Formally disclose any actual, potential or perceived conflicts of interest to our Manager at the earliest opportunity.
- Actively prevent (or remove ourselves from a situation) of any conflicts of interest, and comply with any strategies for managing a disclosed conflict of interest, between our duties as an employee or volunteer of BRYMCA and our personal interests, whether the conflict is actual, potential or perceived.

We will not:

- Be involved in any activity that may cause a conflict of interest that is not declared to the immediate Manager.

3.4.9 Health and Safety

We will:

- Uphold our health and safety responsibilities in line with our position requirements and relevant policies and procedures.
- Perform all duties in accordance with relevant health and safety laws, policies and procedures.
- Report damaged or defective equipment / facilities, hazards and unsafe practices to our Manager or other relevant person.
- Use the appropriate Personal Protective Equipment and Clothing when required for our role or duties.
- Ensure that whilst attending work or working, we are in a state (physical, mental or emotional) where we are able to perform assigned tasks competently and in a manner which does not compromise or threaten the safety of our self or others.
- Ensure our conduct does not endanger ourselves or others.

3.4.10 Public Comments / Media

We will not:

- Make written or oral comments which infer that they represent the views of BRYMCA and which might reasonably be expected to become public, without the appropriate authority to do so.

3.4.11 Information Technology / Digital Device Use

We will:

- Use the information technology / digital device equipment (including mobile devices), internet, telephone / mobile phone and email facilities provided for our use by BRYMCA

for work purposes only. Any personal use should be limited, comply with all relevant policies, not interfere with our duties, and be reasonable in all of the circumstances.

- Prohibit all electronic communication between our service delivery personnel and the children and young people to whom we provide service
- Ensure any personal use of our own digital device whilst working is infrequent, minimal, complies with all relevant policies, does not interfere with our duties, and is reasonable in all circumstances.
- Protect the confidentiality and security of BRYMCA's IT and data management systems and make all reasonable efforts to keep our passwords secure.
- Our personnel are required to ensure appropriate monitoring of children and young people when they use BRYMCA's electronic communication equipment and to ensure that they do not inadvertently place themselves at risk of abuse or exploitation via social networking sites, gaming site, through web searches or in appropriate email communication

We will not:

- Use BRYMCA information technology equipment, internet and email to view, post, publish, print or distribute inappropriate material with pictures or content that might be deemed sexually explicit, unlawful, defamatory, offensive, discriminatory, damaging to the interests or reputation of BRYMCA, or otherwise inappropriate.
- Publish or share content via social media or any other similar online public forum that might be deemed damaging to the interests or reputation of BRYMCA or might reasonably offend, humiliate or adversely impact on employees, volunteers or associates of BRYMCA. This requirement extends to social media or online activity outside of work.

3.4.12 Photography of Children and Young People

We will:

- Permit only organisational photography – approved by Executive Officer and Managers of children and young people to whom we provide service. Such photography maybe limited to annual group photos, photos at specific events, promotion of services and programs and for reporting purposes. Photography of children and young people will only occur if:
 - Our Managers have granted prior and specific approval
 - The context is directly related to participation in BRYMCA programs and services
 - The child is appropriately dressed and posed
 - The image is taken in the presence of other personnel.
- Ensure images (digital or hard copy) are to be stored in a manner that prevents unauthorised access by others, for example: if in hard-copy form, in a locked drawer or cabinet and if in electronic form, in a 'password protected' folder.
- Images (digital or hard copy) are to be destroyed or deleted as soon as they are no longer required.

We will not:

- Distribute (including as an attachment to an email) to anyone outside our organisation other than the child photographed or their parent, without management knowledge and approval.
- Exhibit images on our website without parental knowledge and approval, or such images must

be presented in a manner that de-identifies the child or young person. Any caption or accompanying text may need to be checked so that it does not identify a child or young person if such identification is potentially detrimental.

3.4.13 Confidentiality and Property

We will:

- Maintain the confidentiality of the BRYMCA, and will use our best endeavors to prevent the use or disclosure of any such information by third parties.
- Take all reasonable care in the use of BRYMCA property and protect property in our care.
- Use BRYMCA property for the intended purpose only, unless otherwise authorised.
- Return on termination of employment or engagement with the BRYMCA, in good condition, any property belonging to BRYMCA and which may be under our possession and / or under our control.

We will not:

- Disclose to any person any confidential information of or relating to BRYMCA or any organisation or person we have come into contact with as a result of our employment or engagement with BRYMCA.

3.4.14 Honesty, Theft and Fraudulent Activity

We will:

- Act with honesty and integrity at all times during the course of employment or engagement with BRYMCA.
- Report any known or suspected instances of inappropriate, dishonest or fraudulent conduct to our Manager, or other appropriate person.

