



**Chabad
Glen Eira**
Genuine Warmth

484 Glen Eira Road Caulfield VIC 3162
9532 7299 | office@chabadgleneira.com
www.chabadgleneira.com

Policy Number	Date Created	Version	Changes	Next Review Date
2.2	July 2017	1		July 2020
2.2	June 2019	2	Some changes inc. transport by foot.	June 2022
2.2	Sept 2019	3	Layout, letterhead etc, babysitting added	Sept 2022
2.1	April 2021	4	Updated according to 2020 Criteria	April 2024
2.1	June 2021	5	Updated from correction notes	June 2024

CODE OF CONDUCT

Purpose

Chabad Glen Eira aims to provide children and young people with a positive and enriching religious, educational and social environment that promotes their religious, educational and social development.

We are committed to safeguarding children and young people in our care and ensuring that they feel and are safe. Accordingly, we wish to ensure that our personnel strive for the highest possible standards with respect to safeguarding children and young people from abuse. To that end we have developed a Code of Conduct to identify, and so prevent, behaviour that may be harmful to the children and young people in our care.

Application

All personnel, from our committee of management and leadership teams to casual staff, volunteers and contractors, are required to observe the Code of Conduct. Developed to protect children and young people engaged in our services and programs, these guidelines have been formally approved and endorsed by our committee of management.

Commitment

You should read the Code of Conduct in conjunction with:

- the specific requirements of your role as defined in your 'position description' statement
- our relevant policy and procedure documents, including our: - 'Safeguarding Children And Young People' Policy - 'responding to child abuse reports and allegations' policy
- all applicable laws
- general community expectations in relation to appropriate behaviour between adults and children.

- As part of your commitment to observing the Code of Conduct you will be required to sign a Chabad Glen Eira formal statement of commitment to the Code of Conduct.

We consider a failure to observe these guidelines as misconduct and will take appropriate disciplinary action. Such disciplinary action may, depending on the seriousness of the misconduct, include suspension while matters are investigated and/or dismissal. In addition to any internal disciplinary proceedings, we will report to the police and CCYP all instances in which a breach of the law has or may have occurred.

Exceptions

There may be exceptional situations where these guidelines do not apply, for example, in an emergency situation. However, it is crucial that, where possible, you seek management authorisation prior to taking action that contravenes these guidelines or that you advise management as soon possible after any incident in which these guidelines are breached.

The Guidelines

Our Code of Conduct address the major areas where you interact with the children and young people who take part in our programs and services. We have developed the Code of Conduct to help you to safeguard those children and young people from abuse or neglect.

Sexual Misconduct

Under no circumstances is any form of 'sexual behaviour' to occur between, with, or in the presence of, children or young people participating in any of our programs and services. Engaging in sexual behaviour while participating in our service is prohibited even if the young persons involved may be above the legal age of consent.

'Sexual behaviour' needs to be interpreted widely, to encompass the entire range of actions that would reasonably be considered to be sexual in nature, including but not limited to:

- 'contact behaviour', such as sexual intercourse, inappropriate kissing, fondling, sexual penetration or exploiting a child through prostitution
- 'non-contact behaviour', such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

Positive Guidance [Discipline]

We strive to ensure that children and young people participating in our programs and services are aware of the acceptable limits of their behaviour so that we can provide a positive experience for all participants. However, there are times when personnel may be required to use appropriate techniques and behaviour management strategies to ensure:

- an effective and positive environment
- the safety and/or wellbeing of children, young people or personnel participating in our programs and services.

We require our personnel to use strategies that are fair, respectful and appropriate to the developmental stage of the children or young people involved. The child or young person needs to be provided with clear directions and given an opportunity to redirect their misbehaviour in a positive manner, as laid out in our Behaviour Guidelines Policy.

Under no circumstances are our personnel to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.

Promoting equity and diversity

Personnel must ensure that their approach and interactions with children and young people are sensitive, respectful and inclusive of all backgrounds and abilities. Our personnel must actively anticipate children and young people's diverse circumstances and respond effectively to those with additional vulnerabilities.

Where our organisation has involvement with children and young people who are Aboriginal or Torres Strait Islander, from culturally and/or linguistically diverse backgrounds, have a disability, LGBTQI+ and those who are unable to live at home, our personnel will promote their safety (including cultural safety), participation and empowerment.

