CHILD SAFE CODE OF CONDUCT

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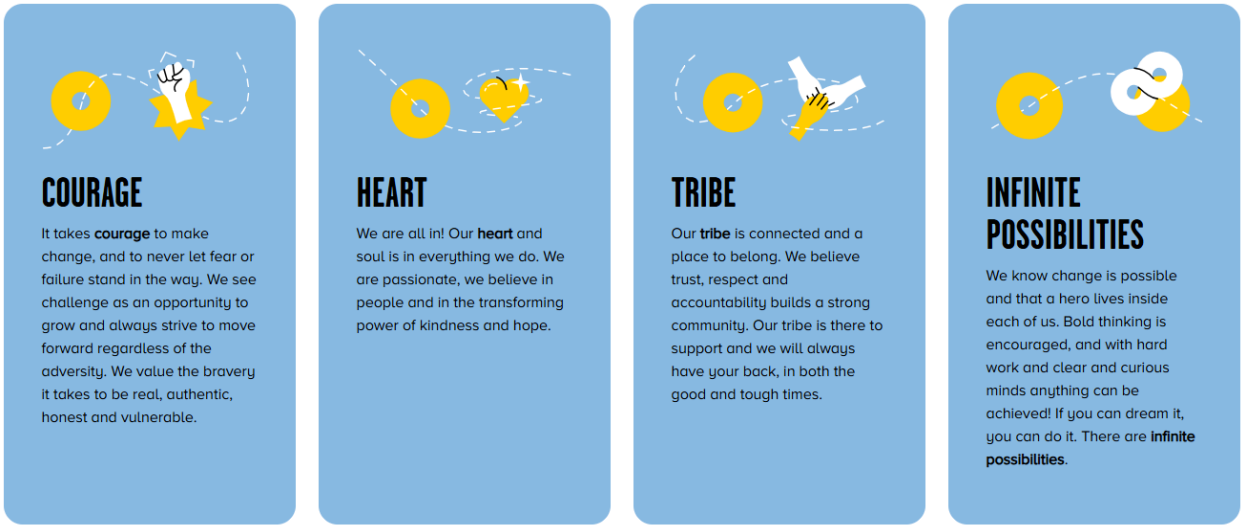
Our Vision

We strive to be a catalyst for positive change, creating a world where every young person is elevated to their fullest potential.

Our Values



Commitment to Child Safety

LifeChanger Foundation believes that all children and young people have the right to feel and be safe. We aim to create a child safe environment where young people can thrive, learn and achieve their potential. We have a zero-tolerance policy approach to child abuse, exploitation and harm.

Purpose

The purpose of this Child Safe Code of Conduct (Code) is to establish a clear standard of behaviour which is expected of all employees, volunteers, mentors, board members, students on placement, and contractors (collectively, team members) and partner organisations. LifeChanger Foundation provides a work environment which aims to ensure the health, safety, respect and productivity of all team members and the people we work with.

The purpose of the Code of Conduct is to:

- provide guidelines about professional behaviours, expectations, and obligations
- outline appropriate and inappropriate behaviours
- protect children and young people from abuse by having organisational policies and practices in place to prevent, remove or reduce potential risks of child abuse
- outline the consequences of inappropriate conduct.

LifeChanger Foundation expects all team members to create and maintain professional boundaries with the children and young people we engage with. All team members must also uphold child safety reporting processes and abide by the reporting frameworks as stipulated by LifeChanger Foundation.

Scope

All team members are required to read and acknowledge the Code and, in doing so, agree to be bound by the standards set out within.

It is expected that our team members read, understand and acknowledge our Child Safe Code of Conduct and Child Safety and Wellbeing Policy and LifeChanger employees read, understand and acknowledge the Child Safe Reporting Procedure in conjunction with the Code. Definitions of child abuse can be found in Appendix 1.

Team members will abide by the Code in all dealings with children and young people. This includes interacting directly with children and young people and/or being made aware of issues concerning children and young people. The scope extends to team members beyond LifeChanger's standard work hours and includes physical, and online environments.

