


Title: CODE OF CONDUCT POLICY		 Wingate Avenue Community Centre
Version: 3	Approved: 17-Apr-2023	
Administered: General Manager	Next Review: 17-Apr-2026	

1. Purpose

This Policy sets out our standards in terms of behaviour, professional conduct, and ethical standards. It also provides information on the management of non-compliance with the Policy.

While this Policy is specifically written for employees and volunteers, we expect contractors and any person or organization representing Wingate Avenue Community Centre to follow the code in connection to their work for us.

We view everyone who contributes to services at the community centre as a part of the team, whether they are an employee, volunteer (including Committee of Management members and general members) contractor, or representative. All members are held to the same standard of behaviour, regardless of their role or position.

2. Our Culture

Wingate Avenue Community Centre has a human-centered and values-led culture, which is shaped by our mission, objectives and values. How we operate and deliver services is driven by our:

MISSION:

- We are committed to being a centre focused on social justice, advocacy and action on behalf of local people who are experiencing barriers to participation. We believe this commitment will lead to improved agency, quality of life and empowerment for all in the community.

OBJECTIVES: in everything we do, our objectives are to:

- Remove barriers to participation by providing safe, welcoming, accessible services which are affordable, relevant and inclusive.
- Build and promote a sense of community and neighbourliness based on harmony, understanding and respect for difference.
- Liaise and consult with residents and agencies to plan and develop programs and further develop the aims of the centre.
- Be aware of, and responsive to the changing needs and aspirations of residents, particularly those experiencing vulnerabilities.

VALUES: In everything we do, we value:

- Compassion. Diversity. Inclusion. Quality. We apply these values at every level of the organisation.

In everything we do, we apply our mission, objectives, and values. This creates the culture of the organisation, and is the central framework we use when developing, implementing, and evaluating our services, programs and activities. This framework enables us to be a culturally safe environment, that fosters diverse and unique identities, and experiences.

3. Code of Conduct Principles

This Policy does not include every behavioural and professional standard, or ethical issue that we might face, nor every law or policy that applies to our services. In these circumstances, when there is no clear rule or regulation, good judgement must be exercised.

The following four principles must be used in any situation:

- A. RESPECT FOR ALL

Everyone has the right to be treated with dignity and respect, and to receive support to achieve agency in their life. We are committed to creating a welcoming, safe and accessible environment that appreciates the unique experiences, traits, views and rights of others.

We respect differences in culture, religion, individual need, and opinion.

B. VALUING DIVERSITY AND INCLUSION

Everyone has the right to participate in aspects of society of their choosing, including accessing services and receiving support in ways that facilitate this. We believe that the inclusion of all enables diversity, and that diversity positively contributes to the development of our community and society. We seek to remove barriers to participation so that community members and cultural groups can opt into our services as they choose.

We work to build and promote a sense of community and neighbourliness based on harmony, understanding and respect for differences, so that all in the community may be safe, free from harm, develop, and grow.

C. PROFESSIONAL BEHAVIOUR IN THE WORKPLACE

Our team is our biggest asset. They connect community members to our services and influence the quality and diversity of our services. We are committed to creating a welcoming, safe, and accessible environment, and our team is how this happens.

Our team demonstrates reliable, honest, transparent, professional behaviour to all in the community (including colleagues) and are accountable to our standards.

D. HONEST AND ETHICAL BUSINESS CONDUCT

The quality of our services and connection with the community is strengthened through honest and ethical business practices. We value our strong connection with the community, other organisations, funders, and government, and will conduct business honestly, ethically and transparently at all times.

We actively engage with regulations, contractual requirements, policies and guidelines in all our business practices, and are accountable through transparent reporting, made publicly available.

4. Your Rights

Our community centre is a place where diverse people come together to connect, grow, learn and work. We are proud of this diversity and protect each person's rights while at the community centre.

- Everyone has the right to be safe and free from harm.
- Everyone has the right to be protected from discrimination.
- Everyone has the right to be protected from bullying, harassment and abuse.
- Everyone has the right to have the opportunity to gain a living by working, which is freely chosen or accepted.
- Everyone has the right to privacy and confidentiality.
- Everyone has the right to information on the community centre's policies and procedures.
- Everyone has the right to make a complaint without consequence.
- Employees have the right to receive the Fair Work Information Statement.
- Employees have the right to request a copy of their employment record.
- Employees have the right to be paid correctly.
- Employees have the right to be protected from unfair dismissal.

5. Your Responsibilities

You need to know and understand what's required of you when performing your role. You need to comply with all:

- Relevant laws, regulations, contractual requirements and policies that apply to your job.

- Operate professionally and ethically, consistent with our values, and expected behaviours.

You are ultimately responsible for your actions.

Managers

It is your responsibility to communicate and demonstrate behaviours that reflect and model our Code of Conduct when you interact with your team and others. This means making sure that all activities you undertake on behalf of the community centre are in line with this Code of Conduct. It also means giving feedback or advice so that their behaviour is consistent with this Code.

Personal Conduct

We are committed to a respectful workplace, where diversity is embraced so that all in the community can opt into quality services, programs, activities or events at the community centre. This means we don't:

- Insult people.
- Put people or their ideas down.
- Communicate in rude, disparaging, or disrespectful ways, either in person, via email, platforms or social media.

All staff must act in a professional manner, with respect towards community members, colleagues, suppliers and key stakeholders. Respect includes showing kindness, empathy and compassion. Respectful behaviour might include:

- Actively listen and absorb what others are saying, in order to respond appropriately.
- Having an open mind when talking with others, in order to understand the other's point of view.
- Being kind: having consideration for the other's experience. Being polite and friendly. Thinking before you speak. Not gossiping, teasing or discussing behaviours outside acceptable channels, such as with a supervisor or General Manager.
- Showing empathy: accepting another's perspective, feel their emotions, and accepting these as true. Recognising, understanding, and being aware of and sensitive to (vicariously experiencing) the feelings, thoughts and experiences of another; without judgement.
- Showing compassion: desire to help (another person or yourself).
- Being inclusive.

