



Code of Conduct

Welcome

Welcome to the CYC team. We're excited that you've joined us and we consider the contribution of every person involved in the team as vitally important to the organisation operating effectively. You are an important part of our team.

CYC, as a Christian organisation, believes that all team members contribute to us fulfilling our mission:

“To develop people, facilities, programs and training for Christian outreach, growth and fellowship”.

The actions and activity of CYC staff are grounded in the following core values:

- Faith
- Honesty and Integrity
- Compassion and Care
- Safety and Quality

These values in action reflect how we should interact with campers and within our staff team to create a positive and harmonious work environment.

Introduction

As representatives of CYC we are all committed to standards of behaviour that reflect community expectations and professional practice standards. This Code of Conduct applies to all CYC employees and volunteers and contractors regardless of:

- position (eg camp leaders, activity leaders, cooks, cleaners, executive officer, managers and area co-ordinators),
- employment status (eg ongoing, temporary, casual, contract, volunteer etc),
- how you are paid (eg hourly, fortnightly, honorarium) or if you volunteer.

Breaching this Code of Conduct may result in a need for you and your area co-ordinator to work together to improve performance and address issues. Serious breaches may result in disciplinary action being taken, which may include termination of your employment contract, or legal action. In some cases if your behaviour is likely to be unlawful the matter will be referred to SAPOL (<http://police.sa.gov.au>)

Core values

Faith

According to our constitution, the first object and purpose of the association is:
The furtherance of the Gospel of Jesus Christ and the teaching of the Scriptures.

Our Christian Faith is the foundation of why we do what we do.

We express the value of Faith by:

- Demonstrating the Fruits of the Spirit (Love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, self-control) in our interactions with both campers and other staff
- Being forgiving of one another
- Participating in daily staff prayer times
- Participating in staff Bible studies

Honesty and Integrity

In order to create a positive work environment and maintain professional standards, we do at all times need to be demonstrating honesty and integrity in all that we do. This is demonstrated by:

- Leading by example
- Being consistent in our actions and reactions to both other staff members and campers
- Being enthusiastic in our interaction with campers
- Endeavouring to give our best to meet professional and performance standards and other organisational requirements
- Not gossiping – ensure we are discussing issues with the appropriate people (see working to resolve issues below)
- Showing respect

Care and Compassion

We express the values of care and compassion when:

- Demonstrating a genuine care and concern for the needs of campers and other staff members
- Demonstrating inclusive behaviour to campers and other staff members
- Demonstrating servant leadership
- Understanding that our words are very powerful and need to be used to build others up, not tear others down.
- Demonstrating love for one another
- Appreciating the contributions of others

Safety and Quality

Feedback is very important as it helps us to identify areas for improvement and personal growth. It sometimes comes as words of encouragement or constructive criticism from our colleagues and customers.

Feedback allows us as individuals and as an organisation to recognise our strengths and make positive changes to improve ourselves and our services.

When receiving feedback CYC team members should reflect on the information which is given to them and use that information to improve the way they deliver services. CYC team members should provide feedback to other team members in a sensitive and respectful manner. In this way feedback can assist us all to be heard and learn from each other.

It is inappropriate for us to involve customers or other team members in any grievance that we may have with another person.

Behaving respectfully

Behaving respectfully is about:

- Engaging in behaviours which do not discriminate on the grounds of gender, sexual orientation, marital status, pregnancy, ethnicity, religion, physical or intellectual disability.
- Contributing to an environment which promotes freedom from harassment or bullying.

Harassment is unlawful. It consists of unwelcome, offensive, abusive, belittling or threatening behaviour directed at another person. Harassment may lead to the person who is being harassed feeling offended, humiliated, intimidated, or being disadvantaged.

(http://www.safework.sa.gov.au/show_poge.jsp?id=5082#.VHAhuZOUewF)

Bullying is a form of harassment and is not acceptable. It is about repeatedly treating another person in a less favourable way by intimidation or, offensive, degrading or humiliating behaviour. Bullying is an offence under the *Workplace Health & Safety Act (SA) 2012* and may result in serious penalties.

