

# Spectrum Quest Code of Conduct

## Purpose

The purpose of the Code of Conduct is to establish a clear standard of behaviour and conduct which is expected of Spectrum Quest.

## Scope

The scope of this Policy applies to all who serve through Spectrum Quest, and all who partake in Spectrum Quest, including but not limited to Game Masters, Volunteers, contractors, participants, parents of participants, and any others involved or associated with any program run by Spectrum Quest.

A simplified version of the code of conduct will be prepared and made available for parents and participants with accessibility needs. Parents and participants who are capable of understanding this non-simplified code of conduct are expected to read and adhere to this full document instead of the simplified version.

## Definitions

- **Participant:** Someone who is signed up for, or partakes in programs and/or activities Spectrum Quest provides. And includes all children and young people (age 0 to 25) a given person comes into contact with while serving for Spectrum Quest.
- **“Those who serve participants”:** This refers to anyone who interacts with, or provides, or is expected to provide service to a participant. This includes but is not limited to Game Masters, Volunteers, contractors, and any others involved or associated with any program run by Spectrum Quest. The expectations outlined in this document for these people are not limited towards their treatment of participants, but all people they interact with while serving under Spectrum Quest.

## Guiding principles

1. Spectrum Quest acknowledges that children and young people with disability are more vulnerable to abuse than children and young people without disability. Spectrum Quest believes that all children should be treated with respect and that any form of child abuse and exploitation is unacceptable. Spectrum Quest has a zero tolerance of child abuse.
2. Consideration and action regarding safety should always be prioritized.
3. Participants should have the dignity of risk as appropriate for, but not limited to, their age and stage of development.

4. Those who serve participants with Spectrum Quest recognize their duty of care to take all reasonable steps to ensure that children are safe from harm, and oversee risk taking is done appropriately.
5. Adherence to this Code of Conduct is a mandatory requirement for all outlined in the scope.
6. Spectrum Quest will ensure that all people outlined in the scope are made aware of this policy and their responsibilities in regards to it.
7. Spectrum Quest believes that all participants, and those Spectrum Quest comes into contact with should be equally protected, treated, and assisted regardless of their gender, nationality, sexuality, religious or political beliefs, family background, economic status, physical or mental health or criminal background.

## Policy

Spectrum Quest will not tolerate any harassment, discrimination, abuse or harm of children and young people.

All those outlined in the scope are responsible for supporting the safety, participation, wellbeing and empowerment of all participants involved with Spectrum Quest.

This Code of Conduct outlines appropriate standards of behaviour towards participants, and aims to protect participants by reducing opportunities for abuse or harm to occur.

All those outlined in the scope are expected to follow this Code. Failure to do so will be considered misconduct, which may lead to dismissal and/or reporting to the police.

All those who serve participants through Spectrum Quest will hold an active and valid Working With Children Check, and will obtain a police check upon request by Spectrum Quest leadership.

## In addition, all those who serve participants through Spectrum Quest must:

- Always follow Spectrum Quest policies and procedures.
- Adhere to the [National Principles for Child Safe Organisations](#) and the [Victorian Child Safe Standards](#).
- Take all reasonable steps to protect participants from physical, emotional or sexual abuse, harm or neglect.
- Treat participants with respect by listening to them, valuing their ideas and opinions and acting in a culturally sensitive way.
- Welcome and include all participants, regardless of their background or lived experience.
- Provide environments that are physically, emotionally and culturally safe, accessible and inclusive for all participants.
- Maintain professional boundaries and model appropriate adult behaviour in all real world and online contact with participants.
- Respect the privacy of participants, their families/carers, and only disclose information if you have informed consent or where there is a duty of care concern.

- Discuss any concerns about the safety of participants in your care with Spectrum Quest.
- Report any breaches of this Code of Conduct to Spectrum Quest.
- Contact NDIA if you believe: Spectrum Quest is not serving in a way that is appropriate for a business serving NDIS participants, and you believe Spectrum Quest is aware of this, and Spectrum Quest has not taken reasonable steps to address it in a reasonable time frame.
- Contact Consumer Affairs if you believe: Spectrum Quest is not providing services as a business in a reasonable manner, that Spectrum Quest is aware of this, and Spectrum Quest has not taken reasonable steps to address it in a reasonable time frame.
- Contact the police if a participant is at immediate risk of abuse (telephone 000)

### All those outlined in the scope must not:

- Shame, humiliate, oppress, belittle or degrade any participant.
- Discriminate against any participant on the basis of age, gender, race, culture, disability, vulnerability or sexuality.
- Engage in any activity with a participant that is likely to cause them physical, emotional or cultural harm.
- Initiate unnecessary physical contact with a child or young person or do things of a personal nature for them that they can do for themselves.
- Be alone with a child or young person unnecessarily and/or for more than a very short time.
- Develop a 'special' relationship with a specific child or young person for your own needs.
- Engage in a romantic or sexual relationship with a young person you work with, or first made contact with through your work or volunteering, no matter the age of the young person.
- Show favouritism through the provision of gifts or inappropriate attention.
- Arrange unauthorised contact, including online or via the phone, with children or young people.
- Photograph or video a child or young person without their/their parents'/carers' consent.
- Use inappropriate language in the presence of participants, appropriate to their age, development, cultural background, and other relevant factors.
- Disregard any action or report that breaches this Code of Conduct, or policies and procedures.

## Breaches of the Code of Conduct

If any Spectrum Quest staff member or volunteer believes, or is aware of a breach of the Code of Conduct, they must:

- Act to prioritise the best interests of participants.
- Take actions promptly to ensure that participants are safe.

All those outlined in the scope are expected to follow this Code of Conduct. Failure to do so will be considered misconduct, which may lead to dismissal and/or reporting to the police. Breaches will be handled by employed members of Spectrum Quest with the following possible outcomes:

## No further action

Should an investigation into a matter result in a conclusion that the alleged event did not occur, was not as serious as had been alleged, or involved a misunderstanding, there may be no further action as a result.

## Informal warning

Should an investigation into a matter result in a conclusion that the matter was not serious, or that the person did not intend to breach policy, an informal warning may be given, and the occurrence recorded. The warning may consist of providing the person with a copy of the relevant Code, procedure or policy to review.

## Formal warning

In the event of a breach of policy, a formal warning may be issued with:

- Details of the behaviours expected of all persons outlined in the scope of this document;
- Details of the behaviours observed or indicated;
- Details as to the changes in behaviour expected in order to address these concerns.

In the event that the changes in behaviour do not occur in a reasonable timeframe, the matter may progress to dismissal. In managing problems with performance, those who serve participants through Spectrum Quest will usually be given more than one formal warning before proceeding to termination. The number of warnings will be proportionate to the severity of the performance issues, and will be communicated to the person in question.

## Dismissal or termination of contract, or participation in Spectrum Quest activities.

Dismissal/termination is the final, and least desirable disciplinary action. It may occur where other methods have failed to resolve the matter, or where the matter is considered serious misconduct.