



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## INTRODUCTION

Berry Street Victoria (BSV) is a diverse organisation encompassing stakeholders with varying backgrounds, responsibilities and beliefs. I am therefore, very pleased that we have developed a Code of Conduct that clearly identifies a standard of behaviour that has been agreed as acceptable by a broad majority of our staff and endorsed by our Board of Directors. It is a critical document for this organisation, applying to all relationships, and clearly articulating what we expect of each other.

This Code of Conduct outlines the standard of behaviour expected of all employees of BSV. It is designed to help you understand your responsibilities and obligations, and provide guidance if you are faced with an ethical dilemma or conflict of interest in your work.

The Code of Conduct supports the organisation's legal requirements such as Occupational Health and Safety, Privacy and Equal Opportunity. It also takes into account the policies, procedures and practice guidelines that apply across the organisation.

All staff will be given a copy of this Code when you begin working for BSV and will sign off on their understanding.

## THE PURPOSE OF THE CODE

BSV is a dynamic work environment. We call on our staff to make judgements every day, many of which have serious consequences. The Code of Conduct is a tool to guide us in making these judgements and to reflect on the learnings about judgements made. It takes into account the spirit of the law, our culture, our Values and the expectations of the community.

The Code of Conduct has been developed to assist us to evaluate our own decisions and to direct us towards appropriate ways of relating to colleagues, clients and external parties throughout the community.

This Code of Conduct has also been developed in line with the 5 core Values of the organisation. Its intention is to promote the practical application of these Values into the day to day work of each person within the organisation.

I believe that our staff generally live our Values in their everyday actions. I hope this Code will allow us to reflect on how we already do this and to see opportunities to reach greater heights.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## HOW TO USE THE CODE

A Code of Conduct cannot cover every situation. If you are unsure of the appropriate action to take in a particular situation, discuss the matter with your colleagues, supervisor or manager.

We do, however, hope that the Code of Conduct will assist us to have clear and honest discussions across all parts of BSV.

This document should be read in its entirety when a person begins employment with BSV. We would then expect it to be discussed and referred to as part of the development of a supervision agreement and then as required. As for all BSV policies and procedures all staff are expected to regularly review and be familiar with the Code of Conduct.

This document also has great value as a starting point for self evaluation or reflective learning and staff are encouraged to use it as a starting point when faced with a dilemma.

Regular reviews will be undertaken of the Code of Conduct using all available feedback mechanisms. It is critical that this document remains relevant and in line with the values of the organisation.

## YOUR COMMITMENT TO THE CODE

Once you have read the Code of Conduct and understand the contents, please sign the last page and return it to Human Resources. This page will be retained on your file.

If there is anything you do not understand, please discuss this with your supervisor.

Sandie de Wolf  
Chief Executive Officer  
Berry Street Victoria



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## COURAGE

*Definition: mental or moral strength to venture, persevere and withstand danger, fear or difficulty*

### Our Values

- To be the best we can be.
- Never give up and maintain hope.
- Believe that change is possible.
- Have the strength to be part of the solution.
- Be prepared to question and challenge ourselves and others about the way things are done.
- Advocate for change when the children and families with whom we work are not getting a “fair go”.

### Where we see people demonstrating Courage every day

A young woman had been with a residential care program for more than 12 months. She had a mild intellectual disability and continued to abscond from her placement regularly. Our staff kept the lines of communication open. They continued to call her when she had run away and to engage with her when she came back for “clean clothes”. Eventually, they would find she would stay for something to eat, then for a shower and with perseverance and understanding our people have managed to keep her in placement. It takes Courage to persist.

A staff member who had been doing the same job for 5 years applied for a new position outside of her area of expertise. It takes Courage to strive for our best.

For many years staff meetings have been undertaken using the same agenda. Times had changed, there were new practice challenges, even the needs of the staff had changed. When a group of staff questioned the usefulness of the meeting a new format was developed and some exciting new work began to emerge. It takes Courage to ask “why”.

### What Does that Mean Practically?

Each of us may face a situation where we make a choice between what is easy and what is right. BSV requires its employees to do what is right.

### Tell it how it is!

It takes Courage to be honest when giving feedback. It takes Courage to disagree with another person’s opinion.