Standards of Behaviour

Team members have a Duty of Care and legal obligation to keep children and young people safe from harm and abuse. All team members must follow our standards of behaviour as set out below.

I Will	I Will Not
Uphold LifeChanger Foundation's child safety policies and procedures at all times.	Condone or participate in illegal, unsafe, abusive or harmful behaviour towards children and young people – this includes physical violence, sexual abuse, emotional or psychological abuse, grooming, neglect or sexual misconduct. Sexual misconduct includes sexual activity (touching, fondling, oral, anal, or vaginal penetration, kissing, cuddling, voyeurism, exhibitionism), exploitation, inappropriate conversations of a sexual nature, making sexually suggestive comments, and grooming.
Hold a current Working with Children Check/Blue Card (Australia) or Police Check and Children's Worker Safety Check (CV Check) (New Zealand) and advise immediately of any circumstances which would impact on these checks. LifeChanger employees: Hold a current National Police check	Put children at risk of abuse.
Actively support and contribute to our child safeguarding culture.	Ignore or disregard any concerns, suspicions or disclosures of child abuse or harm.
Listen and respond to the views and concerns of children, particularly if they have stated that they or another child have been abused/harmed and or are worried about their safety or the safety of another child.	Exaggerate or trivialise child abuse issues.
Treat everyone with dignity and respect.	Use hurtful or offensive behaviour or language with children and young people. This includes language which is abusive, harassing, sexual, shameful, demeaning, culturally inappropriate, discriminating, racist or sexist, or intended to threaten or be harmful.
Act as a positive role model for children and young people.	Shame, criticise and/or denigrate a child.
Uphold the rights and best interests of children and young people in decision making.	Exploit, abuse, corrupt or manipulate a child.
Promote the cultural safety, participation, and empowerment of Aboriginal children. Promote the cultural safety, participation, and empowerment of Maori children.	Fail to report information to police if I know a child has been abused.
Promote the cultural safety, participation, and empowerment of children with a culturally and/or linguistically diverse background including directly addressing racism.	Touch children in a way that is unnecessary or unsuitable and falls outside what is reasonable to engage in LifeChanger activities.
Promote the safety, participation, and empowerment of children with a disability, neurodivergent children and children who identify as LGBTIQA+.	Deliberately prevent a child from forming friendships.

Help to create an open, safe and inclusive environment for all children and young people.	Offer children and young people alcohol, cigarettes, other drugs, pornography, child abuse materials.
Use positive language and tone of voice that boosts confidence, encourages and affirms and is not harmful.	Initiate unnecessary physical contact with children or do things of a personal nature that children can do for themselves such as changing clothes.
Respect the privacy of children, young people and parents and carers by only disclosing personal information when necessary.	Develop any 'special' relationships with children that may seem like favouritism or amount to 'grooming' behaviour including through the provision of gifts or inappropriate attention.
Create an environment that mitigates child safety risks.	Ignore behaviours by adults towards children and young people if they appear to be overly familiar or inappropriate.
Ensure children are safe and protected from harm where child abuse/risk of harm is suspected.	Have unauthorised contact with children and young people online, on social media, by phone or any other means.
Take all reasonable steps to protect children and young people from child safety risks, including identifying and reporting any concerns, disclosures, complaints or allegations in accordance with our child safety policies and processes.	Ask a child or young person to keep online communication a secret from their parents or carers or LifeChanger team members.
Report any allegations of child abuse to the LifeChanger Foundation CEO and Child Safety Officer and ensure that any allegation is reported to the required authorities, Police and/or Child Protection Services.	For LifeChanger employees: Take photographs, recordings, screenshots or share images of children and/or young people involved in activities that are not authorised by LifeChanger or their parents/guardians. For other team members:Take photographs, recordings, screenshots or share images of children and/or young people.
Report any breaches of the Child Safe Code of Conduct to your manager or Child Safe Officer.	For LifeChanger employees: Use your personal phone, or other personal device to take images or recordings of children or young people outside of agreed LifeChanger activities.. For all other team members: Use your personal phone, or other personal device to take images or recordings of children or young people.
Understand and comply with all reporting and or disclosure obligations, including mandatory reporting and reportable conduct.	Be alone with a child when there is no professional reason for doing so.
Encourage children and young people to have a say and participate in all relevant organisational activities where possible, especially on issues that are important to them.	Engage in discussion of a mature or adult nature in the presence of children or young people. This includes discussing topics of an adult or sexualised nature, including telling adult jokes.
Speak with my manager or Child Safe Officer if I have any Child safeguarding questions.	Discriminate against any child including on the basis of age, gender identity, sexuality, race, religion, culture, indigenous status, language, disability or neurodiversity.
Complete all required child safety induction and training.	Have any contact (Including online or via telephone) with a child or their family outside of our organisation without the knowledge or consent of LifeChanger Foundation's CEO or Child Safety Officer.
Always aim to avoid working alone with a child or young person and be within the line of sight and sound of other adults.	Become 'friends' or 'follow' a child or young person on social media platforms.

