



Code of Conduct

Story Factory provides an open, welcoming and safe environment for all young people, staff and volunteers participating in our programs.

Its aim is to foster the development of writing skills and creativity in marginalised young people.

At all times during Story Factory activities and when working for or representing Story Factory, staff and volunteers will:

- treat people with respect, including staff, volunteers, young people, parents and teachers;
- act honestly and with integrity;
- act as positive role models to young people;
- set and obey clear boundaries about appropriate behaviour with young people (see details below);
- follow the Child-safe Child-friendly Policy;
- comply with the Workplace Behaviour Policy;
- only conduct tutoring under the direct supervision of a Story Factory representative who has satisfied a Working with Children Check and National Police Check;
- report and act on complaints and/or any instances of inappropriate behaviour, breach of policy or suspected or observed abuse, by immediately notifying a Storyteller or other Story Factory staff member.

Staff and volunteers:

- will not develop any 'special' relationships with children that could be seen as favouritism, such as the offering of gifts or special treatment;
- will not do things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes, and if a child needs such help, staff or volunteers will seek a family member or accredited carer to help them;
- will not use personal phones or other electronic devices during workshops;
- will not contact students outside of workshops, either in person or by phone, email, social media or any other electronic medium;
- will not do anything, while providing their services, that may bring Story Factory into disrepute;
- accept there may be risks associated with providing their services but agree they will not do anything to unreasonably compromise their own safety or the safety of others;
- will participate in all identity verification checks, background security checks and other security checks (which may include inspecting their personal property) prior to their entry to and departure from any Story Factory activity or premises, and prior to their provision of any services – including completing a Working With Children Check and National Police Check;
- will do anything required by law or Story Factory relating to the protection of children and abide by Story Factory's policies and guidelines for the safety of children as outlined in Story Factory's Child-safe Child-friendly Policy, this Code of Conduct, the Workplace Behaviour Policy and the Volunteer Agreement;

- will do everything required to maintain a Working with Children check and National Police check, and immediately inform Story Factory of anything which may affect these.

Staff and volunteers will set and obey clear boundaries about appropriate behaviour with young people. Specifically, staff and volunteers:

- will not talk to young people about their use of drugs or alcohol;
- will not talk to young people about their personal issues, including relationships and complex mental health issues;
- will not share their address with young people;
- will not share details of their private social media accounts with young people.

If you have any questions about this policy, please contact us on volunteer@storyfactory.org.au.