HR - Code of Conduct

POL-0120

Introduction

The Uplyft Code of Conduct provides a guide for how we will conduct ourselves in providing services to our clients, engaging with stakeholders and interacting with our colleagues. Uplyft has a zero tolerance for abuse and neglect of children, young people and staff.
The Code has been designed to adopt standards of behaviour that reflect Uplyft's values.

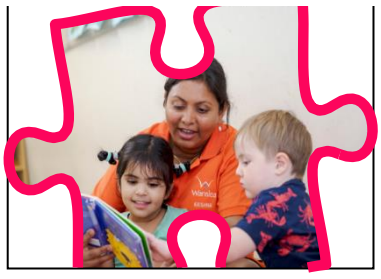
Uplyft values:

- We Care
- We Collaborate
- We are Accountable
- We have Courage
- We Celebrate

Scope

This Code of Conduct applies to everyone who works at Uplyft in any capacity whether full-time, part-time, casual, temporary employees, volunteers, students, contractors or any other workplace participant at Uplyft.
It does not cover every possible situation, but rather, provides a guide for the standards of behaviour expected in different scenarios and should be considered alongside the Uplyft's policies, procedures, guidelines and standards.
The requirements of the Code apply when conducting work for Uplyft, in meetings, training, functions, events, travel and in the community, inside and outside of working hours. It aims to ensure that everything we do supports Uplyft's purpose and values, offers a safe and rewarding work experience for staff and volunteers, and provides a high standard of service for all Uplyft clients.
All Uplyft staff, foster carers, students and volunteers are required to:

- **Read** the Code of Conduct
- **Agree** to abide by the Code of Conduct
- **Follow** the Code of Conduct
- **Renew** their commitment to the Code of Conduct regularly



Behaviour

Everyone is expected to take responsibility for their own conduct and act with honesty, integrity and transparency at all times.
There is an expectation of conducting yourselves in a manner that supports:

- Your ability to perform your duties and obligations
- Children, young people and families
- Colleagues
- Public respect for, and confidence in, Uplyft's services
- The community

Respect is integral to achieving a positive workplace and the best outcomes for children and families. It includes how we treat colleagues, children, families and community members. It means:

- Accepting that people can be different but equal
- Inviting and listening to the opinions of others including children
- Valuing and respecting diversity
- Contributing to a healthy, safe, cohesive and positive work environment
- Showing empathy and understanding for others
- Valuing the contributions that others have to offer
- Respecting the privacy, rights and dignity of others
- Demonstrating courtesy and fairness in interactions
- Making an effort to gain an understanding of cultural differences

Behaviours that are not tolerated by Uplyft include:

- Discrimination on the grounds of race, colour, national extraction, social origin, age, gender, sexuality, pregnancy, marital status, religious or political belief, physical or mental ability or impairment
- Bullying, harassing and intimidating behaviours including gestures, physical violence, inappropriate or unwelcomed touching, verbal abuse or threats, vilification, abusive or inappropriate language
- Inappropriate behaviour of a sexual nature including but not limited to inappropriate touch, unwelcome advances, sexual jokes and comments, grooming via electronic communication or displaying or viewing inappropriate sexual footage or images
- The display of electronic or written material that offends, humiliates or intimidates others

Working safely

Workplace Health and Safety embodies an inclusive and diverse workplace culture that places emphasis on our core values, as well as health, safety and wellbeing for everyone, which includes:

- Follow legislative requirements
- Presenting to work, fit for duty
- Participating in training and information, as provided
- Following lawful instructions, and exercising the right to stop work if presented with a significant risk
- Using resources and equipment as provided and designed
- Report all hazards, risks, incidents and near misses as an individual or as observed in the workplace
- Participating in consultation and communication forums
- Demonstrating positive behaviour and language
- Following emergency processes
- Taking reasonable care not to adversely affect the health and safety of others including colleagues, foster carers, students, volunteers, contractors, children, young persons, families and community members

Professionalism

We are all expected to consistently deliver a safe, quality and timely service that ensures the safety and wellbeing of children and young people. It is expected that everyone will:

- Perform their duties and obligations to Uplyft to the best of their ability and according to their job description or agreement
- Fulfil the purpose, values and aspirations of Uplyft
- Abide by all legislation and organisational policies, procedures, codes and guidelines
- Demonstrate moral and ethical behaviour, and acceptable standards of conduct
- Help promote team cohesion and morale
- Maintain the security, confidentiality and disclosure of information in accordance with policies and procedures
- Ensure presentation is professional and appropriate
- Embrace a positive approach to change and improvement
- Strive to improve skills, knowledge and competencies by keeping abreast of developments in theory and practice, and engaging in ongoing learning
- Contribute to a positive and professional work culture
- Foster good relations between Uplyft and its clients, other agencies and the community
- Form positive relationships and maintain appropriate professional boundaries

Honesty and integrity

It is expected that everyone will act with honesty and integrity within their roles, this includes being aware of Uplyft's Gift Policy and understanding what constitutes Fraud and Theft.

- Any gifts offered voluntarily are regarded as gifts to the organisation and they should be accepted in accordance with the Uplyft Gifts Policy. Monetary transactions between Uplyft employees and clients are inappropriate and against Uplyft policy.
- Fraud is the deliberate falsification of company records and documents including time sheets, attendance records, communication, and reports.
- Theft is also a form of fraud. You must not remove any organisation or client property for your own personal use, even if you think the items or are no longer needed by the organisation.

Property and environment

Staff must take all possible care in the use of Uplyft property, equipment and goods, to ensure they are used efficiently, carefully and honestly. Unless permission has been granted by a Line Manager, Uplyft resources are not to be used for private purposes. Property and equipment must be maintained in good working order and all damage reported in a timely manner. Misusing or wilfully damaging organisation, client or customer property will not be tolerated.