Our organisational culture is inclusive and respectful of the different ways that families are formed and structured. Our personnel are to respect decisions that people make about their gender identity and consult and support children and young people to feel, and to be, safe.

Discrimination

We expect personnel to treat all children and young people fairly, equally and with dignity. Our organisation abides by the *United Nations Convention on the Rights of a Child*. All actions and behaviours from our personnel must be non-discriminatory and always in the best interests of the child or young person.

Everyone has the right to feel safe and be free from discrimination. No one within our organisation will be discriminated based on age, gender, race, colour, language, disability, religion, political or other opinion, sexual orientation, national or social origin or their ability to live at home.

Our organisation does not tolerate discriminatory behaviours, and prejudiced attitudes will be challenged. Our Personnel must have working knowledge of our complaints handling processes to provide support and access to information should any child, young person or family in our service require it.

Adhering to Role Boundaries

Our personnel should not, of their own volition or at the request of a service user, act outside the confines of their duties (as specified in their Job Agreement) when helping to deliver our programs and services.

All Personnel of Chabad Glen Eira:

- must not provide unauthorised transportation, for example, providing transport to children to and/or from our premises, unless an authorized declaration form has been signed by the personnel that they are acting on their own personal capacity, not in the capacity of personnel of Chabad Glen Eira.
- must not engage in activities with children or young people who are clients/members of our organisation unrelated to our programs and services, such as helping the child in math homework.
- must not provide any form of support to a child or young person or their family, unrelated to our programs and services for example, fixing their computer.

- must not seek contact with children or young people (or former participants) outside our programs and services.
- must not accept an invitation to attend any private social function at the sole request of a child or young person, without their parents' consent, who has participated, or is participating, in our programs and services.

If any of our personnel become aware of a situation in which a child or young person requires assistance that is beyond the confines of that person's role, or beyond the scope of our organisation's usual service, they should at the earliest opportunity:

- refer the matter to an appropriate support agency or
- refer the child or young person to an appropriate support agency or
- contact the child or young person's parent or guardian or
- seek advice from management.

Uniform or Identity Card

Our personnel should wear their uniform and/or identity card only while involved in delivering service or as required by our organisation, such as when representing our organisation at designated functions, to and from work, or at lunch or coffee breaks.

Use of Language and Tone of Voice

Language and tone of voice used in the presence of children and young people should:

- provide clear direction, boost their confidence, encourage or affirm them
- not be harmful to children
- not be discriminatory, racist or sexist
- not be derogatory, belittling or negative, for example, by calling a child a 'loser' or telling them they are 'too fat'
- not be intended to threaten or frighten
- not be profane or sexual.

Supervision

Personnel are responsible for supervising the children and young people to which our organisation provides programs and services to ensure those participants:

- engage positively with our program and service, in accordance with our Behaviour Guidelines Policy.
- behave appropriately toward one another.
- are in a safe environment and are protected from external threats.

Our personnel are required to avoid one-to-one unsupervised situations with children and young people to whom we provide services, and (where possible) to conduct all activities and/or discussions with service recipients in view of other personnel.

Use of Electronic Communications

Wherever possible, email and text messages sent to a child or young person should be copied to their parent or guardian.

Where a parent/care giver is not included in the communication:

- Personnel must only do so with the consent of the child/young person's parent/care giver.
- Only engage through organisational or approved accounts, not personal or unapproved ones
- Restrict such communication to issues directly associated with delivering our programs and services such as advising that a scheduled event is cancelled.
- Limit the personal or social content in such communications to what is required to convey the service-related message in a polite, friendly manner. In particular, do not communicate anything that a reasonable observer could view as being of a sexual nature.
- Do not use such communication to promote unauthorised 'social' activity or to arrange unauthorised contact.
- Do not request a child or young person to keep a communication a secret from their parents.
- Do not communicate with children or young people, under 11 years of age, using Internet chat rooms or similar forums such as social networking sites, game sites or instant messaging. For ages 12 and up, all communication via social media or similar forums, will be monitored by senior management.

All our personnel and the children and young people to whom we deliver our programs and services are required to follow our 'acceptable use' policy in relation to browsing websites on our organisation's computers.

