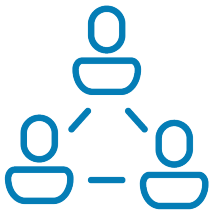


# Code of Conduct

## Easy Read

When you read the words 'we' or 'our' it means **Carers Tas** and **Care2Serve** and our staff

## Rules



This is our **Code of Conduct**.

A Code of Conduct is a set of rules that tells our staff how they must behave at work.

**Staff** means our workers, volunteers, managers, and directors.

## Our Code of Conduct

When we are at work, we must be helpful and positive.



We must follow the rules of our organisation and the laws of Tasmania and Australia.



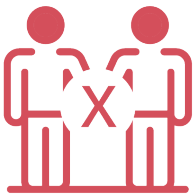
We must tell the truth, be fair, and not take money or things that aren't ours.



We must not tell other people private information about you.



We are not allowed to hurt other people or make them feel bad.



We must not be friends with carers outside of work.



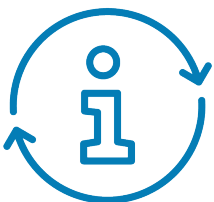
We promise to put carers and families first.



We always respect the rights of carers and their families.



We will treat carers with respect and kindness.



We must tell carers the information they need to know.



We must tell carers how we are going to use any information we have about them.



We won't talk to carers about giving us money when they die and we won't make any decisions for carers about money or legal issues.



We will help carers to choose the best way we can help them.

## Child Safety and Wellbeing



We will follow the laws that help keep children and young people safe.



We will do everything we can to keep the children and young people we work with safe.



We will be kind and caring to everyone, including children and young people.

## Rules

We have rules to help us be a safe place for children and young people.



If you tell us a child or young person is not safe, we will do all we can to make them safer.

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We will tell the government or the police when we are worried about a child or young person's safety.



We will help children and young people to do what they want to do.



We will give our staff the right information and skills to work with children and young people.



All our staff must follow our rules to keep children and young people safe.

We will support the needs of children and young people who are:



- Aboriginal or Torres Strait Islander
- Have disability
- Who are unable to live at home
- Who come from different countries or speak different languages
- Who are LGBTIQ+



We will not do anything that is likely to cause a child or young person harm.



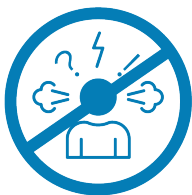
We will be fair to children and their families.



We will not be alone with a child or contact a child if it's not about work.



We will ask the parent or another person who does the same job as a parent if we can tell anyone else things about the child that are usually kept secret.



We will not use bad language or show bad pictures.

## Breaking the rules

### Rules

We teach all our staff about the rules. If we do not teach staff properly, we can get in trouble.



If our staff do not stick to the rules they can be told off, moved to a different job, or they might have to stop their job.



You can complain if we do not follow the rules.

## You can contact Carers Tas or Care2Serve by



Calling 1800 422 737  
(and press 1)



Sending an email to  
[intake@care2serve.com.au](mailto:intake@care2serve.com.au)



Giving online feedback  
at  
[https://care2serve.com.  
au/feedback-form/](https://care2serve.com.au/feedback-form/)