

CODE OF CONDUCT

2026



the **Y**  
*Inspiring Lives*

# INTRODUCTION

The Young Men's Christian Association of Sydney Inc (trading as the Y NSW) and each of its related entities (The Y NSW) is committed to fostering a positive work environment and strong relationships between staff, customers, and communities. The following document 'Code of Conduct' sets a standard of excellence for ethical behaviour and decision-making at the Y NSW.

Our vision is that "all children and young people in NSW are positively impacted and living inspired lives due to our programs", and we remain dedicated to ensuring the safety, welfare, and wellbeing of children, young people, and at-risk adults in our care. This document integrates child safety principles into our enterprise-wide expectations, ensuring that safeguarding is embedded in everything we do and continues to be everyone's responsibility.

This document should be read in conjunction with all other Y NSW policies and procedures both enterprise wide and business unit specific. Where there is any inconsistency, relevant commonwealth, state, or territory law will always take precedence.

## OBJECTIVES

*Promote*

respectful, safe, and healthy workplaces.

*Protect*

the safety and wellbeing of children, young people, and at-risk adults.

*Support*

diversity and inclusion.

*Encourage*

ethical behavior and integrity.

*Ensure*

compliance with relevant legislation and policies.

# CORE VALUES

Every day at the Y NSW our values guide our attitudes, behaviours, decisions, and our engagement with children, young people, communities and ourselves. These values are:

 <b>SAFE</b> We create the safest spaces	 <b>CONNECT</b> We are better together.	 <b>THRIVE</b> We bring our best.
<ul style="list-style-type: none"> <li>• We are respectful, welcoming, inclusive and accessible – this is reflected in our actions, behaviours and language.</li> <li>• We model safety excellence and are guided by best practice.</li> <li>• We are proactive, vigilant and prioritise safety in all our services – it is at the core of everything that we do.</li> <li>• We are empathetic and seek others' perspectives.</li> <li>• We openly welcome feedback and constructive conversations on the things that matter.</li> <li>• We take responsibility, own our mistakes and learn from them.</li> <li>• We are resilient and support each other.</li> </ul> <p><b>We do these things in service to the wellbeing and safety of ourselves, our community and our Y.</b></p>	<ul style="list-style-type: none"> <li>• We take time to develop relationships and thoughtfully collaborate.</li> <li>• We need each other – we each bring unique skills, perspectives and strengths.</li> <li>• We approach other opinions with openness and curiosity.</li> <li>• We belong to something special - we put children and young people at the heart of everything we do: we hear you; we see you and we understand you.</li> <li>• We are accountable when we collaborate – we do what we say we will do.</li> <li>• We invite input and are respectful of others with our time, our words and our actions.</li> <li>• We listen to our people and take action.</li> </ul> <p><b>Through teamwork we create greater positive impact for ourselves, our community and our Y.</b></p>	<ul style="list-style-type: none"> <li>• We are community focused.</li> <li>• We're brave, we back ourselves, our peers and our Y.</li> <li>• We prioritise the voices of children and young people and community feedback to inform our decisions and drive our actions.</li> <li>• We prioritise fun – it's in our DNA.</li> <li>• We have high standards – we deliver excellence.</li> <li>• We are curious and commit to growing, learning and flourishing.</li> <li>• We assume positive intent.</li> <li>• We celebrate wins, both big and small, with genuine thanks.</li> <li>• For our long-term impact and more inspired lives, we prioritise the financial sustainability of our Y.</li> </ul> <p><b>Our focus on growth ensures our customers, our people and our Y are inspired to thrive.</b></p>
<b>WE WATCH OUT FOR</b>	<b>WE WATCH OUT FOR</b>	<b>WE WATCH OUT FOR</b>
<ul style="list-style-type: none"> <li>• We are dismissive, closed-off and behave disrespectfully. This includes personal attacks and undermining or passive aggressive language and actions.</li> <li>• We're complacent, accepting the bare minimum and avoiding change.</li> <li>• We assume the worst, losing sight of our impact on others, and not caring for our peers and customers.</li> <li>• We avoid uncomfortable conversations on important topics and jump to defensive responses.</li> <li>• We blame others and refuse to accept responsibility.</li> <li>• We are combative, communicate to 'win', and don't focus on our vision.</li> </ul>	<ul style="list-style-type: none"> <li>• We work in silos and miss opportunities to work together.</li> <li>• We lose sight of our Y NSW vision, our customers and our people.</li> <li>• We blame others, don't follow through, and are unreliable.</li> <li>• We're disrespectful, overly negative, shut down the ideas of others.</li> <li>• We overlook our people's needs, dismiss their feelings and exclude our peers.</li> <li>• We value commercial outcomes and are willing to compromise respectful relationships.</li> </ul>	<ul style="list-style-type: none"> <li>• We ignore our communities and fail to consider the perspectives of our customers. We focus on the wrong things.</li> <li>• We don't get the basics right and settle for average.</li> <li>• We do what we've always done, and we get what we've always got.</li> <li>• We assume the worst, hold on to the past and allow preconceptions to interfere with opportunities.</li> <li>• We focus on why things won't work rather than how they could.</li> <li>• We have tunnel vision and miss opportunities to celebrate achievements.</li> <li>• We are not concerned with the financial performance of our Y and how it leads to more inspired lives.</li> </ul>