Our personnel are required to ensure appropriate monitoring of children and young people when they use our organisation's electronic communication equipment to ensure that they do not inadvertently place themselves at risk of abuse or exploitation via social networking sites, gaming sites or web searches, or through inappropriate email communication.

Giving Gifts

Giving of gifts by our personnel to children and young people to whom we provide service is subject to:

- obtaining prior authorisation from a supervisor and in the presence of (Mendy Groner, Esther Malka Groner or Moshe Loebenstein)
- parents/care givers or other responsible adults being made aware of any gift given [This could include rewards, prizes, treats, or second-hand equipment].

Personnel are not to give gifts of a personal nature that encourages children and young people to think they have an individual and special relationship.

Singling out of an individual child or young person within our organisation to give a gift to, is not permitted.

Reporting obligations

All personnel are expected to make a report immediately to their supervisor [Esther Malka Groner, Mendy Groner or Moshe Loebenstein] before the end of the persons session of work if:

- they become aware of any allegations of child abuse
- they have a concern for the safety of a child or young person in our services
- they notice any member of personnel whose practice or behaviour is contrary to the expectations of behaviour set out in this Code of Conduct.

Personnel are to refer to the Reporting Policy for detailed guidance when making a report.

Babysitting

We do not provide a babysitting service outside our normal operating hours. We do not permit any staff to arrange private babysitting with any of the children or families that attend the creche.

Photographs of Children and Young People

We permit only organisational photography – approved by Chabad Glen Eira - of children and young people to whom we provide service. Such photography is limited to the programs and services facilitated by Chabad Glen Eira.

Under these guidelines:

1. Children and young people to whom we deliver service are to be photographed while involved in our program/services only if:
 - prior and specific parental approval is given. (Prior parental approval for photography at public community events facilitated by our organisation is not required, however all other requirements apply.)
 - the context is directly related to participation in our program/services
 - the child is appropriately dressed and posed
 - Images are not to be distributed (including as an attachment to an email) to anyone outside our organisation other than the child photographed or their parent, without parental and management knowledge and approval.
2. Images (digital or hard copy) are to be stored in a manner that prevents unauthorised access by others, for example:
 - if in hard-copy form, in a locked drawer or cabinet
 - if in electronic form, in a 'password protected' computer.
3. Images are not to be exhibited on our website without parental knowledge and approval, or such images must be presented in a manner that de-identifies the child or young person. Any caption or accompanying text may need to be checked so that it does not identify a child or young person if such identification is potentially detrimental. *(In each enrolment form of our programs and services the parents will be asked to approve or disapprove photographs to be taken and posted on electronic and paper media of their children. At public community events, a sign will be placed at the entrance of the event advising parents that photos of the event will be taken and disseminated on electronic and paper media and that they should advise the photographer if they disapprove photos taken of their children).*

Physical Contact with Children and Young People

Any physical contact with children and young people must be appropriate to the delivery of our programs and services and based on the needs of the child or young person (such as to assist or comfort a distressed young person) rather than on the needs of our personnel.

Under no circumstances should any of our personnel have contact with children or young people participating in our programs and services that:

- involves touching:
 - of genitals
 - of buttocks
 - of the breast area (female children)
 - that is other than as part of delivering medical or allied health services or changing nappies.
- would appear to a reasonable observer to have a sexual connotation
- is intended to cause pain or distress to the child or young person – for example corporal punishment
- is overly physical – as is, for example, wrestling, horseplay, tickling or other roughhousing
- is unnecessary – as is, for example, assisting with toileting when a child does not require assistance
- is initiated against the wishes of the child or young person, except if such contact may be necessary to prevent injury to the child/young person or to others, in which case:
 - physical restraint should be a last resort
 - the level of force used must be appropriate to the specific circumstances, and aimed solely at restraining the child or young person to prevent harm to themselves or others
 - the incident must be reported to management as soon as possible.

Our personnel are required to report to management any physical contact initiated by a child or young person that is sexual and/or inappropriate, for example, acts of physical aggression, as soon as possible, to enable the situation to be managed in the interests of the safety of the child or young person, our personnel and any other participants.

Overnight Stays and Sleeping Arrangements

Overnight stays are to occur only with the authorisation of our designated senior manager permitted to authorise overnight stays and of the parents/guardians of the children or young people involved.

Practices and behaviour by our personnel during an overnight stay must be consistent with the practices and behaviour in accordance with our **Overnight Stay Policy**.