Professional Conduct and Ethical Behaviour

- Publicly and privately support the organisation and each other, acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of the community centre and its objectives, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
- Work towards our stated aims and purposes and provide the best possible standards of services to the community.
- Ensuring that personal and financial interests do not conflict with your duty to the community centre.
- Work according to our policies and procedures.
- Take affirmative action on any inappropriate behaviour witnessed, in consultation with your Manager or the General Manager.
- Maintain confidentiality regarding any information gained through your work and not divulge personal information (such as the address or phone numbers of current or past staff, committee or service users). [Refer to **Privacy Policy** for additional information.]
- Carry out your duties in a safe, responsible, and lawful manner, and in doing so, ensuring that the community centre carries out its business in accordance with the law, in line with both legal and moral duties of your role.

- Ask for clarification about any aspect of the policies or procedures that you are unsure about.
- Be punctual and reliable in your attendance and adhere to your hours of duty. Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.
- Comply with the prescribed terms and conditions of your employment.
- Record your attendance for duty in the manner prescribed.
- Do not attend work under the influence of drugs or alcohol or consume alcohol in the workplace.
- Maintain appropriate dress standards (smart casual or professional), taking into account the diverse cultures that use the community centre, and their dress standards and values.
- Respect and safeguard the property of the organisation, the public, and colleagues; and observe safe work practices so as not to endanger yourself or others. [Refer to **Health and Safety Policy** for more information.]
- Take affirmative action on any workplace safety concern you witness, including reporting it to your Manager or the General Manager
- Ensure that all transactions, agreements and records that flow from relationships with WACC's stakeholders will be accurately and openly recorded in the organisation's books and records, and no entries will be made which obscure the true nature of a transaction.
- Ensure that WACC will market its services with integrity and accuracy.
- Undertake no personal or business activities for personal gain while at the organisation or while conducting business of the organisation: procedures associated with such activities will not be carried out on the organisation's computers without open and express permission of a higher authority.
- Do not accept any gifts or services of value. Where it is apparent that they are being given with the intention of influencing you in any way. Gifts of over \$50 may be refused.
- If unsure, take action to discuss issues, where appropriate with other staff and committee members, to determine whether or not a contemplated action is ethical.
- When assessing potential partnership opportunities with external organisations, ensure that those organisation's values align with those of WACC.

6. Non-Compliance

Zero Tolerance for Abuse or Harassment

Abuse or harassment of any form will not be tolerated. Bullying, harassment or abuse based on gender, race ethnicity, religion, size, age, disability, gender identity or 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.

[Refer to **Complaints and Appeals Resolution Policy, Staff Grievance and Dispute Resolution Policy, and Discrimination and Harassment Policy** for more information.]

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

7. Definitions

Abuse means speaking in insulting or offensive ways, treating someone with cruelty or violence, especially regularly or repeatedly.

Agency means the capacity of an individual to act independently and make their own choices, freely; the ability to act on one's will.

Bullying means behaviour that is repeated, and intended to cause psychological, social, or physical harm; behaviour that seeks to harm, intimidate, or coerce someone, particularly someone perceived as more vulnerable.

Contractor means a person or firm that undertakes a contract to provide materials, labour, perform services, or specified job.

Discrimination means the unjust or prejudicial treatment of different categories of people, especially on the grounds of ethnicity, age, sex or disability.

Employee means a person paid by Wingate Avenue Community Centre by salary, especially at the non-executive level.

Ethic/al means the system of moral principles that affect how people and businesses make decisions.

Fair Work Information Statement means the FWIS published by the Fair Work Ombudsman.

Harassment means any behaviour or acts that are unwanted, generally systematic and continued.

Human-centred means using an approach to problem-solving that puts the people at the heart of the design process. The human-centred design process begins with empathy for the people we are designing for. The process: generates a wide variety of ideas; translates some of these ideas into prototypes; shares these prototypes with the people we're designing for to gather feedback; builds the chosen solution direction for release. The goal of employing human-centred design is to develop solutions that meet the needs of people.

Professional Behaviour means acting with integrity, respect and honesty in the workplace.

Unfair Dismissal means termination without a valid reason, and which does not comply with specific legislative requirements.

Values-led organisation means an organisation that maintains an ongoing, internal dialogue about its core values, and develops and applies systems to ensure the organisation.

Volunteer means a person who offers to works for Wingate Avenue Community Centre without being paid.

8. Relevant Legislations/Standards

Wingate Avenue Community Centre Constitution, 2013 (Incorp No. A0004414P)

Australian Quality Training Framework (AQTF)

Fairwork Act 2009 (Cmth)

Neighbourhood House Coordination Program Guidelines

Human Services Standards Policy

9. Related Documents

Child Safety and Wellbeing Policy

Complaints and Appeals Resolution Policy

Discrimination and Harassment Policy

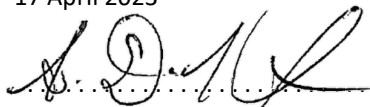
Health and Safety Policy

Privacy Policy

Staff Grievance and Dispute Resolution Policy

Approved by Committee of Management on (date): 17 April 2023

Signed by Chairperson (Ashley Hunt):



I, _____, declare that I have read and understood this policy, and sign this document as my agreement to comply with the Code of Conduct standards.

Signed: _____

Dated: _____