# WHO MUST COMPLY WITH OUR ‘CODE OF CONDUCT’?

## The document applies to:

- Everyone who is an officer, director, employee, contractor or volunteer (whether full time, part time or casual) of the Y NSW, or its related entities;
- Y NSW Business Partners including clients, suppliers, contractors, subcontractors, consultants, joint venture partners and their directors, officers, employees, agents, representative and intermediary and all other third parties who may act as a representative, intermediary or agent of the Y NSW (Business Partner).

KEY CONTROLS	FREQUENCY
<b>Ethical Behavior:</b> Staff must act with honesty, integrity, and respect	Ongoing
<b>Safeguarding:</b> Compliance with child protection and safeguarding policies	Ongoing
<b>Confidentiality:</b> Protection of confidential information	Ongoing
<b>Conflict of Interest:</b> Disclosure and management of conflicts of interest	Ongoing
<b>Health and Safety:</b> Adherence to work health and safety protocols	Ongoing
<b>Training:</b> Regular training on conduct and ethical behavior	Annually
<b>Expectations:</b> Adherence to behavior expectations in all workplaces	Ongoing

## OBJECTIVES

Categorised by our values this document provides clear behaviours and expectations for all Y NSW people. For more detail, see the related policies and procedures. If you have any questions regarding expectations, would like to raise a concern or report a breach speak to your manager or see the Grievance policy.

# SAFE - WE CREATE THE SAFEST SPACES



## 1. WORK, HEALTH, AND SAFETY

- Uphold health and safety responsibilities as per the WHS Policy
- Report hazards and unsafe practices as per the WHS Roles and Responsibilities Procedure
- Ensure physical, mental, and emotional fitness for work
- Create and contribute to a psychologically safe workplace

## 2. INTERACTING WITH CHILDREN, YOUNG PEOPLE, AND AT-RISK ADULTS

- Prioritise children's safety, security, wellbeing and rights
- Actively listen to concerns and disclosures
- Report signs of harm, following Y NSW procedures and mandatory reporting laws

## 3. PROFESSIONAL BOUNDARIES

- Acknowledge the power imbalance between adults and children
- Acknowledge the power imbalance between individuals in their roles and capacity
- Ensure visibility and supervision protocols for all interactions
- Promote safety and report any suspicions or concerns
- Provide excellent care and supervision

## 4. LEGAL COMPLIANCE

- Adhere to NSW child safety laws and maintain a valid WWCC
- Follow all relevant Y NSW safeguarding and child safety policies and procedures
- Comply with employment contracts, laws, regulations, and internal policies
- Report any criminal charges to management

## 5. RESPONSIBLE USE OF TECHNOLOGY

- Use Y-approved devices for capturing and sharing media
- Obtain parental / carer consent before recording or sharing images

## 6. CONFIDENTIALITY AND PROPERTY

- Maintain confidentiality and protect Y property, as indicated in the Privacy Policy
- Use Y property for intended purposes only, as indicated in the Comprehensive IT Usage and AI Policy and Travel Policy

## 7. TRANSPORT, EXCURSIONS, AND CAMPS

- Transport children only with consent and at least two authorised staff present
- Complete and document risk assessments for all offsite activities and ensure proper safeguarding measures are in place, including for overnight stays