Standards of conduct that must be observed by our personnel during an overnight stay include:

- providing children and young people with privacy when bathing and dressing
- observing appropriate dress standards when children and young people are present – such as no exposure to adult nudity
- not allowing children or young people to be exposed to pornographic material, for example, through movies, television, the Internet or magazines
- not leaving children under the supervision or protection of unauthorised persons such as hotel staff or friends
- not involving sleeping arrangements that may compromise the safety of children and young people such as unsupervised sleeping arrangements, or an adult sleeping in the same bed as a child or young person.
- the right of children to contact their parents, or others, if they feel unsafe, uncomfortable or distressed during the stay
- parents expecting that their children can, if they wish, make contact.

Bathroom/Change Room Arrangements

Personnel are required to supervise children and young people in change rooms while balancing that requirement with a child or young person's right to privacy. In addition:

- personnel should avoid one-to-one situations with a child or young person in a change room area
- personnel are not permitted to use the change room area to, for example, undress, while children and young people are present
- personnel need to ensure adequate supervision in 'public' change rooms when they are used
- personnel need to provide the level of supervision required for preventing abuse by members of the public, adult service users, peer service users, or general misbehaviour, while also respecting a child's privacy
- female personnel are not to enter male change rooms and male personnel are not to enter female change rooms.

Use, Possession or Supply of Alcohol or Drugs

While on duty, personnel must not:

- use, possess or be under the influence of an illegal drug
- use or be under the influence of alcohol
- be incapacitated by any other legal drug such as prescription or over-the counter drugs
- supply alcohol or drugs (including tobacco) to children and young people participating in our programs and services.

Use of legal drugs other than alcohol is permitted, provided such use does not interfere with your ability to care for children involved in our service.

Transporting Children

Children and young people are to be transported only in circumstances that are directly related to the delivery of our programs and services – for example: holiday excursions - with signed approval from parents.

OR

Children are to be transported only with prior authorisation from our leadership teams and from the child's parent/guardian. Gaining approval involves signing a declaration that they are transporting the child or young person in a personal capacity, not in the capacity of Chabad Glen Eira personnel and the declaration must provide information about the proposed journey, including:

- the form of transport proposed, such as private car, taxi, self-drive bus, bus with driver, train, plane boat or foot.
- the reason for the journey
- the route to be followed, including any stops or side trips
- details of anyone who will be present during the journey other than our personnel who are involved in delivering our programs and services.

Communication and Training

We communicate these practice and behavioural requirements to children, young people and their families and our personnel.

Our organisation ensures all new personnel are informed and supported to understand our organisations safeguarding children and young people policies and procedures, paying particular attention to the practices detailed in this Code of Conduct.

Copies of this Code of Conduct and our organisation's Safeguarding Children and Young People Policy and Reporting Policy are provided directly to personnel, they are also publicly accessible and available in child-friendly versions.

Our organisation provides training and guidance relating to an individual's safeguarding responsibilities and offers opportunities to seek clarity in relation to the commitments and behavioural expectations set out in our safeguarding policies.

We provide regular ongoing training of our personnel in relation to how keeping children and young people safe will be fulfilled. Including training regarding children and young people's rights, voices and participation, cultural safety and humility.

Monitoring and Review

This document will be reviewed every 3 years, in consultation with stakeholders. Some circumstances may trigger an early review, this includes but not limited to legislative changes, organisational changes, incident outcomes and other matters deemed appropriate by the Board and/or Chief Executive Officer.

We involve our personnel in reviews of our practice and behavioural requirements and when there are any updates or changes to this Policy, they will be communicated to all personnel and stakeholders.

External audit and verification based on a sample, conducted by the Australian Childhood Foundation shall occur at 3 yearly intervals.

We retain records that document each review undertaken. Records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

Related Policies and Documents

The following Chabad Glen Eira policies and supporting documents must be considered in relation to this document:

- Safeguarding Children and Young People Policy
- Reporting Policy
- Incident Management Policy
- Performance Management and Appraisal
- Overnight Stays Policy
- Position descriptions
- Induction email
- Information for parents and caregivers
- SCYP Policy for Children and Young People

The above policy has been endorsed by the Board of Chabad Glen Eira

Signed  Date: June 2021
Menachem Groner