We will not:

- Engage in any activity designed to benefit us to the financial or other detriment of BRYMCA, such as theft, corruption, bribery, falsification of documentation (including timesheets), or other fraudulent activity.
- Engage in any improper or any other dishonest activity that damages our relationship with BRYMCA.

3.4.15 Behaviour Outside of Work

We will:

- Recognise that our obligation to abide by this Code of Conduct, and other relevant policies, procedures and guidelines extends beyond our working hours and physical workplace in many circumstances, and comply accordingly. Relevant circumstances may include, but are not limited to, attendance at social functions with work associates, work-related travel, use of BRYMCA property and interactions (including online social networking interactions) with work associates

We will not:

- Of their own volition or at the request of a service user, act outside the confines of out duties (as specified in their position description) when helping to deliver programs and services of BRYMCA
- Provide unauthorised transportation to children and young people
- Provide any form of support to a child or young person or their family, unrelated to the programs provided by BRYMCA
- Seek contact with children or young people (or former participants) outside of the programs and services provided by BRYMCA
- Accept an invitation to attend any private social function at the request of a child or young person who has participated, or is participating, in programs and services provided by BRYMCA or at the request of their family.

3.4.16 Giving gifts

We will:

- Ensure that the Executive Officer and Managers will authorise any gifts to children or young people involved in programs and services at BRYMCA or to their families, including rewards, prizes, treats, or second-hand equipment.

3.4.17 Overnight stays and sleeping arrangements

We will:

- Ensure overnight stays are to occur only with the authorisation of our Executive Officer and Managers and of the parents/guardians of the children or young people involved.
- Ensure Practices and behaviour by our personnel during an overnight stay must be consistent with the practices and behaviour expected during delivery of our program and service of BRYMCA at other times.
- Ensure that standards of conduct that must be observed by our personnel during an overnight stay include:
 - providing children and young people with privacy when bathing and dressing
 - observing appropriate dress standards when children and young people are present – such as no exposure to adult nudity
 - not allowing children or young people to be exposed to pornographic material, for example, through movies, television, the Internet or magazines
 - not leaving children under the supervision or protection of unauthorised persons such as hotel staff or friends
 - not involving sleeping arrangements that may compromise the safety of children and young people such as unsupervised sleeping arrangements, or an adult sleeping in the same bed as a child or young person
 - the right of children to contact their parents, or others, if they feel unsafe, uncomfortable or distressed during the stay
 - parents expecting that their children can, if they wish, make contact

3.4.18 Change room arrangements

We will:

- Ensure personnel supervise children and young people in change rooms while balancing that requirement with a child or young person’s right to privacy. In addition:
 - personnel should avoid one-to-one situations with a child or young person in a change room area
 - personnel are not permitted to use the change room area to, for example, undress, while children and young people are present
 - personnel need to ensure adequate supervision in ‘public’ change rooms when they are used
 - personnel need to provide the level of supervision required for preventing abuse by members of the public, adult service users, peer service users, or general misbehaviour, while also respecting a child’s privacy
 - female personnel are not to enter male change rooms and male personnel are not to enter female change rooms.

3.4.19 Transporting children

We will:

- Ensure children and young people are to be transported only in circumstances that are directly related to the delivery of our programs and services at BRYMCA.
- Transport children only with prior authorisation from our Executive Officer and Managers and from the child’s parent/guardian. Gaining approval involves providing information about the proposed journey, including:
 - the form of transport proposed, such as private car, taxi, self-drive bus, bus with driver, train, plane or boat
 - the reason for the journey
 - the route to be followed, including any stops or side trips
 - details of anyone who will be present during the journey other than our personnel who are involved in program and service delivery.

3.5 Reporting Breaches of the Code of Conduct

We will:

- Report any suspected breaches of this Code of Conduct to our Supervisor or Manager. If the alleged breach relates to our direct Supervisor or Manager, we will report the suspected breach to the next level of Management.
- Seek advice from our Manager, or the next level of management where appropriate, if we have any doubt as to how we or another employee or volunteer should act in any work-related situation, prior to taking any action.

We will not:

- Make vexatious or frivolous complaints or reports of suspected breaches of the Code of Conduct (i.e. a report known to be false, misleading or groundless).

3.6 Breaches of the Code of Conduct

Any breaches of the Code of Conduct, or any other associated policy or agreement, will be dealt with and may result in disciplinary action up to and including termination of employment. For further information, please refer to the Disciplinary and Termination Policy. Independent contractors and other non-employees who are found to have breached this policy may result in the termination of their contract/engagement with BRYMCA.

