



*Transforming
lives for stronger
communities*



OUR
Code of Conduct

Our Family Life Team

Our Family Life Team strives to transform lives for stronger communities. Through a positive, productive and respectful workplace, our team sets the tone for the vital work that we do - creating capable communities, strong families and thriving children.

To work at Family Life is to live Our Vision, Our Purpose, Our Values and The Family Life Way in everything we do. By doing this, we maintain our community-based culture, supporting the important work of Family Life.

Our Code of Conduct outlines the standards of conduct and behaviour we expect. Our Family Life Team upholds this Code of Conduct, acting lawfully and with integrity at all times.

I look forward to your continued support with representing the very core of Family Life through your commitment to Our Code of Conduct.



Jo Cavanagh OAM
Family Life Chief Executive Officer



The Family Life Way

The Family Life Way:



Our Family Life Way principles are at the heart of the work that we do at Family Life. They inspire us to achieve the best results for our clients and the communities we serve, and exemplify our commitment to support our people to produce quality services and outcomes.

Our Vision

Our Vision is the big picture – what we set out to achieve...



- Capable communities
- Strong families
- Thriving children



Our Purpose

Our purpose is what we are here to do...



Transforming lives for stronger communities



Our Values

Our Values are what we believe in...

Through our interactions, we reflect our commitment to the highest standards of ethics and integrity, which gives expression to how our values are translated into practice and guide our behaviour.

Respect

We acknowledge and value the human and legal right of all individuals, evidenced by:

- Maintaining confidentiality and privacy
- Strengths perspective
- Open communication
- Support and information transparently provided

Inclusion

We maximise the opportunities for individuals and families to participate in local and broader communities, evidenced by:

- Applying a systems, context-sensitive approach
- Advocacy for services and social change
- Promoting diversity
- Seeking input and feedback to guide our efforts

Community

We understand Family Life exists as part of a network of relationships and interactions evidenced by:

- Involvement of community members
- Co-operative and collaborative working with others
- Consultation and partnerships
- Commitment to learning with others

Empowerment

We encourage and strengthen individuals, families and communities to:

- Know their rights and value their voice in consultations
- Facilitating knowledge and skill sharing
- Working with a strengths perspective
- Promoting self agency for growth and change

Our Conduct

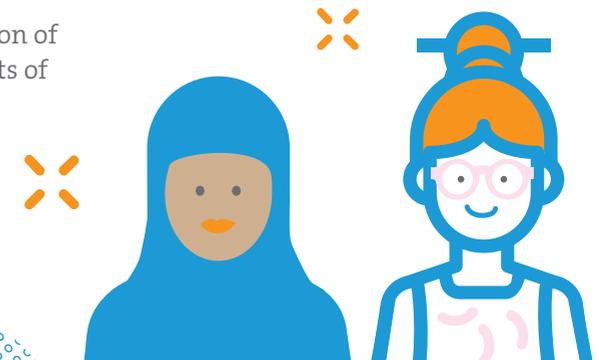
As Family Life employees, volunteers and contractors, we commit to conducting ourselves with the highest standards of integrity and professionalism.

Workplace Behaviour and Diversity

Family Life is committed to creating an environment of mutual respect, inclusion and accountability. We place utmost importance on diversity and equal opportunity, appreciating and valuing our differences. We do not tolerate harassment, sexual harassment, discrimination, bullying or any other inappropriate or offensive conduct towards other Family Life employees, clients, volunteers, visitors or anyone we interact with in the course of our work.

I will:

- Behave with dignity, courtesy and respect towards everyone I interact with in the course of my employment.
- Ensure that my behaviour towards others demonstrates integrity, honesty and consideration.
- Not be involved in any form of discrimination, bullying, harassment and sexual harassment towards anyone I interact with in the course of my employment.
- Not unlawfully discriminate against people in the provision of our services, and in all aspects of employment.
- Not make any disparaging or untruthful comments about Family Life, other employees, clients, contractors or volunteers.
- Be aware of my association with Family Life in online social networks, and ensure my profile and related content is in line with this Code of Conduct.
- Take responsibility for ensuring that my conduct and behaviour is compliant with Family Life policies and procedures, and the law.