	Exception: If preexisting relationships exist before engagement with LifeChanger Foundation, team members must notify their manager and seek approval.
Fully cooperate with any misconduct or reportable conduct investigation, if required.	Show children or young people pictures, animations, images or websites of an inappropriate or adult nature.
Call 000 (Australia) or 111 (New Zealand) if there is an immediate concern about the safety of a child.	Confide in or share overly personal information with a child or young person (for example, sharing financial or relationship problems).

How do I meet the expectations of the Code?

If you are unsure about something you can:

- Seek an opinion from a manager or Child Safe Officer
- Consider if you can easily defend your choices to others
- Ask yourself if this decision/action is safe and in the best interests of the child
- Ask yourself if this decision/action upholds LifeChanger Foundation Values and our commitment to child safety

Additional guidance on professional conduct

Gift giving

LifeChanger Foundation team members should not provide gifts or be involved in gift giving unless permission from a manager or Child Safe Officer has been granted for specific activities in advance. This would include;

- Specific permission provided by a program manual (vouchers, wrist bands) for an activity
- Obtaining prior authorisation from a Child Safety Officer
- Schools, parents or other responsible adults being made aware of any gift given.

Gifts such as LifeChanger Foundation wristbands should only be provided during a workshop activity or community activation and within the course of the workshop not outside of it.

Volunteers, mentors, board members, students on placement, and contractors should not be involved in gift giving.

Images

Volunteers, mentors, board members, students on placement, and contractors should not take images of children and young people when undertaking LifeChanger activities.

For employees;
When appropriate permissions are in place, children and young people are able to be photographed or recorded (vision and sound) while involved in our service or program. Permission must be sought prior to any photography or other media recordings are made as follows;

- In a school setting, written permission must be sought from the Principal or delegate school staff member using either the School Photo policy form (available via google drive) or as part of the school's agreement. The written permission must be stored on google drive; https://drive.google.com/drive/folders/1oP02xDXZM_SprHwqMkIhNoQ4HEe-oqaj for future reference.
- In a sport or club setting written permission must be sought from the Coach or club delegate using the photo policy form.
- In other settings written permission should be sought from the child's parent or guardian using the photo policy form.
- Informed and meaningful consent from children, young people should also be sought
- Whenever images and/or recordings are taken, the content should be reviewed by the person taking them to ensure all young people are appropriately dressed and are not depicted in any way which could be considered inappropriate.

Images should be:

- Suitable to LifeChanger Foundation context
- Dignified and respectful (children and young people are appropriately dressed and posed)
- Only used for official purposes

Any photographs, video, or voice recording must be uploaded to the designated LifeChanger folder as soon as possible after it is taken and the originals deleted immediately from any phone, camera or other device. Under no circumstances are pictures of young people to be stored outside of the LifeChanger filing system, on personal phones or shared with anyone outside of the LifeChanger Foundation. It is never acceptable to take images or recordings for personal use.

