



# our code of conduct

our commitment to positive workplace behaviours



# our code of conduct

**“Fulfil your ministry with all the  
affection of your heart”**

St John Baptist de la Salle

## purpose

Our Code of Conduct is built on the foundation of **yourtown’s** mission and values, which are derived from the Lasallian Charism. It sets out what is always required in the clear expectation that under all circumstances, all yourtown people leaders and team members will uphold the ethical and moral commitment we have to those we serve and to each other.

In line with **yourtown’s** Mission, the safety and wellbeing of children, young people, and vulnerable adults are integral. Our individual and collective actions must reflect our commitment to their wellbeing and to maintaining and enhancing the reputation and public image of **yourtown**.

Our Code of Conduct seeks to acknowledge and address the power imbalances that can occur through the nature of the services provided by **yourtown**.

**yourtown** recognises people’s diverse needs and circumstances and acknowledges that there are those who have specific needs, including children and young people, Aboriginal and Torres Strait Islander peoples, the elderly, those living with a disability or suffering from illness, those from culturally and linguistically diverse (CALD) backgrounds, children in out-of-home care, those who are homeless, and children and adults of diverse sexuality and gender.

**yourtown** has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

The safety and wellbeing of children, young people, and vulnerable adults is integral to the delivery of **yourtown’s** Mission and is reflected within our Code of Conduct.



everyone at **yourtown** is expected to act in accordance with this Code of Conduct in their interactions and through their actions.

## scope

Our Code of Conduct applies to everyone at **yourtown** employed or otherwise engaged in the organisation, including team members, people leaders, volunteers, interns, trainees, students, contractors, and Board and Committee members. Everyone at **yourtown** is expected to uphold the Code of Conduct at all times in their interactions and actions in relation to work, the workplace and/or any work-related events, whether they be in person or by virtual means.

## code of conduct

Everyone at **yourtown** has a shared responsibility to bring to life through our actions and behaviours, our values, and our commitment to practices that ensure the safety of others, especially children, young people, and vulnerable adults.

Everyone is expected to act in accordance with this Code of Conduct in their interactions and through their actions.

It is expected that at all times, there will be respect for diversity, and the promotion of equality, inclusion, and belonging.

**yourtown** has a zero-tolerance approach to abuse, harm, and discrimination of any form.



Everyone employed or otherwise engaged with **yourtown** will adhere to the following:

## 1. Values-aligned behaviour

Our values underpin all that we do at **yourtown** and reflect our Mission and the Lasallian Charism. It is essential that everyone acts in alignment with our values to create an environment of safety, trust, inclusion, and professionalism in all that we do, both within the organisation and within the communities and people we serve. Everyone must:

- 1.1 Demonstrate our Values and Core Behaviours through action/s.
- 1.2 Be accountable for their individual actions and act equitably, ethically, reasonably, and with integrity.
- 1.3 Treat all others with honesty, respect, and courtesy.
- 1.4 Engage in respectful dialogue, which includes active listening and genuine appreciation for feedback.
- 1.5 Behave and communicate in ways that does not intimidate, degrade, humiliate, or bully.
- 1.6 Ensure that behaviours do not constitute any form of harassment, including sexual or sex-based harassment or any form of unlawful behaviour in the workplace or that impacts **yourtown**.
- 1.7 Maintain a respectful, cooperative, and collaborative approach to all working and work-related relationships.
- 1.8 Make all reasonable efforts to project a public image that is in line with **yourtown's** Mission and Values, which does not offend or is insensitive.

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## 2. Ethical and professional conduct

Ethical and professional conduct by all our team members and people leaders is paramount to ensuring **yourtown** creates an environment of trust, respect, and accountability. Ensuring the safety, wellbeing, and dignity of the people we serve, particularly children, young people, and vulnerable adults must always be upheld. Everyone must:

- 2.1 Act in accordance with **yourtown's** policies and procedures.
- 2.2 Recognise and consider the power and power imbalances in all relationships, especially where team members are delivering services to children, young people, and/or vulnerable adults.
- 2.3 At all times, behave in a way that upholds the integrity and good reputation of **yourtown**.
- 2.4 Comply with any lawful and reasonable direction given by someone in **yourtown** who has the authority to give such direction.
- 2.5 Act with care and diligence in connection with their role/responsibilities to the required professional standards.
- 2.6 Declare and manage situations that may constitute a conflict of interest or give rise to a perceived conflict of interest.
- 2.7 Maintain appropriate professional boundaries and standards of behaviour.
- 2.8 Be unimpaired in the carrying out of duties by reason of alcohol, medication, or any illegal drug.
- 2.9 Report to the relevant person/s, inappropriate conduct which might be reasonably considered to be in breach of this Code of Conduct and/or be illegal.
- 2.10 Be aware of, understand, stay abreast of and comply with all jurisdictional laws, including those that relate to child protection, workplace harassment and bullying, discrimination, and others as relevant from time to time.