## 8. SMOKE, ALCOHOL, AND DRUGS

- Comply with smoke-free and vape-free regulations
- Do not use or be under the influence of drugs or alcohol at work
- Comply with all facility behaviour expectations
- All Y NSW centers and services are smoke and vape free environment

# SAFE - WHAT IT'S NOT

## 1. WORK, HEALTH, AND SAFETY

- Neglecting your responsibilities under the WHS Policy which puts your or others at risk
- Failing to report hazards or unsafe practices goes against the Risk Management Policy

## 2. INTERACTING WITH CHILDREN, YOUNG PEOPLE, AND AT-RISK ADULTS

- Disregarding safeguarding policies, procedures, or legal obligations is a serious breach
- Suspicions or concerns about safety must not be ignored
- Providing poor care or inadequate supervision
- Professional Boundaries
  - Engaging in any inappropriate physical, emotional or sexual conduct
  - Operating outside of visibility and supervision protocols

## 3. LEGAL COMPLIANCE

- Violating employment contracts, laws, or internal policies.

## 4. RESPONSIBLE USE OF TECHNOLOGY

- Using personal devices to capture footage or images
- Connecting with children or young people through personal channels
- Using Y NSW technology to access or share content that is offensive, harmful or illegal

## 5. CONFIDENTIALITY AND PROPERTY

- Sharing confidential information or mishandling Y property
- Using Y property for personal or unauthorised purposes

## 6. TRANSPORT, EXCURSIONS, AND CAMPS

- Transporting children or young people in personal vehicles
- Transporting children or young people without 2 staff members present

## 7. SMOKE, ALCOHOL, AND DRUGS

- Smoking in restricted areas or ignoring smoke-free rules
- Being under the influence of drugs or alcohol at work
- Disregarding expected standards of behavior within facilities

# CONNECT - WE ARE BETTER TOGETHER



## 1. INTERACTING WITH OTHERS

- Act fairly and respectfully as per the Equal Opportunity & Inclusion Policy
- Contribute to a workplace that values different opinions and cultures
- Support an environment that is free from discrimination and bullying
- Act professionally and inclusively as per the Workplace Prevention of Sexual Harassment Policy
- Use clear, respectful, and age appropriate language

## 2. RESPECT, INCLUSION AND CULTURAL SAFETY FOR CHILDREN AND YOUNG PEOPLE

- Treat all children and young people with respect, dignity, and cultural sensitivity
- Build inclusive spaces that nurture every child and young person's sense of belonging and connection
- Support all children and young people's participation, respecting their background, abilities, and identities

## 3. CONFLICT OF INTEREST

- Disclose and avoid conflicts of interest, as per the Conflict of Interest Policy
- Act in good faith, avoiding the misuse of position or information
- Report any actual, potential, or perceived conflicts, as per the Anti Corruption and Fraud Policy

## 4. SOCIAL MEDIA & PUBLIC COMMENT

- Avoid negative comments about the Y on social media
- Only make public comments with prior approval
- Ensure private comments are not attributed to the Y
- Comply with Y policies when using personal social media accounts
- Act in line with the Integrated Media and Communications Policy

## 5. WORKPLACE RELATIONSHIPS

- Disclose personal relationships that may create conflicts of interest

# CONNECT - WHAT IT'S NOT

## 1. INTERACTING WITH OTHERS

- Disrespectful or unfair treatment of others goes against the Equal Opportunity & Inclusion Policy
- Dismissing diverse opinions or backgrounds, including that of children and young people
- Discrimination, bullying, harassment or any form of exclusion
- Unprofessional or non-inclusive behavior

## 2. CONFLICT OF INTEREST

- Failing to disclose or actively avoid conflicts of interest is a breach of the Conflict of Interest Policy
- Ignoring or not reporting actual, potential, or perceived conflicts

## 3. SOCIAL MEDIA & PUBLIC COMMENT

- Posting negative or damaging comments about the Y or people associated with the Y on social media
- Making public statements without prior approval
- Private opinions must not be presented as official Y views
- Misusing personal social media in ways that conflict with Y policies
- Any online activity that contradicts the Integrated Media and Communications Policy

## 4. WORKPLACE RELATIONSHIPS

- Failing to disclose personal relationships that may create conflicts of interest

# THRIVE - WE BRING OUR BEST



## 1. ETHICS AND VALUES

- Core values: Safe, Connect, Thrive
- Staff are expected to act in accordance with these values

