

Code of Conduct - Safeguarding Young People

Purpose

Anglicare is committed to provide children and young people an environment that promotes their;

- Safety
- Well-being
- Social and emotional development and
- Human Rights

This document provides employees clear conduct expectations for supporting children and young people. It supports the [Anglicare - Code of Conduct](#) where employees interact with children and young people

This code helps safeguard children and young people from abuse and neglect. Abuse and neglect are defined in the [Safeguarding and Working with Vulnerable People](#) document.

Scope

All Anglicare personnel are required to observe the requirements outlined in this document. Anglicare personnel include;

- paid employees,
- contractors,
- volunteers (including the Board), and
- students

These guidelines have been approved and endorsed by Anglicare's Board.

Policy Statement

Anglicare is committed to a workplace culture that,

- embraces equality,
- promotes respectful relationships, and
- has a zero-tolerance approach to all abuse, discrimination, harassment, neglect, and violence.

Anglicare acknowledges that all people have the right to be safe and to be treated with dignity. This includes a right to be free from violence and abuse.

Anglicare is committed to safeguarding children and young people in our care to ensure they feel safe. Our employees will maintain the highest standards to provide safe supports for children. Anglicare recognises that some behaviours may be harmful to the children and young people in our care. We have developed these guidelines to support employees to identify and prevent these behaviours.

To support Anglicare's commitment to safeguarding children and young people. All employees provide an Induction Personnel Declaration to evidence their commitment to adhere to:

- these practice and behaviour guidelines
- Anglicare's Code of Conduct, and
- Safeguarding and Working with Vulnerable People documentation

Anglicare supports the rights of children to receive support within a safe environment. We will act immediately to ensure this at all times.

Anglicare supports the rights of vulnerable people, including children and young people. As an organisation our services actively promote equity and diversity within the broader community. Anglicare will act without hesitation to ensure a safe environment is maintained at all times. This specifically includes groups with additional vulnerabilities such as;

- Aboriginal and Torres Strait Islander children,
- children with disabilities,
- children from culturally diverse backgrounds, and
- children identifying as LGBTIQ+.

Explicit in this document is Anglicare's organisational and personal commitment to all clients. This specifically includes children and people with disabilities. Anglicare will take immediate actions on:

- Anything that makes a person be or feel unsafe
- Anything that does not support a person's human rights
- Anything we could do better

Where abuse, neglect or the mistreatment of clients is disclosed; the safety and well-being of the client is the priority. Employees are to ensure that the affected client is supported as a first priority. Justice for victims is to be prioritised over the organisation's reputation.

This document is formally approved by the Board of Anglicare Tasmania Inc. It endorses Anglicare's commitment to ensuring the safety and well-being of vulnerable people.

Breaches of this document will be managed through Anglicare's [Discipline Management](#) processes and may result in termination of employment.

Principles Statement – Safeguarding Code

Anglicare supports the rights of children and young people, to feel safe and to be treated with dignity. Anglicare will act without hesitation to ensure a safe environment at all times for people access services.

Anglicare acknowledges that responsibility for safeguarding and harm prevention is joint responsibility. We will actively work with key stakeholders to ensure the safety of children and young people. This includes:

- Parents and families who care for and protect their children. To engage in decision making and provide feedback that has an impact on the family and their children
- Clients including children, young people and people with disabilities. To be supported to take part in decisions affecting them.
- To support and protect their members and support families to raise their children and those who are vulnerable.
- Other organisations including statutory agencies. To deliver services and provide support in development and direction of policy and evidence-based practice.

Breaches of this document will be managed through Anglicare's [Discipline Management](#) processes and may result in termination of employment.

Any actions or allegations that meet reporting requirements of the [Tasmanian Reportable Conduct Scheme](#) will be managed through this process.

▼ Positive guidance

Children and young people need to be provided with clear directions. They should always be given an opportunity to redirect any misbehaviour in a positive manner. Employees must use strategies that are;

- fair,
- respectful, and
- appropriate to the developmental stage of children and young people.

Under no circumstances are employees to take disciplinary action that involves:

- physical punishment, or

any form of treatment that could reasonably be considered as,

- degrading,
- cruel,
- frightening, or
- humiliating

Employees are to use appropriate techniques and behaviour management strategies to ensure:

- An effective and positive environment.
- The safety and wellbeing of children or young people participating in our programs.