(http://www.safework.sa.gov.au/show_page.jsp?id=5082#.VHAhuZOUewF)

<http://www.legislation.sa.gov.au/LZ/C/A/WORK%20HEALTH%20AND%20SAFETY%20ACT%202012/CURRENT/2012.40.UN.PDF>

Using information

Using information refers to the accurate use and management of information with integrity. CYC SA is not bound by the National Privacy Principles Act (1988) however we seek to comply with the Australian Privacy Principles [<http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>] as an aspirational standard and guide.

Confidentiality is essential to the development of the trust that is fundamental to our work and our relationships with campers. The following confidentiality principles are to be applied by CYC team members:

- Matters relating to campers or other staff members should not be discussed in public places where the conversation may be overheard.
- No information is disclosed about campers or employees (unless legally required) without the customer's written permission.
- Employees and volunteers have a responsibility to inform campers of limits to confidentiality, because confidentiality is limited by certain Law. Government bodies and tribunals have the power to order information to be given to them. These include:
 - Police
 - Courts
 - Families SA
 - Coroner's Office
- Employees and volunteers must not make public statements, including comments on radio, television or letters to newspapers, regarding issues relating to CYC activities or customers.

- If you leave CYC you are still required to respect our right to confidentiality, and therefore are not permitted to discuss sensitive information regarding CYC.

Promoting child safe environments

Caring for children and young people brings additional responsibilities for employees and volunteers. All employees and volunteers of CYC are responsible for promoting and protecting the safety and wellbeing of children and young people by:

- following the CYC Children and Young People Safety 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 ensuring equity is upheld
- being a positive role model to children and young people in all your conduct
- setting clear boundaries about appropriate behaviour between yourself and the children and young people in CYC – boundaries help everyone to understand their roles
- listening and responding appropriately to the views and concerns of children and young people
- ensuring another adult is always present or in sight when conducting one to one coaching, instruction or other activity
- being alert to children and young people who are, or may be, at risk of harm, and reporting any concerns 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.

Employees and volunteers must 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.

Accountability

Accountability refers to our responsibility as CYC team members to meet the reasonable expectations of CYC SA and the community. By being accountable, we are:

- Working within structures, systems and processes of CYC.
- Ensuring our actions are in accordance with the values of CYC.
- Observing all legislative requirements, lawful and reasonable instructions from

- people with authority.
- Taking responsibility for our own actions.
- Properly utilising the resources, information and authority we have as CYC team members

Participating in learning and development

Participating in learning and development activities is about continuously improving our performance in delivering services and providing responsive, effective and efficient services to the campers. All employees and volunteers are expected to maintain their skills and knowledge to ensure that they perform their role with a degree of competence appropriate to that role.

Using CYC Resources

We must use CYC resources efficiently and only for appropriate purposes as authorised. These include physical, financial, technological and intellectual property.

Maintaining standards

As CYC team members, we are required to comply with the CYC Policies and Procedures relevant to our work. Additionally, we have the responsibility of:

- Being punctual in our attendance and performance of assigned duties, including adhering to scheduled breaks.
- Making a courtesy phone call where delay in attendance, or performance of duties is unavoidable.
- Dressing appropriately for our roles in the organisation and in a way which demonstrates the respect that we have for our customers.
- Contributing to a safe working and service environment for all internal and external customers.

Acknowledging the potential for conflict of interest

A conflict of interest is where your personal interests are, or could be, in opposition to the interest of CYC. If you find that you have a personal, financial or other interest that might affect, or may be seen to affect, the way you perform your duties, you must discuss the situation with your area co-ordinator and take whatever action is necessary to avoid a conflict of interest.

A conflict of interest may come in many forms, including:

- Accepting gifts, benefits or favours where these may be seen to influence your decision making.
- Participating in decision making where you, a family member, or a friend has a personal interest in the outcome.
- Seeking any advantage from information gained during the course of your CYC employment or providing confidential information to an outside party.
- Advantaging family members or friends.

Working to resolve issues

In the workplace there will be times when conflict occurs between team members. It is important that we take responsibility to resolve conflict appropriately and with respect for each other. The [CYC SA Grievance Procedure](#) shows the expected process to work to resolve issues.