BSV believes that each employee’s opinion is important and for that reason the organisation expects every staff member to state their point of view. It is important to note that whilst all opinions are valued, the organisation may still need to move in a direction that is not in line with the views of some employees. BSV also believes that it is only with the identification of learning that we can improve. We have an expectation that all employees will question what we do and how we do it and will tell us about the impact of changes.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

BSV requires this to be done in a sensitive manner. You must:

- Aim to provide feedback respectfully
- Be objective, basing your argument on logic that you can share with others
- Offer alternatives
- Remain calm
- Accept the outcome after you have had input and then support the required actions

## **Hear What's Being Said!**

Receiving feedback can be confronting. However, it is one of the few opportunities we have to assess how others perceive us. When receiving feedback, BSV has an expectation that employees will:

- Listen to what is being said
- Remain objective
- Consider the information
- Seek clarification on what is being said, utilise reflective practice.

## **Co-operative Learning Environments**

BSV recognises that there are many different ways that people learn. In the spirit of enabling all staff the opportunity to gain the most possible from experience on the job and professional development, we have the following organisational expectation:

- We will be open-minded when considering new ideas
- We will accept the role of both being learners and teachers, sharing our experience with others
- We will take information and ideas back to the workplace and try it out in a practical way.

## **Advocacy**

As an organisation, and as individuals, we have a responsibility to protect and advocate for our clients who are vulnerable. How we do this will differ according to our roles within the organisation.

BSV expects that all employees will:

- Assertively represent the best interests of our clients
- Notify more senior staff if the message is not being heard
- Advocate within the bounds of BSV policy, including seeking approval before speaking to the media or other external bodies.

## **Taking Action**

There are times where doing nothing is the best way to manage a situation and there are other times where a decision and action are required.

It is important that we all recognise that doing nothing is a choice and has consequences like any other choice we make. It takes Courage to face a problem and make a decision on the next step to best resolve it.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## INTEGRITY

*Definition: moral soundness; honesty; freedom from corrupting influence or motive*

### Our Values

- Expect a personal and organisation commitment to honesty.
- Be true to our word by doing what we say we will do.
- Ensure fair and inclusive decision-making processes.

### Where we see people demonstrating Integrity every day

A manager needed to make a change to rosters so he discussed the needs of the organisation with the staff and clients who would be impacted and worked out something to suit everyone. It takes Integrity to be fair.

A worker was faced with an aggressive and difficult to manage client. As part of an attempt to manage this behaviour the staff member did some things he later regretted. During an investigation in to the problems the staff member reflected on his own practice and told the truth about his own shortcomings. It takes Integrity to tell be honest with yourself and others. BSV was then able to put additional supports in for that staff member.

One of our clients in an education program threatened a worker saying that the young person would tell others that the worker had abused them unless the worker did what the young person asked. The worker reported the threat immediately and did not do what had been requested because they believed it to be morally wrong he knew it was wrong. It takes Integrity to do the right thing.

### What Does that Mean Practically?

Integrity is all about using our moral compass to help make day to day decisions. It is about being true to yourself and the organisation and not joining in gossip. Most of the time this does not present problems. However we all face occasions where we consider doing something other than what we know to be right. BSV requires all employees to act with Integrity in all professional dealings whether they be with clients, colleagues or external stakeholders.

### Privacy and Confidentiality

Much of the information BSV collects is sensitive and it places the highest priority on ensuring that its information is kept confidential and secure. There are important legal obligations which protect the privacy and security of personal information that you may handle.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

In particular, personal information held on clients, parents, carers, other staff should:

1. Never be discussed with, or released to, any person within BSV or to any external agency or individual except:
  - For the purpose for which it was collected and on a need to know basis;
  - Where authorised by the client, parent, carer, employee or service provider or their authorised representative;
  - Where required by law.
2. Never be used for any purpose other than for the purpose which governed the collection of the information (or a purpose incidental to or connected with that purpose);
3. Be stored securely and not misused.

## **Conflict of Interest**

As an employee of BSV, you must ensure that you are, and are seen to be, fair and equitable in your dealings with clients, employees of BSV and other individuals and organisations.

A conflict of interest occurs when your personal, financial or other interests conflict with the performance of your official duties. You must always avoid situations where there is, or may appear to be, a conflict of interest.