Child Safe conduct with children



Uplyft is committed to ensuring the safety, wellbeing and inclusion of all children; and has zero tolerance of child abuse or any form of harm. It is expected that staff and volunteers will always act in a way that prioritises the safety and wellbeing of children and young people by ensuring that children feel safe and are safe.

Everyone has an obligation to follow Uplyft's policies, procedures and guidelines and report ALL child safety concerns. These include:

- Disclosures of abuse or harm
- Allegations, suspicions or observations
- Breaches of the Code of Conduct
- Environmental risks

To ensure the safety and wellbeing of children and young people, you are expected to have up-to-date knowledge and skills in safeguarding children, recognising signs of abuse and responding to child abuse by:

- Participating in education and training
- Understanding and following safeguarding policies, procedures and guidelines
- Understanding and following Uplyft's risk management and reporting processes

Children and young people are impacted by the attitudes and behaviours of adults with whom they have contact. It is imperative that consistent positive and appropriate role modelling in attitudes and actions are demonstrated. Everyone is expected to form appropriate, healthy and positive relationships with children and young people that assist them to learn, develop and reach their full potential. The following list is designed to provide clear examples of the types of behaviours that are acceptable and unacceptable with children and young people.

Acceptable and encouraged behaviours with children and young people:

- Friendly, respectful, kind, fair and reliable
- Regularly checking in by asking if they are okay and if they have any worries
- Letting the child know their rights
- Inviting them to have a say on decisions that affect them, that they are provided with age-appropriate information about the decision, that they can speak freely and that their views influence the decision being made
- Keeping them up-to-date and letting them know what is happening
- Supporting them to make healthy connections with others (e.g. friendships at school) and in the community (e.g. joining a hobby group)
- Supporting them to develop skills to learn and reach their potential
- Showing an understanding of the needs of children with differing abilities, a trauma history, or other special circumstances and arranging supports as needed
- Maintaining their confidentiality and respecting and upholding their privacy
- Taking action to keep children safe, feel accepted and remove risks
- Promoting the safety (including cultural safety), participation and empowerment all Children and Young People including Aboriginal and Torres Strait Islanders, those living with a disability, culturally and linguistically diverse, those who are unable to live at home and LGBTIQA+ Children and Young People
- Maintaining their confidentiality and respecting and upholding their privacy
- Taking action to keep children safe, feel accepted and remove risks
- Respecting and supporting all Aboriginal and Culturally and/or Linguistically diverse children and young people to express their culture and enjoy their cultural rights
- Overnight stays are conducted in accordance with Uplyft's policies, procedures and guidelines across all Uplyft operational environments (activities, programs, services and facilities), ensuring all children and young people feel safe and are safe

In our work and in the provision of services, we must put the safety and wellbeing of children and young people at the forefront and centre of our actions, and our decision making.

By working together and striving for excellence, we will be able to achieve the best outcomes for children, young people and families.

Unacceptable behaviours with children and young people – examples of, but not limited to:

- Engaging in any behaviour that is likely to cause physical, sexual or emotional harm to a child
- Ignoring disclosures and signs of abuse or harm
- Discriminating and disrespectful behaviour based on a child's gender, race, ethnicity, culture, ability, or sexual orientation
- Culturally unsafe behaviours and activities (e.g. ignoring a child's culture, forcing a child to participate in celebrations that are not in keeping with their cultural practices)
- Bullying, harassing, degrading, humiliating or intimidating behaviours including threats and violence
- Using obscene language and discussing age-inappropriate topics in the presence of a child
- Yelling or verbally berating a child or young person
- Showing special treatment or favoritism towards a child or children, including giving gifts (unless you are the approved full-time carer for a child, or have written permission from a Manager)
- Creating situations in which you are alone with a child unnecessarily (unless you are the approved full-time carer for a child)
- Transporting a child outside of work roles and not abiding by transporting guidelines
- Any form of sexual behaviour or touching with, or in front of, a child
- Taking photographs or filming a child, unless approved in writing by a Manager or carer in the case of special circumstances (unless you are the approved full-time carer for a child). In all instances, poses and images must be appropriate. At no time can images or footage be of a sexual or inappropriate nature
- Participating unnecessarily in a child's personal care activities such as toileting, dressing and washing, in a way that is not appropriate for their developmental stage
- Allowing or enabling a child to access pornographic material (e.g. internet, magazines, movies)
- Encouraging or accepting criminal behaviours including supplying cigarettes, drugs or alcohol to a child
- Being affected by drugs or alcohol when caring for a child or young person
- Sharing personal contact details with a child (e.g. phone number, email address) or connecting with them online (unless you are the approved full-time carer for a child)
- Having contact with a child outside your work/volunteer role (including face-to-face, online and social media contact) unless approved in writing by a Manager or you are the approved full-time carer for a child

Disciplinary Action

Breaches of the Code of Conduct will result in disciplinary action and various actions may be applied including but not limited to:

- Performance management/counselling
- Actions prescribed under the Uplyft Discipline and Termination Policy
- Dismissal or suspension from duty
- Criminal charges referred to Police or civil action
- Termination of agreement

Agreement

By Acknowledging the Code of Conduct in Employment Hero, I agree that;

- I have read and understand the information in Uplyft's Code of Conduct and agree to abide by all aspects of the Code
- I will prioritise the safety and wellbeing of children in my role, to uphold Uplyft's Child Safe commitments and to follow the Safeguarding Governance Framework and associated Policies and Procedures