

Code of Conduct

“FAN’s vision is for Every child, family and young person has a place to call home, where they can thrive with stability, confidence, and purpose”

Core Values:

“FAN Board, staff and volunteers embrace, support and contribute to the following core values:

Pride

We foster an environment of celebration, acceptance, and respect for all young people to promote their inclusion and ability to confidently express their true selves.

Collaboration

We value partnership and teamwork. Working across our community, understanding the importance of sharing knowledge and resources to achieve our common goals.

Innovation

We strive for creative and reflective practice that challenges us to generate new ideas, act with bravery and courage and deliver quality and excellence.

Integrity

We build trust by demonstrating honesty and ethics in our work, leading by example, and taking responsibility for following through on our promises.

Connection

We foster belonging and a sense of community through supports based on empathy, agency and understanding. We acknowledge our similarities while celebrating diversity.

This code describes the professional conduct required of staff (including students on placement), board and volunteers to preserve and enhance the values of the organisation. Further, the code of conduct seeks to protect service users, in addition to the general public. The code has been developed to inform and guide the decisions and behaviour of all personnel in the provision of services.

This code of conduct is the basis for critical reflection and provides some assistance with the resolution of moral and ethical dilemmas.

By signing this document, the signatory declares that as a member of FAN they will observe and commit to the following:

1. Governance

- The Board will work with staff and volunteers to ensure that the Vision and Core Values of the organisation are expressed in the strategic direction, embedded in the operation, and lived through the culture of the organisation.

- It is the responsibility of all staff, board members and volunteers that the Vision and Core Values inform the day to day operational and ethical decisions that each person makes on behalf of the organisation.

2. Service Delivery

- Service provided is guided by the principals and practices of the following; Child safe Standards, Reportable Conduct Scheme for Children. YACVIC Ethical Code of Practice and the Code of Ethical Practice for the Victorian Youth Sector' found here: <https://www.yacvic.org.au/training-and-services/code-of-ethical-practice/>
- Abide by a Case Management model outlined under relevant professional bodies, and FAN policies and procedures.
- Provide timely services operating from a client focused, rights based approach at all times; observing relevant legislation and the Victorian Charter of Human Rights and Responsibilities (2006).
- Advocate on behalf of clients to increase their opportunities to engage within the Community; and for their rights and/or access to FAN and/or other services.
- Use agreed assessment and referral processes.

3. Children

- Advocate and uphold the rights of Children as enshrined in the United Nations Convention on the Rights of the Child (1991) and the Victorian Charter of Human Rights and Responsibilities Act (2006).
- Recognise that children are affected by homelessness and require tailored responses to overcome adverse situations.
- Childrens experience and voice is valued, their feedback is sought and documented throughout service delivery
- Create and uphold a child's right to a safe and nurturing environment to promote growth and development.
- Families are informed and involved in promoting children's safety and wellbeing

4. Confidentiality & Privacy

- Confidentiality, privacy, and release of information explained clearly to clients, outlining constraints of Duty of Care at the point of initial contact with FAN including constraints under the Victorian Child Information Sharing Scheme and the Victorian Family Violence Information Sharing Scheme
- Consent must precede information disclosure; and communicated only for professional purposes to persons legitimately involved in the client's case.
- Client files stored in a secure environment, observing password protections on all electronic records and for authorised access only.
- Records must be disposed of in a confidential manner and archived in accordance with Federal and State Legislation.

5. Safety & Integrity

- Assess situations to decrease the risk of harm caused to clients and accompanying children, staff members and volunteers.
- In the event of harm or conspiracy to harm being caused, confidentiality will be overridden to protect the person from harm by notifying appropriate authorities and/or other legal or professional intervention.
- Behave honestly and with integrity observing the systems and policies of FAN and within all applicable laws and professional frameworks.

6. Prohibited use of internet and email

FAN email and internet is not to be used to:

- Create or exchange messages that are offensive, harassing, obscene or threatening.
- Visit web sites containing objectionable (including pornographic) or criminal material.
- Exchange any confidential or sensitive information held by FAN (unless in the authorised course of their duties).
- Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies).
- Use internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities.
- Use social media **except** in the course of your duties.
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or Junk email.

7. Diversity & Inclusion

- Operate from a Rights Based Approach at all times.
- FAN employees, board, volunteers, work placement students will respect diversity of all people and welcome their individuality. This will include respect of cultures, gender, sexuality, experiences, identities and opinions.
- Freedom of expression will be celebrated and respected.
- Actively support equal opportunity and anti-discrimination.
- Uphold the right to cultural recognition, inclusion and safety.
- Recognise the traditional lands and waters of the indigenous peoples of Australia.

8. Professional Relationships

- Responsibilities of worker, volunteer and client outlined during point of first contact to ensure the client is aware of processes, boundaries and purpose of support.
- All staff, board and volunteers will have a working knowledge of and practice within the relevant principles of law and policies that relate to their role.

- Staff, board and volunteers shall not engage in, nor propose sexual contact with a client.
- Direct all media enquiries immediately to an authorised CEO or Acting CEO.
- FAN employees, board members and volunteers will work collaboratively together and with other agencies to share skills and knowledge for the provision or improvement of client services.
- Manage and monitor partnerships and collaborations to ensure high quality client services. FAN staff, board members and volunteers to maintain the highest integrity and standard of professionalism both internal and external to the organisation.

9. Quality & Accountability

- Provide quality services in a respectful non-judgemental manner.
- Contribute towards FAN's commitment to best practice and innovation by developing and maintaining my skills to fulfil the role with high competence and sensitivity, acting within the area of expertise.
- To observe professional and timely responses to all layers of my role within FAN, to ensure the best outcomes for clients.
- To observe organisation, funding and legislative reporting, obligations and all relevant internal and external accountability requirements pertinent to my role.
- To support and actively contribute to FAN's culture of quality, observing opportunities for continuous quality improvement in both systems and practices.

10. Professional Development and Competence

- Staff, board and volunteers to work within the scope of their role and avoid misrepresentation of their range of competencies and skills.
- Staff to keep up to date with current services, programs, legislation and broader service system reforms and initiatives.
- Board members and volunteers to keep up to date with resources/ trends which will influence/ inform their role.
- Staff, board and volunteers to complete appropriate training and professional development to maintain and increase skills relevant to their role.
- All FAN personnel to support and assist the needs of colleagues by observing appropriate conduct and contributing to a supportive environment.
- Staff, board and volunteers to observe systems for support in response to incidents, trauma, or ongoing stressors.
- Supervision, professional development and practice reflection opportunities provided and upheld through active participation.

11. Professional Conduct

- Staff, board members and volunteers are expected to be punctual and maintain regular attendance at work, notifying their supervisor in advance of any absence or delay.
- Professional and transparent communication with supervisors is essential, especially if personal or work-related issues may impact performance or attendance.
- In the case of emergencies or special circumstances that may impact attendance, staff should communicate with their supervisor as soon as the situation allows. While personal and family emergencies will be treated with understanding, staff are expected to ensure communication remains clear and ongoing.
- Staff are expected to meet deadlines and fulfil work commitments, communicating regularly and proactively about progress or challenges to manage expectations and ensure timely support when required.
- Persistent lateness or unapproved absences may result in follow-up discussions to address concerns and ensure continued professionalism and reliability.

Commitment

I acknowledge the FAN Code of Conduct, which exists to foster and ensure the highest quality of integrity and behaviour across the organisation.

I agree to abide by this Code of Conduct in my service with FAN. I understand that a breach of this code will result in action in accordance with FAN's disciplinary procedures.

Name: _____

Signature: _____

Date: _____