Some examples are where you have a:

- Personal interest in the person on whose case you are working;
- Financial interest in a company with which you deal in an official capacity;
- Second job and information about BSV's clients or employees would be useful in that job.
- A private relationship with someone who reports to you.

It is not possible to define all potential areas of conflict of interest. If you are in doubt as to whether a conflict exists, raise the issue with your supervisor or the Director – Human Resources.

BSV expects that any financial and other private interests should be disclosed to your supervisor or manager if they create, or appear to create, a conflict with the proper performance of your duties.

This disclosure also extends to members of your immediate family.

## **External Representation**

Public comment includes public speaking engagements, comments on radio and television and expressing views in letters to the newspapers or in books, journals or notices where it



# BERRY STREET VICTORIA CODE OF CONDUCT

---

might be expected that the publications or circulation of the comments will be spread to the community at large.

Comments made on behalf of BSV must be authorised by the Chief Executive Officer. Individuals should refrain from public comment which is critical of the operation or management of BSV.

You should obtain prior approval before addressing or chairing seminars or gatherings of people where the invitation is based upon your position in the organisation.

Any statements not representative of BSV and made by you in external forums should be expressed to be your personal views and not representative of BSV.

## **Gifts**

Any fee or gifts received for any seminar participation or public speaking engagement will be passed on to BSV, unless specifically exempted in writing from this requirement (refer BSV Gifts Policy).

This also applies to gifts or other offerings from suppliers or other corporate contacts.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## RESPECT

*Definition: to show consideration or thoughtfulness in relation to somebody or something.*

### Our Values

- Care about each other.
- Be open to listening to each other's point of view.
- Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations.
- Recognise the contributions, achievements, journeys and stories of those who have gone before us.
- Recognise and celebrate achievements.

### Where we see people demonstrating Respect every day

Two administration staff disagreed about which of two tasks was more urgent. The two staff called a private meeting and worked together, reaching an outcome that both could support. It takes Respect to keep disagreements between the people involved.

A team celebrated the success of a clinician in transitioning a long term client out of the program. It takes Respect to recognise the meaningful achievements in our work.

A team of staff dealing with a large family group of a particular faith undertook to assist them to celebrate the holy days surrounding their religion.

They worked hard to understand what was required and were willing to listen and learn from the family as part of the process. It takes Respect to be prepared to learn from all people we meet.

### What Does that Mean Practically?

Respect describes the way we act when we value another person or group. It is the way in which we show consideration for someone's point of view as well as their feelings.

### Equal Opportunity

We are committed to ensuring that BSV provides an environment free from unlawful discrimination, harassment, vilification, victimisation and bullying (together referred to as "prohibited conduct").

We all have a responsibility to ensure that our behaviour does not offend or threaten others. Workplace harassment is a form of workplace discrimination. It consists of behaviour which is, or is reasonably perceived to be, offensive, abusive, belittling or threatening.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

It can be indirect, unintentional or deliberately directed at an individual or a group of people (refer to BSV Equal Opportunity & Bullying Policy).

We believe that all people are entitled to be treated in a just and equitable manner. BSV requires all staff to act in a way so that the justice and equity of our processes is visible to all.

## **Valuing Difference**

We do not all come from the same background. We don't not all have the same set of experiences which have helped to shape our opinions. It is these very differences which lead us to rich learnings and debate on a variety of topics. Things which some people are passionate about will seem less important to others.

In the interests of finding the best solution to any given problem, BSV requires its staff to consider the viewpoints of others. The following points may help to be objective:

- What is important about this decision for me?
- What is important to other parties?
- Is there a point of compromise?
- Are there any parts of what I am hearing from others that I can accept?

Sometimes we will not be clear about why another person is acting in a specific way. Whilst we have the right to discuss this with the person themselves, they also have the right to privacy and may choose not to discuss it with anyone other than their supervisor. No BSV employee has the right to discuss personal matters regarding another employee with anyone. BSV does not accept gossip.

## **History, Heritage and Culture**

As an organisation we embrace the history, heritage and culture of those with whom we work and share a community. BSV has an expectation that all staff will demonstrate tolerance and a willingness to learn about others.

BSV also has an expectation that its staff will, wherever possible, accept and not offend the traditions of other cultures as it pertains to our roles.

There may be instances where we do not recognise the cultural significance of our behaviour. When those issues become apparent, BSV expects staff to apologise and endeavour to rectify the situation.