No image/recording is to be shared on social media, website or in marketing materials until permissions have been confirmed. The person taking the photograph is responsible for ensuring the necessary permissions are in place, uploading to the relevant LifeChanger Foundation folder indicates to the marketing team that permission has been confirmed. Unsuitable images will be deleted/destroyed.

Identifying information or text should not be used and all images should meet standards that would not be considered in any way to be detrimental to the young person. LifeChanger Foundation will not publish images or recordings that can identify a child or young person without consent.

Images and recordings will be stored in line with the LifeChanger Foundation Privacy policy.

Conflicts of Interest

A conflict of interest arises where personal interests could improperly influence, or be seen to influence, decisions or actions in the performance of a public duty, such as a team member's role. Conflicted interests can be:

- Financial or non-financial and/or
- arise from duties and obligations to third-parties and/or
- potential, perceived or actual.

A conflict of interest can occur if LifeChanger Foundation team member:

- have a pre-existing relationship or
- have a friend or family member with a pre-existing relationship with a child or young person who attends one of our programs or events.

All team members should seek written approval from their Manager or Child Safe Officer before facilitating a program or activity where a child is known to them. For volunteers, mentors, board members, students on placement, and contractors please speak to the LifeChanger Regional Coordinator or Manager if in an environment where a child is known to you.

Electronic communication and Social Media

Children and young people have the right to use technology and online communication methods. However, online communication and online platforms carry child safeguarding risks for children and young people that must be minimised.

Team members must only communicate with children and young people through appropriate channels (i.e. using a LifeChanger Foundation email address). Communication with children and young people must relate to LifeChanger Foundation work, programs or activities and use

appropriate and professional language. Any communication channel used must be accessible by a minimum of two LifeChanger staff members one of which must be a member of the Executive team.

Team members should only communicate with children and young people during normal business hours local time to the region (7am - 8pm). Should contact be necessary outside of normal business hours guidance should be sought from either the CSO/GM Programs and Impact or GM Operations.

Refer to the Social Media Policy for further information.

Team members should never:

- Communicate for unauthorised social connection.
- Communicate with a child about romantic, intimate or sexual feelings.
- Use a computer, mobile phone, camera, smart watch or other device to exploit or harass a child.
- Use private messages to communicate with a child or young person where open communication is possible.
- Invite children and young people or their parents and carers to join their personal social media sites (e.g. Instagram, Snapchat, Facebook, WhatsApp, YouTube, chat rooms etc) or accept invitations from children and young people and their parents and carers to their pages/sites.

For volunteers, mentors, board members, students on placement, and contractors should not communicate with young people via electronic communication or social media.

Supervision

Appropriate supervision is required to ensure children and young people are protected from harm. Team members must be aware of risks and hazards that can occur in their setting and in their physical and online environments.

Team members must strive to ensure that children and young people:

- Are in a safe environment
- Engage positively within the service, program, or event
- Behave appropriately towards one another

Team members must:

- Enforce the maintenance of supervision levels (for example; teacher to be in a classroom at all times, other appropriate adult or coach to be with a sporting group)
- Avoid one-on-one unsupervised contact with a child or young person, except in emergency situations

Physical Contact

Any physical contact with children and young people must be necessary and appropriate to the delivery and context of our services, programs and events. Physical contact should be based on the needs of the child or young person, such as giving first aid or assisting with the use of equipment.

Appropriate physical contact with a child or young person should be:

- Appropriate to the age and developmental needs of the child
- Be appropriate to the delivery of LifeChanger Foundation services, programs or events
- Appropriate to your role description
- Open, non-secretive and/or in the line of sight of others
- Culturally safe
- At the initiation (child led) or with the consent of the child
- To administer necessary first aid

Physical contact should never:

- Be used for discipline
- Be unwanted touching
- Be of a sexual nature or any sexual act (including exhibitionism, touching and fondling)
- Be a task of a personal nature for a child if they can do it for themselves, such as changing clothes, feeding, personal grooming or toileting
- Make a child or young person feel pressured

Where possible, always seek consent as this helps teach children and young people the difference between safe, and unsafe/unwanted touch and reinforces their right to consent. Examples include:

- At the beginning of the session ask the group if they are ok with High fives or fist bumps and make it clear that it is ok to say no
- When administering first aid, tell the child where you need to touch them, why, and ask if it is ok.

