

Penrith Youth Services

Code of Practice

April 2002

Spyns Inc.

Code of Practice for Youth Service

Professional Behaviour and Boundaries

1. Our service delivery is shaped and guided by professional conduct that is based on knowledge and skills, being youth focused and agreed the implementation of philosophies that underpin our practice, including:

- Access and equity
- Social justice
- Empowerment of young people
- Supporting young people to be themselves, to explore their options and reach their potential
- Encouraging young people to accept responsibilities
- Creating an environment of fun
- Creating a culture of listening
- Advocacy on behalf of young people
- Use of a harm minimisation model

2. To maintain and ensure the boundaries of our professional role, youth workers will not create social networks or personal relationships with young people and will not disclose irrelevant personal details. Workers will not do things that could open them to innuendo, in order to protect both themselves and the young people.

3. Workers model respect through use of language, communication and actions. In particular:

- Youth workers will use appropriate language when communicating with young people and will not use language that is abusive, offensive, racist, sexist, homophobic or puts people down.
- Youth workers will not smoke when delivering the service and will not be alcohol or drug affected during work hours.

4. Youth workers will create a safe and appropriate environment for young people, workers and volunteers.

5. In all our dealings with young people, their families and others in the community, we will show understanding and respect, while at the same time recognizing our responsibilities and obligations.

Recognition of young people's positive behaviour and resolution of challenging behaviour.

6. Youth services will take responsibility to provide a welcoming and safe environment which encourages mutual respect and participation of all young people.

7. Youth services will be involved in facilitating processes where positive interaction and behaviour of young people are encouraged and recognised.

8. Youth services will encourage appropriate behaviour by young people, including behaviour that is not harmful to themselves or others.

9. Youth services will implement consistent behaviour management processes within and between services in order to achieve positive outcomes for young people.

Access and Equity

10. Youth services will actively encourage and support access to youth services by young people, their families and other groups that reflect the diversity in our communities.

Confidentiality of Information

11. Any information about young people using the service will be treated confidentially, except where workers have a legal obligation to report this information or where the young person consents to the information being passed on. Youth services will make it clear to young people the types of issues we are legally required to report.

Service Management and Development

12. All workers, volunteers and students, have the right to:

- A safe work environment
- Access to professional supervision and support and peer support networks
- Access to all key documentation and information
- Access to training and development opportunities

And the responsibility to take these things up. Management has the responsibility to ensure the implementation of these rights, including securing adequate resourcing to provide them.

13. Workers are responsible for their professional development, with appropriate support and resourcing from management

14. Volunteers and students should not take the place of paid workers and will not be required to work unsupervised.

15. Youth services management, staff and volunteers will work within and recognise the importance of relevant laws and legislation, including the rights of staff to union membership and support.

Cooperative Working Arrangements

16. Youth services are committed to working cooperatively together in ways that recognise differences and diversity and demonstrate professional respect for each other.

17. Staff, volunteers and management are all responsible for actively following these practices across all youth services in the area, in order to encourage a consistent professional approach to the provision of services.