Anglicare employees will not act outside their duties. These are specified in organisational documentation including their position description.

Anglicare employees:

- Must not provide unauthorised transportation of children or young people.
- Must not engage in activities or seek contact with children, young people or their families (including former service users) outside of authorised programs.

If a child or young person requires assistance outside of the scope of the Anglicare service;

- the employee will seek advice from management, and
- obtain parental or guardian consent to refer the matter and or child or young person to an appropriate support agency.

- ✦ Interactions between clients and employees, volunteers and students
- ✦ Alcohol and Other Drugs

Supply of alcohol, tobacco or other drugs to clients is prohibited.

Consumption of alcohol and other drugs by employees in the workplace can put clients at risk. Anglicare requires that there is no consumption of alcohol or other drugs in the workplace. This includes work cars, retreats, functions and training courses. Except with the permission of the CEO, or for legitimate medical reasons.

Where there is reasonable grounds for believing that due to the effects of alcohol or other drugs an employee;

- is incapable of performing their duties, or
- may constitute a risk to other employees or clients.

Managers must arrange for the employee's removal from the workplace in a safe manner.

Complete requirements for workers in relation to alcohol and drugs are identified in [Alcohol and other Drugs in the Workplace](#) .

- ✦ Behaviour of Concern

Children and young people need to be provided with clear directions. They should always be given an opportunity to redirect any misbehaviour in a positive manner. Employees must use strategies that are;

- fair,

- respectful, and
- appropriate to the developmental stage of children and young people.

Under no circumstances are employees to take disciplinary action that involves:

- physical punishment, or

any form of treatment that could reasonably be considered as,

- degrading,
- cruel,
- frightening, or
- humiliating.

Employees are to use appropriate techniques and behaviour management strategies to ensure:

- An effective and positive environment.
- The safety and wellbeing of children or young people participating in our programs

Restraint, Aversive or intrusive practices will not be used by Anglicare's employees. Where a person is in immediate danger to themselves or others, employees may need to act out of a duty of care. In these cases, the incident is to be reported via AIR and reported to the employee's supervisor.

▼ Change room arrangements

Where Anglicare employees are required to supervise people in change rooms. They are to balance that need with the person's right to privacy exercising the following considerations:

- Employees should avoid one-to-one situations with a client in a change room area
- Employees are not to use the change room areas when clients are present.
- Employees need to ensure adequate supervision in 'public' change rooms when they are used.
- Employees need to provide the appropriate level of supervision required to prevent abuse by;
 - members of the public,
 - adult clients or
 - peer clients;

while also respecting a client's privacy.

- Female employees are not to enter male change rooms and male employees are not to enter female change rooms.

▼ Client finances and belongings

Supporting clients with the management of finances is a specialised area of support. Employees are only to provide this support where it is within their program and support is in the client's support plan.

To assist in protecting client's belongings. In residential settings, client's belongings will be included on an inventory provided to the client and on the client file.

✧ Client-initiated inappropriate behaviour

When physical contact is initiated by a client that is sexual or inappropriate. Anglicare employees are required to report the incident on AIR and to their supervisor immediately.

✧ Client to client abuse

Anglicare will take all reasonable steps to ensure that people who use our services are safe from abuse and neglect. At times however, clients may be at risk of abuse from other clients. All allegations or threats of client to client abuse will be treated seriously. The complainant's welfare not to be compromised by any apparent conflict in offering supports to the alleged perpetrator.

When there is an allegation or threat of client to client abuse. Anglicare will take all reasonable steps to ensure that the client who experienced the abuse is supported.

Support will be provided that recognises self-determination and removes opportunities for further abuse.

Where the allegation identifies abuse that is criminal in nature:

- Where the complainant is a child or person with a disability. Employees will report as required per [Practice Guidelines to Mandatory Reporting](#)
- Where the complainant is an adult who has capacity to make informed decisions, they will be supported by Anglicare staff.
- Anglicare employees will encourage and support complainants to take appropriate legal action.

All incidents of client to client abuse are to be reported on AIR. Where the complainant is a child or person with a disability. Employees will report as required per [Practice Guidelines to Mandatory Reporting](#).

Where continued support to the alleged perpetrator presents risk to the person making the allegations:

- The alleged perpetrator will be supported to find alternate supports.
- In residential services, the alleged perpetrator will be supported to find alternative accommodation.

For the safety of themselves and the complainant.

