Yoorana Code of Conduct Statement

Our Commitment

Yoorana is committed to providing a safe, respectful, ethical, inclusive and culturally safe environment for everyone who engages with our services. We foster a workplace and service culture built on open communication, honesty, accountability and respect.

This **Code of Conduct** outlines the standards of behaviour expected of all employees, volunteers, contractors and Committee members. It reflects Yoorana's obligations under Queensland and Australian legislation and standards, including child safe organisation requirements, privacy and human rights legislation.

Our Standards of Behaviour

All people representing Yoorana are expected to:

- Act lawfully, ethically and professionally at all times
- Comply with all relevant legislation, regulations, standards and professional codes
- Follow Yoorana's policies, procedures and lawful directions
- Work within the scope of their role and expertise
- Provide services that are safe, competent and trauma-informed
- Act with integrity, honesty and transparency
- Respect human rights, including dignity, self-determination, informed consent and freedom of expression
- Treat all people with respect and fairness, valuing cultural, social and individual diversity and providing culturally safe and responsive practice
- Take reasonable steps to ensure workplace health, safety and wellbeing for themselves and others
- Prevent, identify and respond to harm, abuse or neglect, and report concerns in line with organisational policy
- Declare and manage any actual or perceived conflicts of interest

Privacy, Confidentiality and Information Security

Yoorana respects privacy and confidentiality.

All personal and organisational information must be handled in accordance with the *Privacy Act 1988 (Cth*), the *Information Act 2009 (Qld)* and Yoorana policies. Records must be accurate, secure and protected from unauthorised access.

Professional Responsibility

People representing Yoorana must:

- Maintain required qualifications, registrations, screening and first aid (where applicable)
- Use organisational assets and systems appropriately and securely
- Follow infection prevention and control requirements
- Be fit for duty and not work under the influence of illegal drugs or alcohol
- Yoorana has zero tolerance for unlawful behaviour, discrimination, harassment, misuse of resources, or conduct that may bring the organisation into disrepute.

Child Safe Conduct

Yoorana is a child safe organisation. The safety, wellbeing and rights of children and young people, including Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, and children with disability, are central to everything we do.

In addition to the above, all representatives of Yoorana must:

Yoorana Women's Domestic Violence & Resource Service Inc.
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- Follow all child protection and child safe policies and procedures
- Listen to, respect and believe children and young people
- Treat children and young people fairly and without discrimination
- Support children's participation and voice in decisions that affect them, in ways that are culturally safe and developmentally appropriate
- Maintain appropriate professional boundaries at all times
- Use age-appropriate language and behaviour
- Respect children's privacy and dignity
- Role model safe, respectful behaviour
- Report all concerns, allegations or suspicions of harm in line with mandatory reporting requirements

Yoorana does not tolerate any form of abuse, exploitation or inappropriate behaviour toward children or young people.

Our Commitment to Accountability

Breaches of this Code of Conduct are taken seriously and may result in action, including disciplinary processes or referral to external authorities.

This Code of Conduct aligns with the **National Principles for Child Safe Organisations**, the ***Human Rights Act 2019 (Qld),*** and applicable privacy and safety legislation.

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