**Ensuring the safety, wellbeing, and dignity of the people we serve, particularly children, young people, and vulnerable adults must always be upheld.**

### 3. Safeguarding

Good safeguarding practices are everyone's responsibility, and all are required to contribute to **yourtown's** safeguarding practices. Creating environments where children, young people, adults at risk and yourtown team members are not only safe but also feel safe and empowered to self-advocate and raise issues and concerns is paramount. Everyone must:

- 3.1 Contribute to an environment that promotes and enables participation and is welcoming, culturally safe, and inclusive by treating everyone, including children, young people, and/or vulnerable adults, with respect regardless of their race, colour, gender, language, religion, beliefs, opinions, nationality, ethnicity, social origin, property, disability, sexual orientation, or another status.
- 3.2 Use language and provide information in a way that is respectful, appropriate and meaningful to the audience, in particular to children and young people.
- 3.3 Be aware of and maintain appropriate professional and physical boundaries with children, young people and adults at risk.
- 3.4 Respond to and report any concerns or complaints of harm or abuse promptly and in line with **yourtown's** policy and procedures for the handling of these matters.
- 3.5 Commit to and participate in ongoing professional development regarding safeguarding through induction, training, study, and performance review processes.
- 3.6 Have a good understanding of **yourtown** Safeguarding in Practice Policy and Procedures and follow safeguarding requirements outlined in the document and associated policies and procedures.



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## 4. Privacy and confidentiality

Team members must respect the privacy of others when they collect, access, manage, or use personal information in the course of their duties or activities, and must not disclose personal information, except as permitted by **yourtown's** Privacy Policy. All team members are responsible for maintaining confidentiality, which is crucial for protecting sensitive information and maintaining trust among our colleagues, clients, supporters, and other stakeholders. Everyone must:

- 4.1 Understand what information is confidential at **yourtown** and participate in any required training about confidentiality.
- 4.2 Keep confidential all confidential information, comply with all measures established by **yourtown** to safeguard confidential information, and not use or disclose confidential information or make a copy or any other record of any confidential information except in the proper performance of their duties while employed by **yourtown**, as required by law, or without prior written consent.
- 4.3 Follow any data security protocols (including where and how data is stored) to protect confidential information from unauthorised access, disclosure, or loss.
- 4.4 Maintain appropriate confidentiality about dealings with any personal or sensitive data
- 4.5 Refrain from sharing confidential information with unauthorised individuals including family and friends.
- 4.6 Respect the privacy of others and maintain confidentiality where such confidentiality does not require any violation of mandatory reporting and/or legal requirements.
- 4.7 Maintain ethical conduct in handling confidential information, including avoiding conflicts of interest and reporting any breaches or suspicious activities.
- 4.8 Comply with all relevant laws and regulations related to confidentiality.
- 4.9 Ensure consent is obtained before taking or using any visual images or audio recordings, including written consent for the parent or legal guardian or any children or young people. Where such images and recordings are stored, transmitted, distributed, or shared, ensure this is done so, in line with **yourtown's** policies and procedures.

## 5. Resources

Effective management of our resources and wise stewardship of our funds is vital for yourtown to maximise our impact, efficiently allocate resources and fulfill our Mission whilst also ensuring long-term sustainability and relevance.

5.1 Use leave entitlements, **yourtown** resources, equipment, facilities, and funds in a proper manner and for appropriate purposes in line with the relevant **yourtown** policies and procedures.

5.2 Only access and/or use intellectual property, including information on electronic systems and hard copy files, for their intended/proper purpose.

5.3 Adhere to proper records and information management practices and procedures, so that records are confidential, secure, complete, up-to-date, and capable of providing organisational accountability.

5.4 Take all reasonable action to ensure personal health and safety at work and avoid unreasonably adversely affecting the health and safety of others, including both physical and psychological safety.

## Everyone employed or otherwise engaged with **yourtown** will not:

1. Bring **yourtown** into disrepute through the inappropriate use of social media, or other online platforms, or through any public commentary or actions.
2. Use their position, status, power, authority, inside information, or in any other way to unethically gain, or seek to gain, an unreasonable advantage or benefit for themselves, or for any other person.
3. Engage in any unlawful activity with or in relation to a child, young person, or adult at risk.
4. Use inappropriate language or show or provide access to inappropriate images or material.
5. Present to work while under the influence of alcohol or prohibited drugs.
6. Ignore or disregard any suspected or disclosed harm or abuse to the children, young people, and/or adults who engage with **yourtown**.
7. Unreasonably cause, or seek to cause, detriment to **yourtown**.



