

## **Believe Australia on behalf of TeenBoss Code of Conduct**

Currently, as a sole trader, the following code of conduct provides the minimum expected behaviour of myself and any potential future personnel ('we/us') within my organisation, Believe Australia on behalf of TeenBoss. Strategies to support this code of conduct include:

- ✓ that the code of conduct is published on [www.believeaustralia.com](http://www.believeaustralia.com) and [www.teenboss.com.au](http://www.teenboss.com.au).
- ✓ families employing the services of myself will be aware that they also will be expected to understand that this code of conduct is supported by clear organisational reporting and response mechanisms to address breaches of the code; and has a requirement that occasionally, with prior warning they will be the other adult that is present or in sight during off-site activities with their child. This is highly unlikely but not ruled out.
- ✓ a requirement to revisit and update this policy should any future personnel be hired, or volunteers be enlisted. It will be made widely available and communicated to all relevant personnel at the time of employment, and include a requirement that all future personnel will acknowledge and sign the code of conduct.

Caring for children and young people brings additional responsibilities for myself and any future employees and volunteers of my organisation, Believe Australia on behalf of TeenBoss. We are responsible for promoting and protecting the safety and well-being of children and young people by:

- ✓ reading and sticking to the organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- ✓ treating everyone (this includes staff, volunteers, students, children, young people and parents) including
- ✓ those of different race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes and religious beliefs with respect and honesty and ensure equity is upheld
- ✓ being a positive role model to children and young people in all conduct with them
- ✓ setting clear boundaries about appropriate behaviour between myself and the children and young people in any training or mentoring sessions – boundaries help everyone to understand their roles
- ✓ listening and responding appropriately to the views and concerns of children and young people
- ✓ being alert to bullying behaviours and responding promptly and appropriately
- ✓ ensuring another adult is always present or in sight when conducting one-to-one training, mentoring, instruction or other activity
- ✓ being alert to children and young people who are, or may be at risk of harm, and reporting this quickly to the Child Abuse Report Line (13 14 78)
- ✓ responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian
- ✓ encouraging children and young people to 'have a say' on issues that are important to them
- ✓ being aware of resources that help educate and develop an understanding of what matters to children and young people through publications on the Commissioner for

Children and Young People (CCYP) website <https://www.ccyp.com.au/resources-for-educators/>

**I /We will not:**

- ✓ engage in rough physical games
- ✓ develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- ✓ do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- ✓ discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

**When communicating with a young person online, I/we will not:**

- ✓ discuss anything other than the TeenBoss program and their business idea
- ✓ arrange additional online calls – outside of those agreed at the start of the program – without advising Believe Australia
- ✓ give out or ask for any personal information outside of those agreed at the start of the program ie mobile phone for emergency contact only and email address to arrange online call.
- ✓ Get involved in giving advice on any personal matters the young person may mention – you have a list of services that work with young people, you can email them that information.
- ✓ Ask them to join any online groups or chat rooms or send them any links to information that does not pertain to their business idea.

**NB:** *If you feel the young person you are communicating with is in immediate danger you can call the Police on 000 (Believe Australia has the young person's personal information) or report it to one of the other provided services AND Believe Australia.*

**Breach of the Code of Conduct**

If the code of conduct is breached by myself, a member of staff or volunteer, the Believe's Australia (on behalf of TeenBoss) lawyers will be notified about the breach to negotiate a possible resolution.

A family or school will have the right to address me about a considered breach of conduct. We will first work towards solving the complaint, by negotiating with the family as to when and how the code was breached, and an appropriate way of resolving the issue.

If we cannot successfully resolve a complaint myself, we will seek Mediation to settle the dispute through the Australian Mediation Association (AMA) <https://ama.asn.au>

I agree to abide by this code of conduct

Name:.....

Signature:..... Date:.....