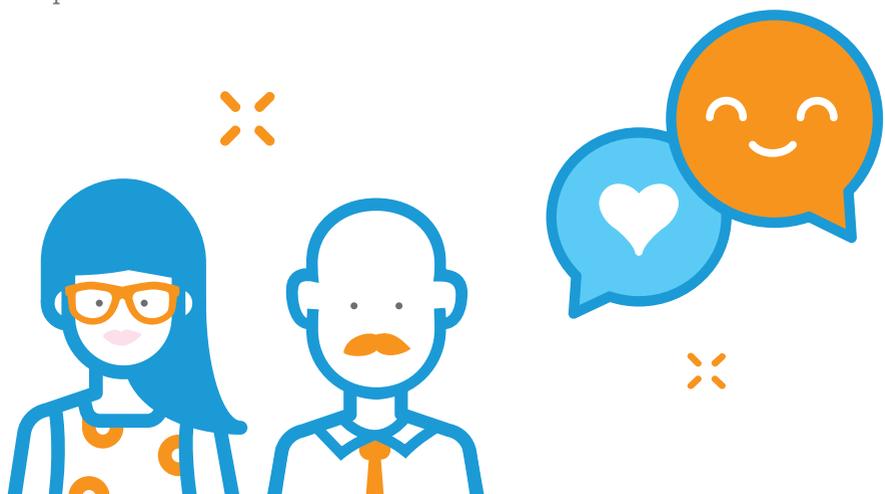


Safety, Health and Wellbeing

Family Life is dedicated to providing a safe working environment. We place utmost value on the safety, health and wellbeing of our Family Life team. We do not accept any behaviour which places at risk the safety of Family Life employees, clients, volunteers, contractors, or anyone we interact with in the course of our work.

I will:

- Behave in a way that ensures my safety and the safety of others.
- Comply with all Family Life health and safety requirements, policies, procedures and relevant legislation.
- Not put the safety of myself or others at risk.
- Exercise my duty of care, to ensure that my colleagues, clients, or members of the public do not suffer harm, through my action or inaction.
- Maintain healthy standards of personal grooming and presentation.
- Attend fit for work and not under the influence of alcohol or other drugs/substances.
- Not possess, consume, or traffic any illegal drugs, alcohol or weapons at work.
- Not smoke on Family Life premises, except in designated areas.
- Immediately escalate any actual or potential health and safety concerns.



Child and Youth Safety

Family Life is a child and youth safe organisation. We value, respect, and listen to children and young people, and are committed to their safety. We support children to meet their potential and to thrive. We do not tolerate neglect, mistreatment or abuse of any kind.

I will:

- Support the safety, wellbeing, participation and empowerment of children and young people at all times.
- Listen and respond to the views and concerns of children and young people, particularly as they relate to safety, encouraging them to 'have a say' especially on issues that are important to them.
- Uphold Family Life's statement of commitment to child and youth safety at all times.
- Rigorously comply with my legal and moral obligations to contact authorities when there is concern about a child or young person's safety.
- Not ignore or disregard any suspected or disclosed child or young person abuse.
- Not discriminate against any child or young person because of their culture, race, ethnicity, disability, gender or sexual preference.
- Not intentionally cause physical, sexual, verbal or emotional harm to a child or young person.
- Not engage in inappropriate relationships with children or young people, including but not limited to; favouritism, unnecessary physical contact, having inappropriate contact outside of the workplace, engaging in mature conversations in the presence of a child.
- Not express personal views on culture, race or sexuality, to children or young people.
- Report any concern, allegation, disclosure or observation of child abuse to the relevant person or authority as outlined in Family Life's reporting procedure and in line with mandatory reporting requirements, including the Reportable Conduct Scheme.

Honesty and Integrity

Family Life regards honesty and integrity as fundamental principles which are the basis of its relationship with employees, contractors and volunteers. We will not accept deliberate or reckless damage to, or the theft or misuse of Family Life resources, or the resources of others who we interact with in the course of our work.