Respect children and young people's wishes if they tell you or give nonverbal cues that they do not like physical touch.

Reporting Abuse, harm and breaches

If a team member becomes aware of misconduct, a crime or a breach of this Code committed by another member of the team, they are required to report it to a Manager, Child Safe Officer or CEO. Team members must also report abuse, harm and risk of harm to children or young people to a Manager or Child Safe Officer.

Management will report any allegations or child related misconduct as per legislative requirements. All team members will remove or reduce any risks of abuse and harm to children and young people. Many states and territories have criminal offences for failing to report organisational child abuse or failing to protect children and young people and team members who do not meet these obligations may face a term of imprisonment. Volunteers, mentors, board members, students on placement, and contractors should report any concerns to the most senior LifeChanger staff member available so they can be supported to make a report.

Breaching the Code of Conduct

Team members are required to report any breaches of this Code to the Child Safe Officer or CEO.

As per our legislative obligations and Child Safe Reporting Procedure, LifeChanger Foundation takes all concerns seriously and will conduct an internal investigation and will report serious instances of child abuse to the police and/or Child Protection and/or Reportable Conduct Schemes.

The consequences of breaching this Code may result in disciplinary action, as per our Discipline and Termination Policy. This may include but is not limited to:

- Performance management
- Additional training
- Increased supervision
- Restriction of duties
- A formal warning
- Being given an alternative role
- Suspension (with or without pay)
- Termination of employment
- Reporting to authorities including the Police and/or Reportable Conduct Schemes

If I suspect that this Code of Conduct has been breached by another person in the organisation:
I WILL:

- act to prioritise the best interests of the child
- promptly take actions to ensure the child/children are safe
- report the incident or concerns to a Child Safe Officer or the CEO and complete the LifeChanger Foundation complaints process as soon as possible

- maintain the privacy of those involved, following LifeChanger record keeping, privacy and information sharing guidelines.

By observing these standards, you acknowledge your responsibility to immediately report any breach of this Code of Conduct to LifeChanger Foundation's CEO and Child Safety Officer.

If you believe a child is at an immediate risk of abuse, call 000 in Australia or 111 in New Zealand.

Staff Acknowledgement

All team members must comply with LifeChanger Foundation's Child Safe Code of Conduct. I acknowledge that I have read the Child Safe Code of Conduct and agree to abide by it.

I understand that I am responsible for supporting the safety, participation, wellbeing and empowerment of all children and young people involved with LifeChanger Foundation.

I understand that breaches of the Code may lead to disciplinary action, termination of my engagement with LifeChanger Foundation and/or reporting to authorities.

Related Documents

The Code should be read in conjunction with:

- Child Safe and Wellbeing Policy
- Child Safe Reporting Procedure (for employees only)
- Staff Disciplinary Policy and Procedure (for employees only)
- Social Media Policy

Acknowledgement
This Code was developed with reference to the:

- Codes of Conduct: a guide to developing child safe Codes of Conduct [Codes of Conduct - a guide to developing child safe Codes of Conduct]
- Steps to develop or update your Code of Conduct [CCYP | Resources and support for the Child Safe Standards]

Version history

Authorisations:	
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LifeChanger CEO	**20/10/2025**
Consultation; **LifeChanger staff representatives** **LifeChanger Board** **Youth Advisory Council (plain language version)**	 **06/11/2025** **04/12/2025**
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Appendix 1 Definitions of Child Abuse

Physical abuse/harm:

Physical abuse/harm occurs when a child suffers or is likely to suffer significant harm from an injury inflicted by a child's parent or caregiver or any other adult. The injury may be inflicted intentionally or may be the inadvertent consequence of physical punishment or physically aggressive treatment of a child. This may take the form of punching, beating, shaking or otherwise harming a child.

