



Supporting our community on all sides

# P O L I C Y

## **5 Human Resource Management**

*5.00.2 Child Safe Code of  
Conduct*

# Manual 5 – Human Resource Management

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## *Policy 5.00.2 – Child Safe Code of Conduct*

### **Why we do things**

Community is committed to the safety and wellbeing of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse, and inequality. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon.

This Child Safe Code of Conduct outlines the behaviours expected from all members of the organisation, and the behaviours that are unacceptable, when interacting with children and young people.

### **Who this policy applies to**

This Code applies to all persons who conduct work for Community Qld in a paid or unpaid capacity, regardless of whether their role involves working with children, including employees, volunteers, contract workers, consultants, and students.

### **Our policy**

Community is committed to fostering a culturally safe, child safe, and child friendly environment for all children and young people we have contact with, deliver services to, or are impacted by our work. The organisation's Child Safe Code of Conduct will:

- Set a high standard of conduct for the protection and wellbeing of children and young people.
- Cover conduct in both the physical and online environments.
- Be easy for people to access and understand.
- Be covered in induction training for all staff and volunteers.
- Link to relevant legislation and Community policies and procedures, including those for receiving and responding to complaints and concerns, and for reporting to external authorities.
- Link to relevant human resources and procurement processes in the organisation (e.g. individual contracts, recruitment processes, terms of employment, and contracting of services from third parties).

### **How we do things**

Community will ensure that all employees and volunteers understand and adheres to the organisation's Child Safe Code of Conduct, which outlines expected behaviours.

When providing care, supports, or services to children and young people, employees and volunteers must:

- Act in accordance with Community's child safety and wellbeing policies and procedures at all times.
- Avoid being alone with a child in a private or secluded setting unless absolutely necessary and in accordance with organisational and service protocols.
- Behave respectfully, courteously, and ethically towards children, their families, and other staff.
- 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 Communityfy.
- 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 Communityfy’s policies, discussions, learning, and reviews about child safety and wellbeing.
- Identify and mitigate risks to children’s safety and wellbeing, as required by Communityfy’s risk management policy and process.
- Respond to any concerns or complaints of child harm or abuse promptly, and in line with Communityfy’s policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse, as required by the Child Protection Act 1999 and by Communityfy’s policies and procedures, including **2.11 Child Protection and Risk Management** and **6.02 Workplace Incidents (including Critical Incidents), Injuries and Accidents**.
- Comply with Communityfy’s protocols on communicating with children.
- Comply with Communityfy’s policies and procedures on record keeping and information sharing.
- Only transport children when a parent or carer is present and use appropriate child restraints, as required by Communityfy’s policy and procedure, **2.25 Transporting Clients in Vehicles**.

When providing care, supports, or services to children and young people, employees and volunteers must not:

- Engage in any unlawful activity with or in relation to a child.
- Engage in any activity that is likely to physically, sexually, or emotionally harm a child.
- Ignore or disregard any suspected or disclosed child harm or abuse.
- Unlawfully discriminate against any child or their family members.
- Arrange personal contact, including online contact, with children they are working with for a purpose unrelated to Communityfy 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 required to do so under Communityfy’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.

If an employee or volunteer believes this Code of Conduct has been breached by another person at Communityfy, they must:

- Act to prioritise the best interests of children.
- Take action promptly to ensure that children are safe.
- Promptly report any concerns to their Senior Manager, the Manager of People and Learning, and the Chief Executive Officer.
- Follow Communityfy’s policies and procedures for receiving and responding to complaints and concerns.
- Comply with Communityfy’s policies and procedures on internal and external reporting.

## Roles and Responsibility

All employees and volunteers are responsible for:

- Understanding and complying with this Code and other related policies.
- Reporting any breaches of this Code.

In addition, leadership members are also responsible for:

- Ensuring their relevant employees, volunteers, and contractors have read and understand this Code.
- Where required, setting clear expected behaviours towards children, tailored to the service area's unique operating environment, and aligned with this Code and Communitify's Child Protection and Risk Management Policy and Procedure.
- Supervising and holding their relevant employees and volunteers to account for complying with this Code.
- Promoting a culture of reporting that recognises and responds to child abuse and harm, including reporting breaches of this Code.

## Behavioural Expectations and Agreement

At all times, employees and volunteers must demonstrate compliance with the Child Safe Standards by following Communitify's policies and procedures, and Child Safe Code of Conduct.

All employees must sign a Child Safe Code of Conduct Agreement Form during onboarding.

## Non-Compliance with This Code

Communitify will investigate all breaches of this Code.

Any employee or volunteer who breaches this Code may be subject to assessment and investigation for misconduct and face disciplinary action, including termination of employment. Where unlawful breaches of the Code are suspected or alleged to have occurred, this may result in a report to the police.

## How policy change happens

This policy will be reviewed on a regular basis. Information to inform this review may be gathered from:

- Feedback from service users
- Feedback from employees and volunteers

## Our obligations

- Child Protection Act 1999
- Child Safe Organisations Act 2024
- Human Services Quality Standards
- NDIS Practice Standards
- National Safety and Quality Digital Mental Health Standards
- National Safety and Quality Mental Health Standards for Community Managed Organisations
- United Nations Convention on the Rights of the Child
- United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)
- Universal Principle and Child Safe Standards

## Relevant forms and/or documents

- Child Safe Standards Agreement Form
- Risk Management Register

## Related policies and procedures

- 2.04.3 Cultural Safety
- 5.00 Code of Conduct
- 2.11 Child Protection and Risk Management
- 2.12 Client and Community Complaints
- 2.18 Violence Abuse Neglect and Exploitation
- 2.25 Transporting Clients in Vehicles
- 3.05 Risk Management
- 3.17 Child Safe and Wellbeing
- 5.28 Whistleblowing
- 6.02 Workplace Incidents (including Critical Incidents), Injuries and Accidents.

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