## **Supervision**

Supervision is the tool that BSV chooses to use to build a reflective culture, where learning through reflection is encouraged and supported. BSV has a strong commitment to supervision because we believe it is critical to the health, wellbeing and development of



# BERRY STREET VICTORIA CODE OF CONDUCT

---

each employee and the quality of our services to our clients. All BSV staff are required to attend and actively participate in supervision. This means that both parties will:

- Be prepared before coming to supervision with the things you want to discuss and a clear idea about what outcomes you are seeking
- Demonstrating a willingness to consider new ideas or information
- Being objective about the issues that might be raised
- Accepting responsibility for your part in success, problems and solutions
- Being prepared to learn from mistakes



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## ACCOUNTABILITY

*Definition: responsible to somebody else or to others, or responsible for something, capable of being explained.*

### Our Values

- Be responsible for our own actions.
- Be prepared and able to explain why we do things.
- Constantly look at how we can improve, both individually and as an organisation.
- Use knowledge and experience of what works.
- Ask people what they think about what we do.
- Ensure that all our resources and assets are used in the best possible way.
- Recognise our responsibilities in our neighbourhoods and communities.

### Where we see people demonstrating Accountability every day

A case manager made a specific decision regarding a woman and her children with whom she was working. The supervisor was not comfortable with the decision and raised it in supervision. The case manager openly discussed their rationale and reasons for making the decision thus allowing the supervisor to better understand what had happened. Accountability is about being open and transparent in our processes including our thinking.

As part of a process of appraisal a manager asked her staff for feedback on her own performance and how she could assist the staff member to reach their potential. Accountability means being open to feedback.

A project worker responsible for the delivery of a community program had done a great job in most areas but had found one part of the community to be unresponsive to the program. As a result the program had not met its objectives. The worker spent time reflecting on the changes required both programmatically and for the worker to reach an improved outcome next time. This was written up in the evaluation. Accountability means learning from experience and looking for opportunities to improve.

### What Does that Mean Practically?

Accountability is all about accepting responsibility for our actions. It requires each of us to be answerable for what we do. We must accept that whilst we endeavour to get things right, we must also step up and take responsibility when things go wrong. It is only with this approach that we can move away from blame and towards a solution to any given problem.

All staff have a responsibility to implement and administer the policies and programs of BSV. You may hold views on particular matters that differ from those of BSV, but such



# BERRY STREET VICTORIA CODE OF CONDUCT

---

views must not interfere with the performance of your duties.

BSV expects you to:

Fulfil the responsibilities and duties outlined in your position description.

- Take advantage of development and training opportunities and use and share the knowledge and skills you gain (refer to the BSV Staff Development and Training Policy).
- Take personal responsibility for remaining informed on matters relating to your duties and conditions of employment (including issues of conduct).
- Observe relevant occupational health and safety requirements, and act to remove or bring to the attention of your supervisor any situation which is, or may be, a health or safety hazard (refer to the BSV Occupational Health and Safety Policy).
- Notify your manager of any situations that you are aware of that breached policy, procedure or practice guidelines and may put the organisation or the client at risk.

With Accountability there should also be recognition of achieving best outcomes. BSV expects all staff to recognise those employees everyone who directly contributes to the success of any particular piece of work.

## **Duty Of Care**

In doing your work you are expected to exercise a duty of care. This means we will all be judged by what is considered to be reasonable behaviour in the circumstances. All of us owe a duty of care which is in part determined by the position description and the particular situation. Duty of care includes clients, families, caregivers, and to certain groups of people living in the community with respect to the service being provided.

## **Financial Matters**

BSV spends a significant amount on our services and programs and has many different sources of funds. This means that we have a special obligation to ensure we are financially responsible.

BSV, therefore, requires that in all financial matters, including the handling of money, there is full accountability in relation to any advice or transaction in which you may be involved. If you have financial responsibilities, observe the BSV policy and procedures and all relevant legislative, regulatory and agency requirements.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## **Assets – Physical and Intellectual**

Staff may only use the facilities and other resources of BSV to carry out the functions of the organisation. We also expect that all assets (eg buildings and cars) will be maintained and cared for properly.

BSV retains the copyright of work produced by you during your employment. You retain the copyright of the work only if approved by BSV, or if you can demonstrate that you did not use BSV's time, name, information or resources in producing the work.