## 2. PROFESSIONAL BEHAVIOUR

- Conduct oneself appropriately and follow lawful directions
- Maintain a tidy and professional appearance
- Wear and care for the prescribed uniform where appropriate

## 3. EMPOWERMENT AND AUTONOMY OF CHILDREN AND YOUNG PEOPLE

- a. Foster children and young people's independence and self-determination by creating opportunities for them to make choices, set boundaries, and thrive in a supportive environment
- b. Provide personal care with explicit consent, following Y NSW guidelines

## 4. PROACTIVE RISK RECOGNITION AND RESPONSE

- a. Participate in safeguarding training and stay informed on child safety issues
- b. Where possible, identify and address safety risks before they happen
- c. Cooperate fully in investigations, ensuring transparency and accuracy

## 5. THEFT OR FRAUDULENT ACTIVITY

- Act with honesty and integrity
- Report any dishonest or fraudulent conduct, as per the Whistleblower and Anti-fraud and corruption policy

## 6. ELECTRONIC COMMUNICATIONS AND IT

- Use IT equipment for work purposes and protect confidentiality
- Report lost or stolen data and devices
- Follow instructions outlined in the Comprehensive IT usage and AI Policy

## 7. GIFTS AND BENEFITS

- Register all gifts and benefits with managers
- Obtain approval for accepting gifts over \$500

# THRIVE - WHAT IT'S NOT

## 1. ETHICS AND VALUES

- Not behaving in alignment with core values of Safe, Connect, Thrive

## 2. PROFESSIONAL BEHAVIOUR

- Unprofessional conduct or failure to follow lawful directions
- Untidy or inappropriate appearance
- Not wearing or caring for the prescribed uniform, where required

## 3. EMPOWERMENT AND AUTONOMY OF CHILDREN AND YOUNG PEOPLE

- Removing children and young people's independence by removing choices, boundaries, and support
- Provide personal care without explicit consent

## 4. PROACTIVE RISK RECOGNITION AND RESPONSE

- Participate in safeguarding training and stay informed on child safety issues
- Ignoring or not reporting potential risks
- Failing to cooperate fully in investigations in a timely manner with accurate information

## 5. DISHONESTY OR FRAUDULENT BEHAVIOUR

- Failing to report suspected fraud or misconduct breaches

## 6. ELECTRONIC COMMUNICATIONS AND IT

- Using IT equipment for non-work purposes or compromising confidentiality
- Lost or stolen data and devices must not go unreported
- Ignoring the guidelines in the Comprehensive IT Usage and AI Policy

## 7. GIFTS AND BENEFITS

- Accepting gifts or benefits without registering them
- Failing to obtain approval for gifts over \$500

# BEHAVIOUR NOT TOLERATED AT THE Y NSW

The following behaviours which are not limited, are not in line with the Y NSW's values and breach of any of the following behaviours may result in legal or disciplinary action up to and including termination of employment.

## **DISCRIMINATION:**

- Treating anyone unfairly based on attributes such as race, sex, age, marital status, sexuality, pregnancy, or disability
- Imposing requirements or conditions that disproportionately affect certain groups unless reasonable

## **HARASSMENT:**

- Making unwelcome verbal or written comments, gestures, or physical contact that is insulting, intimidating, humiliating, malicious, degrading, or offensive
- Engaging in sexual harassment, including unwelcome sexual comments, jokes, propositions, or physical contact

## **INTIMATE RELATIONS:**

- Failure to disclose workplace intimate or sexual relationships that may create conflicts of interest
- Engaging in intimate or sexual relationships with visitors, athletes, or minors
- Failing to report attempts by minors to initiate intimate relationships

## **VICTIMISATION:**

- Subjecting any person to detriment or unfair treatment for making or supporting a complaint

## **INAPPROPRIATE PHYSICAL CONTACT:**

- Making unnecessary or inappropriate physical contact with children, young people, or at-risk adults
- Engaging in physical punishment or any form of corporal punishment

## **UNPROFESSIONAL BEHAVIOR:**

- Failure to maintain professional boundaries with children and young people
- Using derogatory, culturally insensitive, violent, or sexually suggestive language
- Engaging in behavior that could be perceived as unprofessional or inappropriate

## **BREACH OF CONFIDENTIALITY:**

- Disclosing confidential information without authorisation
- Failing to protect the privacy of individuals

