

Child Safe Code of Conduct

Statement of Intent

All staff and contractors of Crown Coaches are responsible for the safety and wellbeing of children and young people who engage with Crown Coaches. All staff are expected to act in accordance with this Child Safe Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

We are committed to having an organisation that is safe for all children where child abuse and harm are not tolerated. Child safety is a priority under our Crown Coaches's Child Safety and Wellbeing Policy, and the prevention and reporting of abuse is supported and encouraged. All staff and contractors involved with our business are responsible for promoting the safety, wellbeing and empowerment of children. We recognise that discrimination can harm children and we treat all children with dignity and respect.

This Child Safe Code of Conduct sets expectations about how staff and contractors should behave around children. This helps children engage safely with our organisation.

Having behavioural standards to manage risks to children is important. This Child Safe Code of Conduct identifies positive child safe behaviours that we ask staff and contractors to demonstrate. It also identifies behaviours that we consider unacceptable and not permitted in our organisation.

Not following standards of acceptable and unacceptable behaviour is a breach of this Child Safe Code of Conduct and may result in disciplinary or corrective action. Some behaviours on their own may not be a serious breach of the Child Safe Code of Conduct but together may indicate a concerning pattern of behaviour that poses a risk to the safety of children. The standards of behaviour to be followed at all times are attached in the table below.

Any breach of this Child Safe Code of Conduct must be reported immediately to the Human Resource and Training Officer via 03 98451400. If a complainant can't utilise this process, then they can contact another senior manager of Crown Coaches or via the Commission for Children and Young People directly, <https://ccyp.vic.gov.au/report-an-allegation/>.

East Division Intake 1300 360 391

East Division has one child protection intake located at DHHS Box Hill covering the following areas and LGAs: Alpine, Benalla, Boroondara, Greater Shepparton, Indigo, Knox, Manningham, Mansfield, Maroondah, Mitchell, Moira, Monash, Murrindindi, Strathbogie, Towong, Wangaratta, Whitehorse, Wodonga, Yarra Ranges.

After hours Child Protection Emergency Service - 13 12 78 (5.00pm - 9.00am Monday - Friday, 24 hours on weekends and public holidays)

<https://providers.dffh.vic.gov.au/making-report-child-protection>

Some breaches of this Child Safe Code of Conduct may by law need to be reported to Victoria Police, or to the Commission for Children and Young People. Our Child Safety Standards Complaint Handling Policy and Procedure provides more information about obligations to report matters to external authorities as well as describing protections and confidentiality provisions for anyone making a report. The policy can be obtained by calling the Human Resource and Training Officer on 03 98451400. It is also available as a link on our website www.crowncoaches.com.au.

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

Should a contractor breach this Child Safe Code of Conduct it will be dealt with by corrective action on a case by case basis.

PLEASE NOTE:

If any person in a position of authority within our organisation becomes aware of a substantial risk that a child may become the victim of a sexual offence committed by an adult associated with the organisation (for example, an employee or contractor), and they have the power or responsibility to reduce or remove the risk, then they must take all reasonable steps to do so. A person in authority who negligently fails to take appropriate action to address the risk may be charged with the criminal offence of 'failing to protect' and may face a term of imprisonment.

If an adult reasonably believes a sexual offence has been committed by an adult against a child under the age of 16, they must report it to Victoria Police by calling 000 or going to their local police station. Failure to disclose such information may be a criminal offence.

This document will be reviewed during the annual MIS internal audit.

Staff will:

- Adhere to all relevant Australian and Victorian legislation
- Act in accordance with Crown Coaches's child safety and wellbeing policies and procedures at all times.
- Behave respectfully, courteously and ethically towards children and their families and towards other staff.
- Respect the privacy of children and their families, and only disclose information or concerns to Crown Coaches, the school principal, or police;
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and wellbeing of all children in Crown Coaches .
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children.
- Create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.
- Involve children in making decisions about activities, policies and processes that concern them wherever possible.
- Contribute, where appropriate, to Crown Coaches's policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children's safety and wellbeing as required by Crown Coaches's risk assessment and management policy or process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with Crown Coaches's policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by *Commission for Children and Young People Act 2012* and the *Child Wellbeing and Safety Act 2005* and by Crown Coaches's policy and procedure on internal and external reporting.
- Comply with Crown Coaches's protocols on communicating with children.
- Comply with Child Wellbeing and Safety Act 2005 and Crown Coaches's policies and procedures on record keeping and information sharing.
- Observe professional boundaries with children at all times, including when seeing a child outside the workplace

<p>Staff will NOT:</p>	<ul style="list-style-type: none"> • Engage in any unlawful activity with or in relation to a child. • Engage in any activity that is likely to physically, sexually, culturally or emotionally harm a child. • Unlawfully discriminate against any child or their family members. • Be alone with a child unnecessarily. • Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves, such as toileting or changing clothes • Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to Crown Coaches's activities. • Communicate with children online; exchange personal contact details such as phone numbers, social networking sites or email addresses with children • Develop 'special' relationships with specific children • Show favouritism through the provision of gifts or inappropriate attention • Photograph or take video of children • Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by Crown Coaches's policy and procedure on reporting. • Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material. • Work with children while under the influence of alcohol or prohibited drugs. • Ignore or disregard any suspected or disclosed child harm or abuse • Fail to report breaches of this Code immediately
<p>Further information:</p>	<ul style="list-style-type: none"> • The Department of Education provides guidelines for the transport of school children. Crown Coaches is advised that all children on PTV and DET Special school buses are conveyed under DET Conditions of Travel signed by the student and their parent or guardian. These specify appropriate safe behaviour on school buses, designate responsibility for student behaviour to drivers and school bus supervisors, and give drivers and school bus supervisors the authority to report any vandalism or misbehaviour including but not limited to bullying, teasing and aggression to the school principal. Staff have a duty of care to convey children in a safe and proper manner. • Where children are transported by chartered bus (but not on private charter school services) the chartering school or organisation will provide an appropriate number of supervising teachers or staff on each bus to ensure safe student conduct and behaviour. Any concerns about or complaints of breaches of this code should be made to Mr. Daryl Kirkwood, General Manager for prompt investigation. All current staff and any new staff prior to employment are informed of this Code and the requirement to comply with it.
<p>If I think this Code of Conduct has been breached by</p>	<ul style="list-style-type: none"> • Act to prioritise the best interests of children • Take actions promptly to ensure that children are safe.

<p>another person in Crown Coaches I will:</p>	<ul style="list-style-type: none">• Promptly report any concerns to my manager, Crown Coaches's Human Resource and Training Officer, the General Manager or another manager or leader in Crown Coaches .• Follow Crown Coaches's policies and procedures for receiving and responding to complaints and concerns.• Comply with the Reportable Conduct Scheme, Commission of Children and Young People if relevant, and with Crown Coaches's policy and procedure on internal and external reporting.
<p>I agree to abide by this Child Safe Code of Conduct during my employment with Crown Coaches .</p> <p>I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment with Crown Coaches</p>	

References:

Code of Conduct Policy

Crown Coaches's Child Safety and Wellbeing Policy

Child Safety Standards Complaint Handling Policy and Procedure