## People leader or governance positions

**yourtown** people leaders, by the nature of their roles, hold privileged positions and, as such, have the additional responsibility to:

1. Ensure that all team members understand that good safeguarding practices are the responsibility of all.
2. Maintain a culture that is safe and inclusive for all, and one that empowers team members, supporters, and clients, including children, young people, vulnerable adults, and their families, to be actively engaged.
3. Be role models, leading by example with the expected behaviours and standards.
4. Act promptly in response to complaint/s received related to breaches of the Code of Conduct or any other organisational policies.
5. Make decisions fairly, impartially, and promptly, taking into consideration all relevant legislation, information, and related policies, procedures, and the Delegations of Authority.
6. Ensure that all those engaged with **yourtown** understand what is expected of them with regard to the Code of Conduct and how feedback will be provided about complaints.

## consequences

**yourtown** values trust, learning, and accountability. People leaders and team members who do not follow the requirements or intent of this policy will be asked, where reasonable, to remediate their actions, realign, and work consistently with the policy.

A breach of the Code of Conduct may result in a range of outcomes, including, but not limited to, counselling, performance management, and/or disciplinary action (up to and including termination) following reasonable investigation. Breaches involving criminal behaviour requiring reporting to external organisations, including the Police, will be reported. Serious misconduct may result in summary dismissal.

All those engaged or otherwise engaged with **yourtown** are required to abide by this Code of Conduct and to ensure that others also comply. Where an individual suspects a breach of the Code of Conduct may have occurred, they are expected to:

- Report it to their people leader as soon as possible (where the people leader is the person suspected of having breached the Code of Conduct, it must be reported to an appropriate up-line people leader or, if appropriate, the Head of People and Culture).
- Act to prioritise the best interests of children, young people, and vulnerable adults.
- Reasonably take prompt action to ensure the safety of others.
- Follow the policies and procedures for receiving and responding to complaints and concerns.
- Comply with legislative requirements for mandatory or other reporting.
- Any person who has reasonable grounds to suspect that a Board Member, or the Chief Executive has breached the Code of Conduct, may raise their concern(s) directly to the Professional Standards Officer of the De La Salle Brothers.

## reference and related documents

This policy reflects the principles of the following:

- National Catholic Safeguarding Standards(Australia).
- National Principles for Child Safe Organisations (Australia).
- Commonwealth Child Safe Framework (Australia).
- National Safety and Quality Digital Mental Health Standards.



**yourtown values  
trust, learning,  
and accountability**



## governance

**yourtown** has a wide range of policies that are developed to ensure compliance with relevant legislation and standards and to ensure the safety and wellbeing of all those who come into contact with the organisation.

In addition, as a Lasallian Ministry, **yourtown** must also comply with the Policies developed for the District of Australia, New Zealand, Pakistan, and Papua New Guinea (ANZPPNG).

Relevant **yourtown** Policies and procedures include, but are not limited to:

- Safeguarding Commitment Statement
- Safeguarding Principles
- Safeguarding in Practice Policy and Procedure
- Child Safeguarding Risk Management Plan
- People Management Position Statement
- Work Health Safety and Wellbeing Position Statement
- Work Health Safety and Wellbeing Policy
- Equal Opportunity and Fair Treatment Policy
- Employee Grievance Procedure
- **yourtown** Welcome Information Booklet
- Performance Management Policy
- Ethical Conduct and Practice Policy
- Information and Communications Technology (ICT) Acceptable Use Policy
- Mobile Device Policy
- Transfer of Information and Data Policy
- Recruitment Policy
- Whistleblower Protection Policy
- Privacy Policy
- Purchasing Policy
- Feedback and Complaints Policy
- Information Technology Security Policy
- Social Media Policy
- Records Management Policy
- Conflict of Interest Policy and Procedure
- Dress Standards Policy.



## document review details

This Code of Conduct is approved by the **yourtown** Board, is a mandatory document for all **yourtown** people leaders and team members and will be reviewed annually.

Information and/or support with regard to the Code of Conduct can be sought from your People Leader or a member of the People and Culture team. The Code of Conduct was reviewed and approved 28 June 2024.



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**yourtown Head Office**

Suite 5 Cordova Street  
Milton Qld 4064

07 3368 3399

[support@yourtown.com.au](mailto:support@yourtown.com.au)

[yourtown.com.au](http://yourtown.com.au)