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Applies to	All yourtown		

purpose

The purpose of the Providers Code of Conduct (the Code) is to establish the values, governing principles, and ethical standards and behaviour expected of a third-party provider.

overview

yourtown is committed to maintaining the highest standards of ethics and integrity both through our business practices and relationships and through ensuring that the children, young people and adults at risk with whom we work, and our personnel, are safe, and feel safe, at all times.

At **yourtown** our relationships with providers are an integral part of our work. **yourtown** expects providers to conduct their business lawfully and ethically in accordance with the principles set out below.

The Code summarises the values as they apply to providers. It provides a set of governing principles for providers' behaviour and reporting requirements while engaged by, or providing a service on behalf of, **yourtown**, and when interacting with our personnel or clients.

providers principles

1. Business integrity

Act with integrity in all business dealings when engaging with or representing **yourtown**. Providers must:

- behave and conduct business in a way that upholds the integrity and good reputation of **yourtown**.
- never, directly or through intermediaries, offer or promise anything of value in order to improperly obtain or retain a business, or other advantage from a third party, or **yourtown** personnel, whether publicly or privately.
- adhere to local, state and national regulations, including laws governing political contributions, lobbying, gifts and conflicts of interests.

2. Human Rights, Anti-Slavery and Mandatory Reporting laws

Respect the human rights of people, and laws where **yourtown** operates. Providers must:

- respect the fundamental human rights of children, young people, adults at risk and their families and **yourtown** personnel, recognising that everyone is entitled to respect without distinction of any kind, regardless of their race, colour, sex, gender identity, language, religion, culture, or any other reason.

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- not traffic persons, or use any form of slave, forced, compulsory, bonded or prison labour; adhere to all applicable industrial relations laws regarding minors; and we require our recruitment agencies to abide by those provisions.
- not arrange, facilitate, or transport persons in any way that could be considered trafficking or exploitation.
- not threaten any person with, or subject them to, harsh or inhumane treatment, including but not limited to verbal, emotional or physical abuse, harassment, bullying, mental and/or physical coercion, or sexual harassment or abuse.
- adhere to relevant local, state, and national laws, and comply with legislated mandatory reporting, and reportable conduct schemes operating in relevant states and territories.

3. Labour Practices

Provide fair remuneration, and act in accordance with modern slavery, industrial relations laws and awards. Providers must:

- be able to demonstrate compliance to modern slavery laws across relevant policies, and supplier selection procedures; and have risk mitigation plans and supply chain maps that indicate their willingness to provide transparency in their employment arrangements.
- provide fair remuneration for employees, including complying with minimum wage requirements and award conditions and benefits; and
- act in accordance with all applicable laws related to wages, employment conditions, working hours and legally mandated benefits applicable under all relevant federal, state or territory industrial relations laws.

4. Equality and Diversity

Respect the traditions, cultures, and diversity of the people that **yourtown** works with. Providers must:

- respect the diversity and uphold the equality of all **yourtown** personnel and clients in support of **yourtown**'s zero tolerance for discrimination of any form.
- act equitably, ethically, authentically, reasonably and with integrity, and treat all others with respect, honesty, and courtesy.
- promote and enable participation, provide services, and use language that is welcoming, culturally safe and inclusive.

5. Safeguarding

Promote a strong safeguarding culture as shared responsibility at all organisational levels. Providers must:

- provide a safe and supportive physical and/or virtual environment for all children, young people, and adults at risk.
- not engage in any unlawful or grooming activity with, or in relation to, a child, young person, or adult at risk; or use inappropriate language, or show, or provide access to inappropriate images or material to **yourtown** clients or personnel.
- effectively monitor, prevent, reduce, and remove any risks associated with the work that personnel undertake in support of **yourtown**'s zero harm aims.

The obligations below apply only to providers who work directly with children, young people, and adults at risk. These providers must also:

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- ensure their workers interacting directly with clients are trained and safe to work with children, young people and at-risk adults and have appropriate Working with Children Checks in accordance with relevant state and territory law.
- maintain records of Working with Children Checks and training related to work with children, young people and at-risk adults.
- comply with the National Principles for Child Safe Organisations and Commonwealth Child Safe Framework, and child safe standards, reportable conduct, and mandatory reporting schemes in accordance with relevant state and territory law; and evidence commitment to safeguarding practices by displaying safeguarding policies and procedures online and providing copies to **yourtown**.