## **Your Details**

BSV expect that each employee will notify BSV of changes to their personal circumstances. This includes changes of address, changes that might impact on the validity of criminal records checks and other pieces of information that might impact upon a person's ability to fulfil a particular role. eg loss of driver's licence.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## WORKING TOGETHER

*Definition: the shaping, forming, or forging of a co-operative environment and team.*

### Our Values

- Expect that friendliness, support, humour and care are visible as we go about our work.
- Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.
- Provide opportunities for people to get together, to have fun, to learn from and challenge each other to get better results.
- Encourage effective communication processes and enable active participation.

### Where we see people Working Together every day.

One member of a team had been working particularly hard, doing extra hours and encouraging and supporting others as the team worked towards a goal. The rest of the team spoke to the supervisor and the team arranged a thankyou for the individual. Working Together is all about recognising the efforts of others.

A new person joined a team. Morning tea was organised and a welcome sign was on the desk. At the morning tea the new person had an opportunity to get to know others. Working Together is about taking time to be friendly and caring.

A worker with 20 years of experience working with young people shared his wisdom and experience in a team meeting, allowing others the opportunity to benefit from his experience. He then brought in a book that he had found helpful for others to read. Working Together is about sharing knowledge and resources.

One Resi unit was having a difficult day with several clients facing problems at the same time. Another unit was quiet with only one young person at home. A staff member at the quiet unit agreed to go and help out at the busy unit making life better for both the staff and clients at the other “stressed” unit. Working Together is about helping others.

### What Does that Mean Practically?

Working together is simply a phrase to describe all of the things we do to make a supportive, inclusive and constructive work environment.

BSV has an expectation that, wherever possible, employees will assist each other in their day to day duties. There is a strong emphasis on teamwork within the organisation. This means that if it will not adversely impact upon your ability to deliver a time critical core duty, and if you have the skills, that you will assist others, even if the task is not listed in your position description. Eg Answering an unattended phone.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

We do this understanding that there will be a time when you require similar help to meet your own deadlines or responsibilities.

## Complaints Process

Whilst BSV endeavours to create a harmonious work environment, there may be times when problems occur. Should you wish to make a complaint, you should speak to your supervisor/manager who will direct you on how to proceed. Our complaints processes operate depending on the nature of the complaint. However, there are some common points:

- All serious complaints will be investigated
- All of those involved in a complaint will have the opportunity to respond, or put forward their perceptions of fact
- Both the complainant and respondent will be notified of an outcome
- The organisation will look for learnings as a result of all complaints and seek to address the root causes if applicable.

BSV expects all staff to raise complaints, whether they be grievances, disputes or otherwise, without malice.

When part of an investigation, BSV requires employees to:

- Notify the investigator of all relevant facts, whether directly asked or not
- Keep all details confidential

## Communication Processes

BSV expects that all employees will communicate in a manner that supports the work and the organisation. This means:

- Attending relevant meetings and participating in a positive manner
- Sharing information with others that may assist them to better perform their role.

BSV uses a variety of means to communicate with staff. These include the Berry Street Banner, newsletters, postings to noticeboards, supervision, the Intranet and team meetings. BSV expects all staff to keep abreast of the information provided, including policies and procedures.

Communication is a two-way street. BSV expects staff to notify their manager or supervisor if they require additional information to be able to fulfil their role



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## **Misconduct**

Misconduct allegations are perhaps the most serious of complaints made. (See the BSV Disciplinary Policy and Procedure).

With serious misconduct allegations, BSV may decide to stand down an employee while the investigation happens. This means that you would be instructed not to come to work while the investigation is carried out, but you would be available for the purposes of the investigation.

If you are stood down, you will not be permitted to have contact with other staff. This does not mean that they believe you to be guilty, it is simply a precaution to protect the integrity of the investigation.

## **Dress Standards**

Staff are required to maintain a professional image and to dress in a manner which enables them to comply with occupational needs, safety requirements and is appropriate for the performance of their role.

Some of our workplaces for example eg, Residential Services and the BEST Centre, require close toed shoes. Additional guidelines regarding dress standards apply to specific work areas. These are located at the work sites involved.