Emotional abuse/harm:

Emotional abuse/harm occurs when a child's parent, caregiver or any other adult repeatedly rejects the child or uses threats to frighten the child. This may involve children:

- Being repeatedly rejected, called names or being put down
- Being frightened by threats
- Experiencing continual coldness to the extent that it significantly damages their physical, social, intellectual or emotional development
- Being exposed to family violence

Neglect:

Neglect is the failure to provide for the child's basic needs for life to the extent that the child's health and development are, or are likely to be, placed at risk, including:

- Food
- Clothing
- Shelter
- Medical attention
- Supervision or care

The law differentiates between three different levels of neglect:

- 'Minor' neglect is low-level neglect that is trivial or temporary.
- 'Significant' neglect is medium-level neglect that causes harm to a child that is more than trivial or temporary.
- 'Serious' neglect is the highest level of neglect. It involves the continued failure to provide a child with the basic necessities of life and can also occur if an adult fails to adequately ensure the safety of a child exposed to extremely dangerous or life-threatening situations.

Sexual abuse/harm:

Any activity with a child before the age of legal consent that is for the sexual gratification of an adult or a substantially older child. These activities include oral-genital, genital-genital, genital-rectal, hand-genital, hand-rectal, or hand-breast contact; exposure of sexual anatomy; forced viewing of sexual anatomy; and showing of pornography to a child or using a child in the production of pornography. (This definition includes criminal activity. The legal age for consensual sexual activity is 16-17 years across Australian States and Territories. It is a criminal offence for adults in positions of care, supervision or authority to engage in sexual activity with a child

(person under 18 years). There are also a range of criminal (incest) offences where the victim and accused are closely related. Age of consent does not apply in these circumstances.)[1]
Child sexual exploitation A form of sexual abuse targeting children and young people under 18 who are manipulated or coerced to undertake sexual acts in exchange for any actual or promised benefit, for example food, accommodation, affection, money and/or gifts.[2] Child sexual exploitation can occur in person or online, and sometimes the child or young person may not even realise they are a victim.
Grooming: Grooming is a process of manipulation and/or intimidation of a child, children, family, kin, carer(s), support network(s) or organisation(s), by a person(s), community or organisation(s), for the purpose or facilitation of child sexual abuse. This may be face to-face and/or technology-assisted manipulation, and can include emotional manipulation, erosion of autonomy, befriending, gift-giving, privileging, bullying, threatening, taunting, lying, isolating, silencing and controlling behaviours that create opportunity for, compliance with and non-disclosure of child sexual abuse.[3]
Exposure to family violence: Family violence is behaviour by a person towards a family member that is: • Physically or sexually abusive • Emotionally (psychologically) abusive • Coercive or in any way controls or dominates that family member and causes that family member to fear for their safety or wellbeing, or for that of another family member • Causes a child to hear, witness or otherwise be exposed to the effects of the behaviour referred to above • Exposes a child to family violence which includes seeing, hearing, or experiencing violence in a number of ways. Child Abuse and Family Violence can co-exist.
Sexually harmful behaviour: A broad range of sexual behaviours in children and young people. This includes behaviours that affect their own development, as well as behaviours that are coercive, sexually aggressive or predatory to others. Harmful sexual behaviours are those displayed by a child (person below 18 years) that cause harm to others and/or themselves. Harmful sexual behaviours exist across a continuum of inappropriate, problematic, abusive and/or violent sexual behaviours, and can occur face-to-face and/or via technology between children who are peers, friends, family members or strangers.[4]
Harm: A reference to physical harm or psychological harm (whether caused by an act or omission) and, without limiting the generality of this subsection, includes such harm caused by sexual, physical, mental or emotional abuse or neglect. Psychological harm does not include emotional reactions such as distress, grief, fear or anger that are a response to the ordinary vicissitudes of life.

[1] 1.-NC-Language-Guide_FINAL.pdf
[2] 1.-NC-Language-Guide_FINAL.pdf
[3] 1.-NC-Language-Guide_FINAL.pdf
[4] 1.-NC-Language-Guide_FINAL.pdf