I will:

- Behave with the highest degree of honesty and integrity at all times.
- Make truthful statements, promises and commitments that I, and Family Life, are able to meet.
- Be scrupulous in the proper use of Family Life resources, including; equipment, money, stationery, files, data, records, computer hardware and software, intellectual property and company work time; and only use them for the purpose intended.
- Maintain accurate business records, including work attendance, financial records, financial reports and internal control standards and systems, and not falsify them.
- Enter into agreements with external parties to the extent that I have the authority and approval to do so.
- Report any knowledge or suspicion of fraud, theft or misuse of company resources, or other dishonest behaviour.
- Not engage in any activity that involves fraud, theft, or misappropriation of resources belonging to Family Life, employees, contractors, volunteers or clients.
- Not engage in any evasion of the law.
- Avoid any activities which may bring Family Life into disrepute, or jeopardise its relationship with funding bodies, donors, clients or the general public.
- Protect the reputation of Family Life.

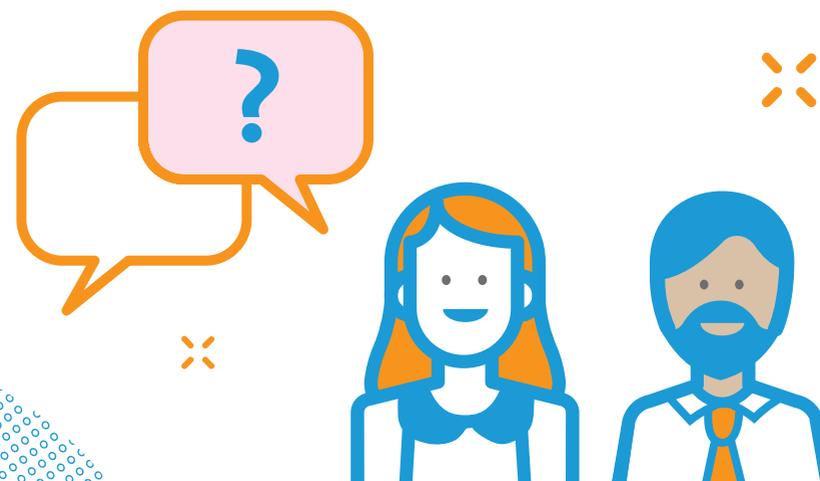
Conflict of Interest

Family Life recognises that there is potential for employees, contractors and volunteers to have interests which conflict with those of Family Life, which influences the proper performance of their duties or affects their ability to act with total objectivity.

It is often the case that only the individual will be aware of the conflict of interest. As such, the onus is on the individual to notify Family Life if a potential or actual conflict of interest arises, and Family Life will then work together with those involved to resolve potential or actual conflicts of interest.

I will:

- Declare any actual, perceived or potential conflict of interest to both my manager and the People & Culture team.
- Request written approval from my manager for my engagement in any employment outside of my role at Family Life, to ensure my ability to perform my role at Family Life is not compromised.
- Not accept favours or gifts for services performed in connection with my role at Family Life. Where token gifts or benefits of nominal value are offered, and their refusal may offend the giver, I will seek approval from my manager to accept this on behalf of my team.
- Not offer or accept a bribe, or engage in fraud.



Privacy

Family Life is committed to ensuring the privacy of individuals and to safeguarding the personal information provided by employees, potential employees, contractors, volunteers, suppliers and anyone else we interact with in our work.

We will not accept collection, use or disclosure of information for anything other than the purpose for which it is required.

I will:

- Respect and maintain the privacy of individuals.
- Respect information I have or know, about employees, potential employees, contractors, volunteers, suppliers and anyone else I interact with in my work with Family Life.
- Collect, retain, store and disclose information appropriately.

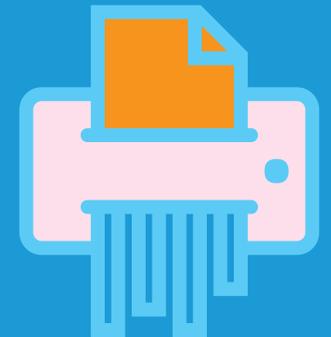


Confidentiality of Information

Family Life understands that employees, contractors and volunteers may be privy to confidential information about Family Life, clients, suppliers and others involved our operations and functions. Information is confidential when it is not readily available to the public. Family Life will not accept the unauthorised disclosure of confidential information.