6. Health and Safety

Promote a safe and healthy workplace that reduces risks and aims for zero harm. Providers must:

- take all reasonable action to ensure healthy and safe work environments and avoid adversely affecting the health and safety of others.
- comply with **yourtown** policies, procedures, and written or verbal directions by authorised **yourtown** personnel when operating within a **yourtown** physical or virtual site.
- effectively monitor, prevent, reduce, or remove any risks associated with the work that personnel undertake and **yourtown**'s clients engage with, in support of our zero harm aims.
- ensure all their people are trained and competent to work within Health and Safety laws and regulations, and **yourtown**'s safety requirements, working in a manner which promotes a positive safety culture.
- never allow a worker who is under the influence of alcohol, the possession or use of illegal drugs, or the inappropriate use of any drug or substance to provide a service to a **yourtown** client or personnel.

7. Privacy and Confidentiality

Respect the privacy and confidentiality of the people and work that we do. Providers must:

- maintain appropriate confidentiality and respect privacy regarding dealings with any personal or sensitive information or data; or regarding any premises that **yourtown** operates.
- maintain appropriate professional boundaries and standards of ethical behaviour.

8. Accurate Records

Keep accurate records using recognised accounting standards and security measures. Providers must:

- ensure all records created and maintained, are clear, accurate and complete. Providers accept the responsibility to submit correct invoices and/or time records.

9. Supply Chains

Convey this Code to relevant staff within their business, and relevant supply chains in a manner that can be understood. Providers must:

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- work with supply chains to ensure they meet the principles of this Code; and demonstrate a willingness and commitment to comply with this Code.
- train employees and managers in procurement on how to spot and report modern slavery internally and throughout their supply chains.
- meaningfully review supply chains and operations by conducting assessments to identify and analyse supply chain risks and take steps to reduce risks within the supply chain.
- choose supply chain partners that consider and uphold ethical standards and behaviour in the areas of labour, health and safety and the environment and who meet mandatory review and reporting requirements.

reporting complaints and violations

Reporting Complaints

Providers must immediately respond to, and report, any concerns or complaints of harm or abuse by their staff member towards a **yourtown** client or **yourtown** personnel. Providers must also immediately report any allegations of harm or abuse of a client or the Providers' staff by **yourtown** personnel that are disclosed to them.

Providers must notify **yourtown** in writing immediately after a complaint of harm or abuse is made. Providers must proactively work with **yourtown** and any relevant authorities to investigate and resolve the complaint. Providers are also expected to work with **yourtown** to proactively review and act upon lessons learned following an investigation.

Reporting Violations

Providers must report to **yourtown**, and act to correct, any suspected violations of regulations, laws or the Code, including reports made under mandatory reporting, or reportable conduct laws. If in doubt, report the matter to the **yourtown** contact.

Reporting Process for Complaints and Violations

1. Where there is an allegation of sexual or physical abuse or harm, reports must be made to the appropriate authorities.
2. The complaint or violation must be reported by emailing the **yourtown** manager with whom the provider has a relationship. CC: the following email address into the email: procurement@yourtown.com.au
3. After sending the email, the complaint or violation must be immediately reported via phone to the **yourtown** manager.

application and compliance

The Code is intended as an addendum to any formal contractual obligations with **yourtown**.

Where there is no formal contract with **yourtown**, providers are to agree to abide by the Providers Code of Conduct in writing by a senior officer of the organisation via the Providers Code of Conduct Agreement (Appendix One) and emailed to procurement@yourtown.com.au. The provider must inform all employees and agents to follow the Code as the minimum standard required for working with **yourtown** and/or its clients. **yourtown** reserves the right to investigate any reasonably suspected breach of the Code and reserves the right to terminate its business relationship with any provider who has violated the principles set out above.

The principles under the Code should not be taken as exhaustive. Even if a topic is not specifically addressed in the Code, the provider is still obliged to maintain the highest ethical standard under every, and all circumstances.

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reference and related documents

- Safeguarding in Practice - Policy and Procedures

governance

- Safeguarding in Practice - Policy and Procedures

document review details

Review Details	Review Date	Revision
New Document	10 October 2022	