4. DEFINITIONS

Bendigo YMCA Property	Property owned or managed by BRYMCA, including all intellectual property, mobile telephone/s, documents, manuals, programs, computer programs, reports, processes and / or improvements made by the employee or volunteer whilst she/he is employed by BRYMCA
Code of Conduct	A code of conduct outlines the standards of behaviour expected of people belonging to a certain organisation or group.
Conduct	Behaviour – revealing itself in actions, responses, words, gestures or choices.
Confidential Information	Information, knowledge or communication that is intended to be private including, but not limited to, intellectual property and trade secrets, Information Technology systems, business plans, finance information, software, manuals and client information.
Conflict of Interest	A situation in which an employee or volunteer has a private or personal interest sufficient to appear to influence their objectivity in the performance of their duties; or a situation in which an opportunity exists for an individual to exploit their professional capacity for the benefit of their other interests.
Course of Employment	A legal term that refers to activity of any kind or character that is related to the employee's duties and work. Whether a certain activity is considered to have occurred during the 'course of employment' is determined based on all of the circumstances.
Digital Device	Physical hardware consisting of, but not limited to, desktop computers, laptop computers and notebooks, desk phones and mobile phones, tablet devices and PDAs.
Fraudulent Activity	Wrongful or criminal deception intended to result in financial or personal gain.
Reasonably / Reasonable	In determining whether conduct or a conduct expectation is reasonable, all of the circumstances of the situation will be taken into account, including the YMCA Values. Determining reasonableness requires consideration of how a reasonable person would act in the same or similar situation.
Social Media	Includes the various online technology tools that enable people to communicate and interact via the internet or mobile network, and share information and resources. Examples of social media include Facebook, Twitter, YouTube, Instagram, blogs and Wikipedia.
Stereotype/s	A conventional, formulaic, and oversimplified conception, opinion, or image of a group of people, often negative in nature.
Work Associates	People you have a relationship or connection with, or interact with, through work. A work associate may include, but is not limited to, a colleague, a manager, a subordinate, a client, a supplier or a customer.

5. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Board	Ensure adequate resources are allocated to allow effective implementation. Approve and Endorse this policy
CEO	Responsible for reviewing and updating the Code of Conduct and designing education or communication tools associated with this policy. Ensure management understand their obligations in accordance with the Code of Conduct policy and procedure. Plan organisational resources and requirements for policy and procedure implementation Ensure annual organisational reporting is completed
Managers and Supervisors	Responsible for implementing training and awareness raising strategies regarding the Code of Conduct when required Responsible for role modelling the behavioural standards outlined in the Code of Conduct Responsible for addressing any instances of non-compliance with the Code of Conduct Ensuring compliance with the Policy.
All Employees, Volunteers, Students, Board Members, Consultants, Contractors and other authorised personnel (including Managers and Supervisors)	Responsible for adhering to the behavioural expectations outlined in the Code of Conduct Responsible for reporting any instances of non-compliance

6. MONITORING, EVALUATION AND REVIEW

BRYMCA management team is responsible for formally reviewing and updating this policy every three years, in consultation with representatives from key stakeholder groups. Small changes and additions may be made outside of the formal review to ensure the policy remains relevant and current. We retain records of each review undertaken. Such records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

Managers and Supervisors are responsible for ensuring compliance with this policy, including sharing this policy with existing and new employees and volunteers. They may monitor compliance through random audits of induction checklists and policy sign-off records.

We retain records of each review undertaken. Such records may include minutes of meetings and documentation of changes to policies and procedures that result from a review. External audit and verification based on a sample, conducted by the Australian Childhood Foundation shall occur at 3 yearly intervals.

7. SUPPORTING DOCUMENTS (LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

There are a number of documents (policies, procedures, guidelines and industrial instruments) which support or relate to the Code of Conduct, including, but not limited to:

- [YMCA Staff Collective Agreement 2015](#) and / or relevant Award
- Contract of employment
- [Prevention of Bullying, Harassment and Discrimination Policy](#)
- [Disciplinary and Termination Policy](#)
- [Diversity Policy](#)
- [Privacy Policy](#)
- [Health and Safety Policy](#)
- [Recruitment and Selection Policy](#)
- [Safeguarding Children and Young People Policy](#)
- [YMCA Victoria Digital Device & Usage Policy](#)
- [YMCA Victoria Online Communication Guidelines](#)
- [Workplace Response to Family Violence Policy](#)
- [Workplace Response to Family Violence Procedure](#)
- [Child Safe Standards](#)
- [Responding to Child Abuse and Allegations Policy](#)

These supporting documents are designed to be read in conjunction with the Code of Conduct. The Code of Conduct is not intended to replace or supersede these documents.