

Code of Conduct

The Little Sanctuary Support Services PTY LTD

This Workplace Code of Conduct (“Code”) establishes the principles and expectations for professional conduct and ethical behavior for all employees of **The Little Sanctuary Support Services PTY LTD**. By adhering to this Code, we foster a positive, inclusive, and respectful work environment that aligns with our core values, organisational mission statement, the NDIS Code of Conduct and Child Safe Legislation QLD.

1. Scope and applicability

This Code applies to all employees of **The Little Sanctuary Support Services PTY LTD**, regardless of their position or location.

Contractors and temporary staff are also expected to adhere to this Code while working for or on behalf of the company.

2. Mission Statement and Core Values

Mission Statement:

To provide a sanctuary where people can receive guidance and support to live a full and rewarding life.

Values:

The Little Sanctuary Support Services team will deliver person-centred, goal-focused services underpinned by the following organisational core values:

- **Respect:** communicate honestly and openly with kindness, effectively resolve conflict, respect boundaries and take responsibility for their actions
- **Empathy:** foster strong relationships through kindness, understanding and patience
- **Empowerment:** create a strong connection between our team and clients fostering a sense of ownership of achievement and loyalty to our team
- **Integrity:** uphold high standards and be accountable

3. Professionalism

Employees are expected to conduct themselves in a professional manner at all times. This includes punctuality, reliability, and commitment to delivering high-quality work.

4. Respect and inclusion

We value diversity and are committed to fostering an inclusive environment where all employees feel valued and respected.

Harassment, discrimination, or any form of bullying will not be tolerated.

5. Integrity and ethics

Employees must act with integrity and uphold the highest ethical standards in all professional interactions.

This includes avoiding conflicts of interest and acting in the best interests of the company.

6. Dress code

Employees are expected to dress in a manner that is professional casual, appropriate for their role and the work environment.

7. Technology and social media usage

Company technology and social media should be used responsibly and in accordance with company policies.

Confidential information must not be shared online or through social media platforms. Clients' photos should not be used online without prior written consent from the client or parent/guardian/nominee.

8. Health and safety

Employees must comply with all health and safety regulations and report any hazards or unsafe conditions.

A commitment to maintaining a safe and healthy work environment is the responsibility of every employee.

9. Child Safe Conduct

We are committed to creating and maintaining an environment that promotes the safety of all children. This includes encouraging a culture where the prevention and reporting of abuse is supported and encouraged.

All staff and volunteers are responsible for promoting the safety, wellbeing and empowerment of children.

This Code of Conduct sets expectations for how adults in our organisation should behave around children. This is important to help prevent children from being harmed. Child abuse takes many forms and can include physical, sexual and psychological abuse, ill-treatment and neglect.

Our Child Safe Policy provides more information about these different types of abuse. This Code of Conduct identifies positive child safe behaviours that we encourage all adults to support. It also identifies behaviours that we consider unacceptable. Engaging in unacceptable behaviour is a breach of this Code of Conduct and may result in managerial or disciplinary action.

Some examples of concerning behaviours are also provided below. These are behaviours that on their own may not constitute a breach of the Code of Conduct but together may indicate a pattern of behaviour that poses a risk to the safety of children.

I WILL:

- Treat all children and young people with respect
- Listen to and value children and young people's ideas and opinions

- Welcome all children and their families and carers by being inclusive
- Actively promote cultural safety and inclusion
- Listen to children and respond to them appropriately
- Welcome parents and carers to participate in decisions about their child's services and any other matters about their safety
- Report any conflicts of interest (such as an outside relationship with a child)
- Adhere to all relevant Australian and QLD legislation and our child safe policies and procedures
- Work within a team to ensure that the needs of the child (and their family) remain the paramount focus
- Participate in all compulsory training
- Raise concerns with management if risks to child safety are identified, including cultural, environmental and operational risks
- Report and act on any concerns or observed breaches of this Code of Conduct
- Take all reasonable steps to protect children from abuse
- Respect the privacy of children and their families by keeping all information about child protection concerns confidential
- Inform parents and carers if there are situations that need to be safely managed but are outside the boundaries of this Code of Conduct (such as driving a child whilst providing services)
- Take a child seriously if they disclose harm or abuse
- Ensure breaches of this Code are reported immediately
- Uphold the rights of the child and always prioritise their needs

I WILL NOT:

- Condone or participate in illegal, unsafe or abusive behaviour towards children, including physical, sexual or psychological abuse, ill-treatment, neglect or grooming. Ignore or disregard any concerns, suspicions or disclosures of child abuse
- Exaggerate or trivialise child abuse issues
- Use hurtful, discriminatory or offensive behaviour or language with children
- Fail to report information to police if I know a child has been abused
- Engage in unwarranted and inappropriate touching involving a child
- Persistently criticise and/or denigrate a child
- Deliberately prevent a child from forming friendships
- Verbally assault a child or create a climate of fear
- Offer children and young people alcohol, cigarettes or other drugs
- Show children pornographic images
- Encourage a child to communicate with me in a private setting
- Share details of sexual experiences with a child
- Use sexual language or gestures in the presence of children

I understand the following types of behaviour may be of concern:

Being alone with a child when there is no professional reason for doing so

Showing favour to one child over others

Babysitting, mentoring and/or tutoring a child out of work hours (without managerial approval for this kind of secondary employment)

All staff, families and community members are encouraged to speak up if they have concerns about the safety of children. Complaints about a breach of this Code of Conduct must be reported to our Director, Libby Spash. Libby can be contacted via her email: admin@thelittlesanctuary.com.au

Some breaches of this Code of Conduct may need to be reported to the QLD Police, the Department of Families, Seniors, Disability Services and Child Safety, and the Office of the Children's Guardian. Our Notifiable Incidents and Mandatory Reporting Policy provides more information about our reporting obligations to external authorities as well as describing protections and confidentiality provisions for anyone making a report. The policy can be found on our website.

Staff and volunteers who breach our Code of Conduct may also be subject to disciplinary action. This can include increased supervision, appointment to an alternative role, suspension or termination from the organisation.

PLEASE NOTE:

An adult in child-related work in an organisation will commit an offence if they know another adult there poses a serious risk of abusing a child (under 18 years), and they have the power to reduce or remove the risk, and they negligently fail to do so.

All adults in QLD are required to report information to police if they know, believe or reasonably ought to know that a child (under 18 years) has been abused unless they have a reasonable excuse.

10. Conflict resolution

Any workplace conflicts should be resolved in a professional and respectful manner.

Employees are encouraged to seek the assistance of their supervisor or HR if needed.

11. Reporting mechanisms

Employees are encouraged to report any unethical behaviour or violations of this Code.

The Little Sanctuary Support Services PTY LTD is committed to protecting the anonymity and safety of those who report misconduct.

By adhering to this Code, employees contribute to the success and reputation of **The Little Sanctuary Support Services PTY LTD**. Failure to comply with this Code may result in disciplinary action, up to and including termination of employment.

I have read this Code of Conduct and agree to abide by it and its terms.

Name:

Signature:

Date:

Last reviewed: 15th June 2025

Next review date: 15th June 2026

Responsible officer: Elizabeth Spash

(TLS Director)