✧ Communication

Language and tone of voice used in the presence of clients should;

- provide clear direction,
- boost their confidence and
- encourage or affirm.

It must be in a manner that the client understands, including being culturally appropriate. It should not be:

- Discriminatory, racist or sexist;
- Derogatory, belittling or negative (for example, by calling a child a 'loser' or telling them they are 'too fat');
- Intended to threaten or frighten; or
- Profane or sexual.

Language used should reinforce support boundaries and the professional relationship between a worker and client.

✧ Dual or previous relationships with clients

Where an employee and a client have an existing or past;

- personal,
- social,
- sexual or
- financial relationship.

The employee must immediately inform their supervisor of the relationship. The employee and their supervisor will implement strategies to ensure minimal contact with the client to ensure:

- The client's privacy and confidentiality; and
- Minimal impact on the client's support relationship with the service.

✧ Employee disclosures

Anglicare's employees are required to report and respond to any concerns or incidents of harm towards our clients. This includes any concerns of unsafe behaviour by employees of partner organisations.

While employees are advised to discuss their concerns with their manager all employees are required to report all concerns of abuse or neglect as detailed in the Mandatory Reporting – Abuse, neglect and reportable incidents documentation.

Employee disclosures are to be recorded and investigated on AIR.

✧ Electronic communications

All Anglicare employees and clients accessing services are required to follow Anglicare's ICT Acceptable Use and [Social Media](#) policies.

- Electronic communication with clients will only occur to enable supports. All communication is restricted to issues directly associated with service delivery.
- Requests to keep a communication secret from a parent or guardian must not be made to a child, young or vulnerable person.
- Employees are not to follow, friend or engage with people they are supporting via Social Media platforms. [Practice Guidelines to Mandatory Reporting](#)

✧ Gift giving and receiving

Managers are required to authorise any gifts to clients or their families involved in programs. Parents or guardians are to be informed of gifts given.

Anglicare's requirements for employee's being offered gifts from clients is detailed in the [Receipt of Gifts](#) policy. Should an employee be offered a gift the policy states:

✧ For gifts

Small gifts such as

- thank you cards,
- Christmas cards,
- chocolates or
- home made products are acceptable, -

but must be declared to the Supervisor.

- Gifts that appear to be more substantial than those above must be immediately declared to the employees Supervisor.
 - The Supervisor is to raise a Human Resources Request Portal notification - [Receipt of Gifts](#). The notification will identify the nature of the gift along with estimated value.
 - A decision on what will occur with the gift will be made by the General Manager People and Organisational Development.
 - This may include as appropriate; –
 - sharing it with another person who uses our services or
 - where not appropriate, sharing the gift with the employee's team.
 - The Human Resources Request will be recorded on the employee's personal file.
- Clients should be made aware that the relationship you have with them is based on the provision of support and that gifts are not necessary. But if given a gift, the client should

be thanked. If the gift is substantial, the client is to be informed that the employee will declare the gift. Also they should be informed that where appropriate, it may be

- shared with another client who may benefit from it; or
 - shared with the employees team.
- Employees will not accept gifts of money under any circumstances.
- If a person indicates that they would like to make a gift of money to an employee. The employee should inform them that Anglicare does accept donations that are used to assist others seeking support. In these instances, the person should be directed to anglicare-tas.org.au to make donations.
- Employees will not accept gifts of alcohol, and other drugs under any circumstances.

▼ In the case of wills and bequests

Employees are not to offer any advice or help to clients, or their families, on the completion of Wills, or their contents

- If help is requested they are to be supported to seek this through their family, friends or an advocate.

Anglicare does not expect that employees will be the recipients or beneficiary in a client's Will. Should this occur; the bequest must be declared to the employee's Supervisor at the time the employee becomes aware of the bequest.

- The Supervisor is to raise a Human Resources Request Portal notification. The notification will identify the nature of the bequest along with estimated value.

▼ Identity cards

Employees and volunteers will display their identity card as required by [Employee identity \(ID\) Card](#) requirements.

Students are to provide and display identification from their educational institution. The card will state their name and that they are a student.

▼ Medication

A range of Anglicare's services provide supported accommodation for people at risk. It is recognised that residents may have prescribed medications when they access the service. Anglicare clients are to be supported with their medications per Client Medication policy.

The [Medication management in Accommodation Services](#) provides guidelines for Accommodation Services employees.