Understanding that our staff and clients come from varying have different experiences and backgrounds, BSV requires all staff to dress in a manner that is not offensive to others and respects the diverse backgrounds from which people come.

Employee Responsibility: Because it would be impossible to define every example of what is permitted and not permitted, it is the responsibility of staff to exercise good judgment when choosing clothing, taking into consideration the day's business activities and business needs when making their selections.

Supervisor's Responsibility: It is the responsibility of supervisors to lead by example and to counsel staff on acceptable attire; to provide direction on the dress expectations for your work unit; and to provide direction on situations where alternative attire is required.

## **Leaving the Organisation**

Once you have left BSV for other employment, you should not use confidential information obtained during your employment to advantage your prospective employer or disadvantage BSV in commercial or other relationships with your prospective employer.

Should you be contacted by a client after leaving the organisation, or should you require an opportunity to finalise your relationship with a specific clients please contact your manager or a representative of BSV.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

## Questions and Answers

### **What should you do when you witness someone breaking a policy or procedure?**

You should report the breach of policy. In most instances you should report it to your supervisor. If this is not appropriate you should choose another supervisor or manager within the organisation.

The BSV Equal Opportunity and Anti-Bullying Policy has a section on Victimisation. Victimisation is not accepted within the organisation and this policy outlines our commitment to protect employees who notify us of breaches in policy and procedure.

### **What do I do if I am charged with a criminal offence?**

All employees are required to undergo a Criminal Records Check and Working with Children Check prior to commencement of employment. Any criminal offence of which you have been found guilty, either prior to commencing, or during your employment at BSV must be reported to the Chief Executive Officer. If you are charged with any criminal offence punishable by imprisonment during your employment, you must immediately advise the Chief Executive Officer. You must also advise your manager if you lose your Driver's Licence.

### **How should I interact with the children, young people and families with whom I work?**

Always act in the best interests of clients and be responsive to their needs. Treat clients fairly, with respect, empathy, courtesy and understanding.

Give accurate and consistent information in a way that is easy to understand. Protect and respect client's privacy and keep information they give you confidential. If you must report something a client has told you, you should always tell them of that obligation.

Be punctual for appointments and meetings and return phone calls in a timely manner. Take pride in what you do and continually strive to offer services of the highest quality. Wherever possible, identify and communicate your ideas about improvements to policies, systems and procedures to achieve optimal effectiveness, efficiency and responsiveness.

### **How should I treat colleagues when I don't like them?**

Recognise and respect the views of other staff. Foster a team environment, build on each other's strengths and share in successes and challenges of all team members. This is everyone's responsibility regardless of role.

Be professional in your dealings with other employees. Remember you do not have to like everyone but you do have to be able to work with them. Discussion should never be



# BERRY STREET VICTORIA CODE OF CONDUCT

---

abusive, personal or derogatory. Be aware of your position and power and its possible impact on others.

## **Should I buy gifts for clients?**

In some instances this is not appropriate behaviour. Buying gifts, including food, for our clients creates problems for other staff and clients because it may be viewed as favouritism and it may blur boundaries. You should discuss with your supervisor any intent to provide a gift.

## **When the Code is Breached**

Unethical conduct and other behaviour in breach of this code conduct will not be tolerated.

You should, however, always comply promptly with lawful directions given by managers and supervisors.

If you have grounds for complaint arising out of such directions or other behaviour, whether ethical or otherwise, you should follow the BSV Dispute Settling and Grievance Procedure (included in your Letter of Employment and available on the Intranet). This procedure encourages you to raise the issue directly with the person, if possible, in the first instance.

If a staff member is proven to have breached the Code of Conduct then disciplinary action including dismissal may occur.

In particular, the following will not be tolerated and will result in dismissal:

- Purchasing, supplying, and/or using any form of illicit substance with young people and families with whom we work (refer to Substance Use Policy);
- Engaging in sexual relationships with young people and / or the members of families with whom we work;

Purchasing and/or supplying stolen property, or property that is reasonably suspected of being stolen, from the young people and families with whom we work.



# BERRY STREET VICTORIA CODE OF CONDUCT

---

I, \_\_\_\_\_  
(write name)

Understand the Code of Conduct. I have had the opportunity to ask any questions regarding the document. I agree to meet the standards outlined in this document. I understand that a breach of the code of conduct, may lead to disciplinary action.

Signed: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_