## **UNSAFE PRACTICES:**

- Failing to adhere to health and safety protocols outlined in WHS and safety policies
- Engaging in behavior that endangers oneself or others

## **SUBSTANCE ABUSE:**

- Using, possessing, or being under the influence of illegal drugs or alcohol in the workplace
- Consumption of alcohol in the workplace without prewritten approval by the Leadership Team for specifically listed work functions
- Smoking, vaping, or using any illegal substances on the premises

## **INAPPROPRIATE USE OF TECHNOLOGY:**

- Using organisational IT resources to view, post, download, publish, or distribute inappropriate material
- Breach of Cyber Security or Comprehensive use of IT and AI policies
- Engaging in unauthorised photography or videography
- Failure to obtain consent for media use

# BEHAVIOUR NOT TOLERATED AT THE Y NSW

## **UNSUPERVISED INTERACTIONS:**

- Being alone with a child, young person, or vulnerable adult in a private space without proper authorisation
- Failing to provide adequate supervision during activities and programs
- Failure to follow supervision protocols or risk assessments

## **UNAPPROVED PERSONAL CONTACT:**

- Making personal or private contact with children, young people, or vulnerable adults outside of work-related activities
- Initiating or seeking private arrangements such as babysitting or sports coaching
- Failure to obtain consent for personal care

## **FAILURE TO REPORT:**

- Failing to report complaints, allegations, or concerns about child safety
- Not reporting breaches of this policy to the appropriate authorities

## **REPORTING BREACHES**

- All breaches, including those related to child safety, must be reported to your manager or supervisor
- Breaches will be managed according to the Grievance Procedure and Investigation Procedure

# ROLES AND RESPONSIBILITIES

## *Staff*

Adhere to behaviours, report non-compliance,  
and act in the best interests of the Y.

## *Managers and Supervisors*

Model behaviours, address non-compliance,  
and support staff.

## *People and Culture*

Provide training and support.

## *Executive Leadership*

Model behaviours and ensure understanding  
and implementation of standards.

## *Directors*

Model behavioural expectations  
& approve policy

# RELATED DOCUMENTS

- Y Safeguarding Policy - 'Safeguarding Children and At-Risk Adults Policy
- Safeguarding Roles and Responsibilities Procedure
- WHS Policy
- WHS Roles and Responsibilities Procedure
- Enterprise Risk Management Framework
- Whistleblower Policy
- Conflict of Interest Policy
- DMR Procedure (Decision Making Rights)
- Privacy Policy
- Workplace Sexual Harassment Prevention Policy
- Comprehensive IT Usage and AI Policy
- Cyber Security Policy
- Anti-Fraud and Corruption Policy
- Equal Opportunity and Inclusion Policy
- External Complaints and Feedback Policy
- Grievance Policy
- Complaints and Grievance Handling procedure
- Leave Policy
- Partnerships and Procurement Policy
- Travel Policy
- Integrated Media and Communications Policy
- Risk Management Policy
- Incident Management Policy

# RELEVANT LEGISLATION

- **Children and Young Persons (Care and Protection) Act 1998 (NSW):** Protects the welfare of children and young people
- **Disability Inclusion Act 2014 (NSW):** Promotes the inclusion of people with disabilities
- **Child Protection (Working with Children) Act 2012 (NSW):** Regulates working with children
- **Work Health and Safety Act 2011:** Ensures workplace health and safety
- **Privacy Act 1988 (Cth):** Governs the handling of personal information
- **Smoke-free Environment Act 2000 (NSW):** Regulates smoking in public places
- **ACNC Governance Standards:** Set of 5 core principles required by registered charities to operate lawfully and be run in an accountable and responsible manner
- **Anti-Discrimination act 1977 (NSW):** Promotes equal opportunities and dictates unlawful discrimination
- **Sex Discrimination Act 1984 (Cth):** Prohibits discrimination on the basis of sex, sexual orientation, gender identity, marital or relationship status, pregnancy, family responsibilities and breastfeeding
- **Privacy Act 1988 (Cth):** regulates how personal information is collected, used, stored and disclosed

## DOCUMENT CONTROL

<b>Policy owner</b>	Chief People Officer
<b>Policy issue date</b>	26/11/25
<b>Version number</b>	1.0
<b>Date due for review</b>	26/11/28
<b>Policy Approver</b>	Y NSW Board