



MEMBER CODE OF CONDUCT PROCEDURE

Procedure number	Operations 1 Proc.2	Version	1
Drafted by	Fiona Endacott	Approved by CEO on	July 2025
Responsible person	Fiona Endacott	Scheduled review date	July 2027

RESPONSIBILITIES

It is the responsibility of Connecting Foster & Kinship Carers-SA Inc (CF&KC-SA) to ensure guidelines are in place relating to the conduct of members engaged in communication with the organisation, and on various platforms, to facilitate a safe and supportive carer community.

PROCEDURE

Purpose

To ensure all members of CF&KC-SA engage respectfully, safely, and constructively with the organisation, its employees, board members, volunteers, placement students and other members—whether in person, online, or via social media. This procedure reinforces CF&KC-SA's commitment to creating a safe, inclusive, and supportive environment aligned with its mission, values, and child-safe responsibilities.

Scope

This procedure applies to all registered members of CF&KC-SA when engaging with the organisation through:

- Face-to-face interactions (e.g. meetings, events, consultations)
- Virtual engagements (e.g. phone, video calls, webinars, emails)
- Online and social media platforms (e.g. Facebook, X, LinkedIn, Instagram, online forums)

Conduct Expectations

Members are expected to:

- Demonstrate respect, compassion, and integrity, consistent with CF&KC-SA's Core Values.
- Communicate in a manner that is constructive, solution-focused, and non-judgmental.
- Treat CF&KC-SA staff, volunteers, and other members with courtesy and dignity.
- Avoid behaviours that are aggressive, discriminatory, intimidating, or otherwise harmful.
- Respect the confidentiality and privacy of other members, carers, staff, and children in care.

Face-to-Face Engagement

Members are expected to:

- Behave in a way that is safe, respectful, and inclusive of all guests and attendees.



- Follow staff guidance and event guidelines.
- Not engage in disruptive, aggressive, or discriminatory behaviour.

Virtual Communication

Members are expected to:

- Use respectful and professional language in emails, messages, and video calls.
- Avoid abusive or harassing language, tone, or content.
- Allow reasonable time for employees response and recognise employee boundaries.

Social Media Engagement

Members are encouraged to engage with CF&KC-SA's online communities and pages. All online conduct must reflect the organisation's values and maintain a safe environment.

Members must:

- Engage respectfully and constructively in discussions.
- Not post defamatory, aggressive, threatening, or misleading content.
- Avoid naming or sharing identifying details about children, young people, carers and other members.
- Not use CF&KC-SA platforms to amplify personal grievances or complaints—concerns should be directed through appropriate internal channels.
- Understand that all CF&KC-SA social media communities are moderated to maintain safety and respect.

Child Safe Commitments

Members must:

- Prioritise the safety and wellbeing of children and young people at all times.
- Never act in a way that risks a child's safety.
- Report concerns promptly to CARL (13 14 78) or CF&KC-SA staff.
- Avoid sharing any identifying or sensitive information about children or young people online or in group settings.

Feedback and Concerns

CF&KC-SA encourages respectful feedback and welcomes concerns raised in good faith.

Members may:

- Share feedback via phone, email, or formal consultation.
- Raise complaints through CF&KC-SA's Feedback and Complaints Procedure.

Social Media Moderation and Enforcement

CF&KC-SA reserves the right to manage and moderate its social media platforms to uphold the safety, wellbeing, and dignity of all community members, employees, board members, volunteers and placement students.

Where breaches of this Code occur on social media, CF&KC-SA reserve the right to:

- **Hide or delete** content that is disrespectful, offensive, aggressive, misleading, or that breaches privacy or child safety expectations.



- **Issue a written warning** via private message or email, explaining the breach and expectations for future conduct.
- **Temporarily restrict or mute** member activity (e.g. commenting, posting).
- **Block the member** from CF&KC-SA's social media pages or groups in cases of:
 - Repeated breaches following a warning
 - Serious misconduct (e.g. hate speech, threats, defamation)
 - Posting confidential, discriminatory, or child-identifying content
 - Compromising the safety or wellbeing of staff, carers, or children

Procedural fairness will guide all moderation decisions. This includes:

- Notifying the member of the concern and the intended action
- Giving the member an opportunity to respond
- Making decisions impartially, with consideration of context and impact

Members may request a review of moderation decisions by writing to the Chief Executive Officer.

Consequences of Breach

Where a member breaches this procedure, CF&KC-SA may:

- Offer informal or formal reminders or warnings
- Restrict access to services or platforms
- Suspend membership or refer the matter to the Board for further action in accordance with the CF&KC-SA Constitution

Procedural fairness will be applied in all cases, including:

- Informing the member of the nature of the alleged breach
- Providing an opportunity to respond to the concern
- Ensuring an unbiased decision-making process
- Notifying the member of the outcome and any right to appeal

Commitment to Procedural Fairness

CF&KC-SA is committed to ensuring procedural fairness in all decisions relating to member conduct. This means:

- Decisions will be made in a transparent, timely, and respectful manner.
- Members will be informed of any concerns raised about their behaviour.
- Members will be given the opportunity to respond before action is taken.
- Responses will be carefully considered, and decisions will be made free from bias or personal interest.
- Where action is taken (e.g. blocking, suspension), members will be informed of the outcome and any available review or appeal processes.



AUTHORISATION

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Chief Executive Officer

July 2025

Connecting Foster & Kinship Carers – SA Inc