

Child Safety and Wellbeing Code of Conduct



04 19 317 356 (Aust)
Level 4/420 Collins Street,
Melbourne, Victoria 3000
ABN: 18 610 662 470
ACN: 610 662 470
www.pacificassist.org

Pacific Assist regards all children of all nationalities, cultures, backgrounds and identity as great treasures to be protected, nurtured, and given every opportunity to flourish and reach their highest potential. In harmony with our core principles of self-reliance, Pacific Assist believes children should participate in decisions that affect them, set their own goals and strategies, and have a voice and be listened to. We are committed to seeking the best interests of children and young people and providing safe environments where their rights, needs and interests are met. Our approach to child safety and wellbeing is guided by the principles of zero tolerance of child abuse; recognition of children's interests; sharing responsibility for safeguarding children and a risk management approach. Any alleged misconduct relating to children, including inappropriate language, inappropriate interactions, bullying, emotional, physical, or sexual abuse, and/or child pornography will be investigated thoroughly and reported to appropriate authorities in accordance with Australian law. Appropriate disciplinary action will be taken against anyone whose conduct breaches this code.

All representatives of Pacific Assist, including directors, executive officers, members, service providers, partners, and volunteers are responsible for the safety and wellbeing of children and young people who engage with Pacific Assist. All representatives are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

I WILL:

ACT in accordance with Pacific Assist's child safety and wellbeing policies and procedures at all times.

OBTAIN current state-specific working with children credentials before starting any work with children.

TREAT all children with concern, decency, kindness and respect.

PROTECT children from abuse, neglect, harassment, discrimination, and bullying.

NEVER ignore any reports of abuse, neglect, harassment, discrimination, or bullying, especially if they come from a child.

NEVER be alone with a child.

COPY parents or guardians in all Pacific Assist related communication sent to a child.

I WILL NOT:

I WILL NOT engage in any activity that is likely to physically, sexually or emotionally harm a child.

I WILL NOT touch any child in an abusive (sexual or physically violent) manner.

I WILL NOT engage in inappropriate physical contact with a child, or assist children with personal matters they can do for themselves.

I WILL NOT treat a misbehaving child harshly—speak calmly with respect and kindness; if needed, alert the child’s parents/guardian, carers or teachers.

I WILL NOT engage in inappropriate relationships with a child, and if I become aware of an inappropriate relationship developing between another adult and a child, I will bring it to the attention of Pacific Assist’s Project Manager who is the Child Safety Officer or report my concerns to the Victorian Department of Health and Human Services: [Child Protection Contacts](#) / After hours child protection emergency service – 13 12 78 (outside Victoria, report concerns to the appropriate body in that state or territory – see below for a list in each Australian state and territory¹).

I WILL NOT make private contact with a child outside of Pacific Assist activities.

I WILL NOT communicate privately with a child, including online. Parents or guardians should be cc’d. in all Pacific Assist related communication.

I WILL NOT disclose or publish personal or sensitive information about a child, including images of a child, on any media, including social media, without the consent of their parent or guardian.

I WILL NOT have sexually suggestive, adult-themed or pornographic material of any kind in my possession while acting as a representative for Pacific Assist, and I will protect children from all such material.

I WILL NOT swear or use profane, coarse, abusive or otherwise inappropriate language at any time, and I will protect children from hearing such language and encourage them not to use it themselves.

¹ **Australian Capital Territory**, Child and Youth Protection Services: General public - 1300 556 729 (24 hours) / Mandated reporters - 1300 556 728 (24 hours); **New South Wales**, The Department of Family and Community Services: Child Protection Helpline - 13 21 11 (24 hours) (TTY/voice calls - 133 677; Speak & Listen - 1300 555 727; SMS - 0423 677 767); **Northern Territory**, Territory Families: Child Abuse Hotline - 1800 700 250 (24 hours); **Queensland**, Department of Child Safety, Youth and Women: [Regional Intake Services numbers](#); Child Safety After Hours Service Centre - 1800 177 135 or (07) 3235 9999; **South Australia**, Department for Child Protection: Child Abuse Report Line - 13 14 78 (24 hours); **Tasmania**, Department of Health and Human Services: Child Safety Service - 1800 000 123 (24 hours); **Western Australia**, Department of Communities, Child Protection and Family Support: Central Intake Team - 1800 273 889 / After hours - (08) 9223 1111 or Country Freecall - 1800 199 008.

If I think this Code of Conduct has been breached by another person representing Pacific Assist, I will:

- Act to prioritise the best interests of children.
- Take actions promptly to ensure that children are safe.
- Promptly report any concerns to Pacific Assist’s Project Manager, who is the Child Safety Officer, or to a Pacific Assist director.
- Follow Pacific Assist’s policies and procedures for receiving and responding to complaints and concerns.
- Comply with legislative requirements on reporting if relevant, and with Pacific Assist’s policy and procedures for internal and external reporting.

I agree to abide by this Code of Conduct during my engagement as a Pacific Assist representative, service provider, and/or partner.

I understand that breaches of this Code of Conduct may be a criminal offence and may lead to disciplinary and/or legal action against me.

.....
Signature

.....
Full Name

.....
Date

IF YOU BELIEVE A CHILD IS AT IMMEDIATE RISK OF ABUSE CALL THE POLICE (000)



Deductible Gift Recipient