

 <b>Wingate Avenue</b> Community Centre	Title:	
	<b>CODE OF CONDUCT POLICY</b>	
	Version: 2.3	Approved: Committee of Management September 2016
Administered: Manager	Next Review: September 2018	

## Background

The adult learning and community activity environment at Wingate Avenue Community Centre (WACC) encourages and supports the participation of all people from diverse backgrounds.

WACC aims to ensure learning and participation is enjoyable and that everyone who comes to the Centre has an equal opportunity to learn, participate or work in a supportive and friendly environment.

The Code of Conduct applies to all centre users, including students, staff, committee members, parents and volunteers.

## The Centre provides these services through:

- Adult and Community Further Education
- Neighbourhood House Activities
- Courses and Workshops
- Social and Support Groups
- Moonee Valley Legal Service
- Adult Migrant English Program
- Skills for Education & Employment Program
- Victorian Training Guarantee accredited funded program
- Language, Literacy & Numeracy Program
- Moonee Valley Settlement Services
- City of Moonee Valley Maternal & Child Health Service
- ReGen Drug and Alcohol
- Network West
- Occasional Childcare Service

## All persons employed at Wingate will provide high quality training

Wingate is committed to providing high quality training and will adhere to the principles of the Victorian Training Guarantee Quality Charter. This particularly relates to:

- Principle 1: Ensuring that Wingate staff communicates government funded training opportunities in a manner that is ethical, accurate, transparent and accessible.
- Principle 2: Ensuring that Wingate informs the student about their course.
- Principle 3: Ensuring that Wingate delivers a suitable training program for the student.
- Principle 4: Ensuring that Wingate plans and delivers training and assessment that meets Regulatory Standards.
- Principle 5: Ensuring that Wingate gives the student opportunities to provide feedback.

## All persons using the centre have a right to:

- Quality programs and courses
- Adequate information on accredited and pre accredited courses and activities
- Adequate information on the centre's policies and procedures regarding their rights
- A supportive and friendly environment where you can learn, participate and achieve your goals
- Confidentiality and privacy to be respected at all times
- Respect for diversity of culture, religion and opinions
- Respect for individual needs
- A clean and safe environment
- Be free from harassment, discrimination and physical or verbal abuse
- To have their needs listened to.

## Individual responsibilities

- That you respect the Centre's policies and procedures
- That you ask for confirmation about any aspect of the policies or procedures that you are unsure about
- Respect for other's opinions, views, cultures and procedures
- Respect for all people's right to learn and participate
- Courtesy towards all people involved in the centre, both workers and participants regardless of ability and need
- To request further information regarding any aspect of the course or activity that you may be unsure of
- To participate in all aspects of the course or activities where enrolment processes are met
- To notify the centre if you are unable to attend class or activity if possible
- An understanding and acceptance for the needs of others
- Care for the property of others and its return when borrowed
- Punctuality
- Response to any reasonable instruction from a member of staff
- Supporting the opportunities for all students
- Turning off mobile phones in the classroom or during activities as appropriate

**Harassment of any form is not acceptable at WACC. Harassment based on gender, race ethnicity, religion, size, age, disability, sexual preference which may include sexist or racist language, or physical or verbal abuse is a criminal offence.**

If a person is behaving in an inappropriate manner they will be asked to leave the centre. If necessary the matter will be reported to the police.

If you feel that you are being treated unfairly you can speak to the Manager or you can contact the Committee of Management, 13a Wingate Avenue, Ascot Vale 3032.

The Committee of Management meets monthly and will respond to any concerns about the centre that can't be resolved with the Centre Coordinator/s.

## Related Documents

- Access and Equity Policy
- Complaints and Appeals Resolution Policy and Procedures
- Discrimination and Harassment Policy and Procedures
- Disciplinary Procedure
- Incidents Procedure

Adopted by Committee of Management on (date): 19/09/2016

Signed by Chairperson: Renee Hancock 