▼ Outreach work

Outreach is any client activity performed by an employee who is normally based in an Anglicare office. Outreach does not include community-based support work where alternative approaches are implemented.

Employees must ensure that clients are comfortable with them being in their home or other community setting. Clients should be made aware of their rights and how to raise any concerns regarding service. Outreach visits will only be conducted as scheduled as part of service support plan. Employees are to record the purpose of the visit and enter all outreach in Outlook calendar.

Employees are to provide supports per the organisation's [Outreach](#) requirements.

▼ Overnight stays and sleeping arrangements

Overnight stays are to occur only within program guidelines. Employees will be rotated on overnight duties occur to minimise risks. The following guidelines are to be observed by employees for the duration of overnight stays:

- Providing clients with privacy when bathing and dressing;
- Observing appropriate dress standards when clients are present.
- Clients are not to be exposed to adult nudity by employees;
- Preventing client exposure to pornographic material in the course of accessing Anglicare services. For example through:
 - movies,
 - television,
 - games,
 - Internet,
 - magazines; or
 - written materials
- Not leaving children or people with disabilities under the supervision or protection of unauthorised persons. This may include people such as hotel staff or friends;
- Not involving sleeping arrangements that may compromise the safety of clients, such as;
 - unsupervised sleeping arrangements, or
 - an adult sleeping in the same bed as a child, young person or a client with limited capacity.
- Adequate staffing to provide appropriate level of safety and support, as funded; and
- The right and means for children and vulnerable clients to contact their parents/guardians, or others. At any time, they feel unsafe, uncomfortable or distressed during the stay.

▼ Photography and video recordings

Anglicare prohibits all employees from photographing or recording of clients without their permission. Consent for recording and using images of a client must be recorded on [Photographs](#).

[images or recordings release form - Therapeutic.docx](#) or [Photographs, images or recordings release form - Promotional.docx](#).

Under these guidelines people may be photographed while involved in programs only if:

- The context is directly related to participation in a program; and
- The client is appropriately dressed and posed.

For children and people who cannot provide informed consent. Their parent or guardian must have granted prior and specific approval for photographs to be taken.

Images are not to be taken, even at a client's request, if it does not meet the guidelines above.

Images are not to be distributed (including as an attachment to an email) to anyone outside of Anglicare other than to the client. To prevent unauthorised sharing of images. All Images (digital or hard copy) are to stored per [Client File Management](#) .

Images are not to be exhibited on the Anglicare website without client or parental or guardian knowledge and approval. Promotional photography is to be identified on the [Photographs, images or recordings release form - Promotional.docx](#).

▼ Physical contact

Any physical contact with clients must be appropriate to the delivery of services. Within the scope of an employee's role this may include;

- provision of personal care activities,
- reasonable support needs of client, or
- emergency first aid situations.

Outside the scope of an employee's role, employees won't have physical contact with clients that:

- Would appear to a reasonable observer to have a sexual connotation;
- Is overly physical – for example, wrestling, horseplay, tickling or other roughhousing;
- Is unnecessary – for example, assisting with toileting when a client does not need assistance; or
- Is not required under the client's support plan.

Where an employee has physical contact to prevent injury to a client or to others. Physical restraint should be a last resort with the level of force used, being appropriate to circumstances. The incident must be reported on AIR and to the worker's supervisor immediately.

Physical contact will not occur with clients to meet the needs or expectations of employees.

▼ Role boundaries

Anglicare employees will not, under any circumstances, act outside their role as specified in;

- their position description,
- [Anglicare - Code of Conduct](#) and
- [Support Boundaries and Conduct Guidelines](#).

Anglicare employees:

- Must not provide unauthorised transportation of past or current clients of our services;
- Outside of authorised programs. Employees must not engage in activities or seek contact with clients or their families (including former clients);
- Must not form personal, social, sexual or financial relationships with clients or their families.

Where clients with limited cognitive capacity need support outside of the scope of the Anglicare service. Employees will;

- seek advice from management, and
- obtain parental or guardian consent

- to refer client to an appropriate support agency.

▼ Sexual misconduct and relationships with clients

Sexual misconduct applies when from the views of a reasonable observer:

- Behaviours or acts with clients that may be seen to have sexual connotations.

This applies to the full range of behaviours, actions and attitudes, from:

- an inappropriate understanding of the support relationship between employee and client,
- grooming,
- predatory behaviour, and
- sexual relationships.

