
Code of Conduct

The Good Shepherd Child Contact Services

At The Good Shepherd Child Contact Services, we are committed to maintaining a safe, respectful, and professional environment for all children, parents, staff, and visitors. This Code of Conduct sets clear expectations for behaviour and communication to ensure every contact session upholds the values of safety, respect, neutrality, and child wellbeing.

1. Purpose

The purpose of this Code is to:

- Promote respectful and professional behaviour at all times.
 - Ensure a safe, supportive, and child-focused environment.
 - Protect the rights and dignity of children, parents, and staff.
 - Support compliance with our legal, ethical, and organisational responsibilities.
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2. Our Values

All staff and clients are expected to uphold the following values:

- **Safety:** Every action must promote the physical and emotional safety of children.
 - **Respect:** All individuals must be treated with courtesy, dignity, and fairness.
 - **Neutrality:** The service must remain impartial and free from bias or judgment.
 - **Integrity:** Staff and clients must behave honestly and responsibly at all times.
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3. Expected Behaviour – Staff

Staff and contractors must:

- Treat all children and adults with professionalism, compassion, and neutrality.
- Maintain strict confidentiality regarding all client information.
- Hold current Working With Children Checks (WWCC) and relevant qualifications.
- Remain alert to safety risks and follow all reporting and emergency procedures.
- Maintain clear professional boundaries — avoiding dual relationships, favouritism, or personal involvement.
- Use objective, factual, and non-judgmental language in all communication and reporting.
- Refrain from offering legal advice or counselling unless professionally qualified to do so.

4. Expected Behaviour – Parents and Clients

Parents and visitors must:

- Treat staff and other parents respectfully and follow staff instructions during visits.
- Arrive and depart on time for all sessions.
- Avoid any aggressive, threatening, or disrespectful behaviour.
- Refrain from discussing adult issues or conflicts in front of children.
- Not attend visits under the influence of alcohol or drugs.
- Follow all court orders, safety directions, and service agreements.
- Use language and actions that promote the child's comfort and wellbeing.

5. Unacceptable Behaviour

The following behaviour will not be tolerated and may result in immediate suspension of services:

- Violence, threats, or intimidation.
- Verbal abuse, harassment, or discrimination.
- Breach of confidentiality.
- Attempting to influence staff or undermine neutrality.
- Recording or photographing visits without permission.

6. Breaches of the Code

Any breach of this Code by staff or clients will be:

- Documented and reviewed by management.
- May result in a warning, suspension, or termination of service access.

Serious breaches involving safety or child protection concerns will be reported to the relevant authorities immediately.

7. Review

This Code of Conduct is reviewed annually to ensure it reflects the values and standards of The Good Shepherd Child Contact Services, the Attorney-General's Guiding Principles Framework for Good Practice (2014), and the National Principles for Child Safe Organisations.