I will:

- Keep Family Life's information confidential, except where disclosure is authorised or required by law.
- Use confidential information solely for authorised purposes. I will not use it inappropriately to gain an advantage for myself or someone else, or to cause detriment to Family Life.
- Use only my own systems log on identifications and passwords, and not provide them to anyone else.
- Refer requests from the media for information about Family Life, to the Chief Executive Officer, for the appropriate authorisation and direction.



Our Responsibilities

Everyone

Family Life expects everyone to uphold their responsibilities as Family Life employees, volunteers and contractors, when at work, at work related social situations, and in any circumstance where you are representing Family Life, as follows:

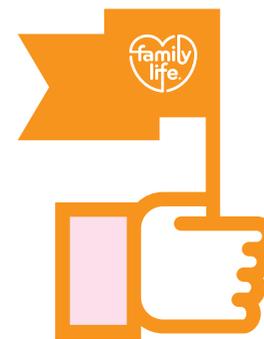
- Embrace and act in accordance with this Code of Conduct.
- Comply with Family Life policies and procedures, and all relevant laws.
- Fulfil your contract of employment.
- Perform your role and all associated duties, diligently, conscientiously, cooperatively and to the best of your ability.
- Role model and share your knowledge about this Code of Conduct with others.
- Raise situations you think could be in breach of this Code of Conduct, with your manager and with People & Culture, and encourage others to do the same.
- Clarify your understanding of your responsibilities under the Code of Conduct, with your manager and with People & Culture.



Leaders

In addition to everyone's responsibilities, Family Life leaders are expected to:

- Lead by example and comply with this Code of Conduct, Family Life policies and procedures and all laws that apply in your area of responsibility.
- Build your team members' knowledge of and compliance with this Code of Conduct, Family Life policies and procedures and all relevant laws.
- Provide an environment of communication and trust, where your team members can raise their concerns and discuss them openly, without fearing or experiencing negative consequences.
- Manage behaviour that is inconsistent with, or in breach of, this Code of Conduct.
- Lead and manage your team members in accordance with this Code of Conduct and The Family Life Way.



Upholding the Code

Breaches of the Code of Conduct

Family Life treats breaches of this Code of Conduct seriously.

If you breach this Code of Conduct or assist someone else to do so, the breach will be investigated. If it is determined that a breach has occurred, Family Life will address the behaviour in accordance with the Disciplinary Policy, which may result in disciplinary action, up to and including termination of employment.

Serious breaches of this Code of Conduct may constitute serious misconduct, and are likely to result in termination of employment without notice. Some examples are:

- Serious harassment, sexual harassment, discrimination or bullying.
- Serious safety breaches, including physical or psychological violence or threats of violence.
- Theft.
- Misleading or defrauding Family Life.
- Significant misuse or serious damage of Family Life property.
- A serious breach of Family Life policies, procedures or the law.



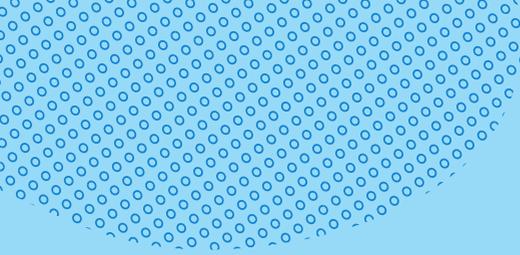
Reporting a breach of the Code of Conduct

Family Life expects everyone in Our Team - employees, volunteers and contractors - to raise concerns about behaviour which could be in breach of the Code of Conduct. Such concerns must be reported to your manager and People & Culture as soon as practicable. If a suspected breach involves your manager, then the concern should be raised with their manager and with People & Culture.

People & Culture will provide information, advice and assistance, and will keep your details confidential, meaning they will be shared only with people who need to know them to resolve the concern.

Family Life will not tolerate conduct that results in a member of Our Team feeling or experiencing negative consequences as a result of raising a genuine concern.





Family Life is an independent,
entrepreneurial community agency,
working with vulnerable families,
children and young people.