To ensure safeguarding of clients:

- All forms of sexual behaviour in the relationship between employees and a current client are unacceptable;
- Sexual relationships with former clients will be considered on an individual basis. Consideration will be given to factors outlined in this document, and;
- [Anglicare - Code of Conduct](#) and
- [Support Boundaries and Conduct Guidelines](#).

When disclosed, the relationship must be raised as an incident on AIR and notified to the appropriate General Manager; and

- Sexual behaviour with a minor or person with diminished capacity to consent is not acceptable under any circumstance. The offender will be reported to the Police as well as any required notifications under specific funding guidelines. The employee will be stood down pending the outcome of the investigation.

✓ Support provision

Where possible:

- Anglicare will support employees to avoid one-to-one unsupervised situations with clients. Especially in relation to children and young people.

Where it is operationally possible:

- Employees are to conduct activities and discussions with clients in view of other employees.

✓ Transporting clients

Anglicare will only provide transport for clients in the context of service delivery. For clients of Acquired Injury Support Services, transport will only be provided as detailed in support plans signed by the client.

For children and people who cannot provide informed consent. Employees are to complete the Transporting Vulnerable People Form to be signed by the client's legal guardian. This form is to include:

- 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; and
- Details of anyone who will be present during the journey other than Anglicare employees involved in support.

The Transporting Vulnerable People Form may accommodate ongoing and regular transport of client for up to 12 months.

✓ Exceptions

There may be situations where aspects of these guidelines do not apply. For example, where a young person is under 18 but living independent of a parent or guardian, or in an emergency situation.

Before taking action that does not follow the requirements of these guidelines. Employees are to seek management authorisation and document authorisation on client file.

In situations where a worker takes actions that do not meet the requirements of these guidelines. They are to complete an incident report on AIR and tell management as soon possible after the incident.

▼ Requirements prior to support

Anglicare Tasmania has a responsibility to take reasonable precautions to prevent child abuse. This especially applies to children supported by the organisation. All employees will complete the [Induction Personnel Declaration](#) before working with children.

Before commencing support Housing and Community Services workers are to complete the [Individual Risk Assessment Child and Young person.docx](#). This form is designed to assess risk and protective factors for children and young people engaging in supports. Information identified through the risk assessment will assist inform the child or young person's support plan.

Employees working one to one with children are to complete this form with parents or guardians (where available).

Where a child or young person does not have an active parent or guardian, and;

- Is seeking crisis accommodation support. Employees are to engage with the child or young person over their initial engagement with the service to complete the [Individual Risk Assessment Child and Young person.docx](#) within five days of entering the service.
- Has been referred to the service via Strong Families, Safe Kids advice and referral service. Employees are to work with the referring service to identify and assess risk and protective factors for the young person and identify support requirements.
- In all other circumstances the [Individual Risk Assessment Child and Young person.docx](#) is to be completed with the young person prior to support being provided.

On completion the [Individual Risk Assessment Child and Young person.docx](#) is to be uploaded as a PDF document on the child or young person's electronic file.

Where Anglicare is providing long term supports to children or young people; services are to complete [Individual Risk Assessment Child and Young person.docx](#) annually on the anniversary of the child or young person entering support until they obtain 18 years of age.

Children engaged with Disability Services will be assessed for individual risk and protective factors through six monthly Pulse checks.

Supporting Documents

[Access and Equity](#)

[Anglicare - Code of Conduct](#)

[Charter of Rights and Responsibilities](#)

[Client File Management](#)

[Dignity of Risk/Duty of Care](#)

[Discipline Management](#)

[Issues of Significance](#)

[Photographs of Clients - promotional](#)

[Photographs of Clients - therapeutic support](#)

[Privacy & Confidentiality](#)

[Safeguarding and Working with Vulnerable People](#)

[Support Boundaries and Conduct Guidelines](#)

[Tasmanian Reportable Conduct Scheme](#)

[Workplace Behaviour](#)

Legislation

[Children Young Persons and their Families Act 1997](#)

[Children, Young Persons and Their Families Amendment Act, 2009](#)

[Child and Youth Safe Organisations Bill 2022.pdf](#)

[Family Violence Act 2004](#)

The guidelines are to be reviewed annually and any changes are to be approved and endorsed by Anglicare Tasmania Inc. Members of the Board.

Version 6

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If you're experiencing issues please see our [Troubleshooting Guide](#).

