



BASS VALLEY COMMUNITY GROUP INCORPORATED

Bass School Road, Bass Vic 3991

CODE OF CONDUCT POLICY

POLICY STATEMENT

The Code of Conduct Policy applies to all personnel, including volunteers and staff at the Bass Valley Community Centre.

Definition

Code of Conduct: outlines standards of behaviour expected of personnel at the Bass Valley Community Centre.

Principles

All staff and volunteers

- Conduct themselves in a professional manner
- Understand their responsibilities and obligations, and seek guidance when faced with an ethical dilemma or conflict of interest, and
- Respect the rights, beliefs and property of others.

PERSONAL AND PROFESSIONAL BEHAVIOUR

Expectations

All personnel are expected to abide by the law as well as policy and regulations of the Bass Valley Community Group Incorporated and to demonstrate appropriate levels of professional behaviour.

Professional versus Private Behaviour

Working with a local community organisation can present difficulties in terms of social and professional relationships. Staff and volunteers at the Bass Valley Community Centre must make a commitment to ensuring that their behaviour at the Centre is professional. This is essential in an environment where an experience free of harassment is paramount.

Examples:

- **Communications:** All communication between staff and clients should, wherever possible, be through the Bass Valley Community Group office. In the event that a staff member's personal number is obtained by a client, the Centre Manager is to be notified.
- **Personal interaction:** Demonstrations of affection may be appropriate in a social setting that are not generally acceptable in a professional environment. Such behaviour may be or become unwelcome. It is the responsibility of all those working at the Bass Valley Community Centre to ensure that an environment free of harassment or potential harassment is established and maintained.





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Interaction with Colleagues

All personnel must endeavour to:

- Work cooperatively with colleagues, support and learn from each other and accept differences in personal style.
- Respect, and seek when necessary, the professional opinions of colleagues in their area of competence, and acknowledge their contribution.
- Be committed to the Vision and Mission Statement in Part 1, Clause 2 of Rules.

Integrity, Excellence and Working Together

All personnel are encouraged to:

- Comply with all lawful and reasonable directions given. Complaints arising out of such directions shall be discussed, and attempted to be resolved, with your manager. Personnel dissatisfied with the outcome can lodge a personal grievance with the Centre Manager to have the matter resolved. Personnel must continue to carry out any lawful and reasonable directions that may be given until the matter is resolved.
- Report to a manager any behaviour by another employee they consider to be unethical or otherwise unsatisfactory. This may include behaviour that you believe violates any law, rule or regulation or represents corrupt conduct, substantial mismanagement of resources, or is a danger to health or safety or to the environment. Reports of such shall be protected against reprisals providing the claim is based on a reasonable belief, is reported to an appropriate person and is not vexatious.

Equal Employment Opportunity (EEO)

Decision making and professional conduct shall be consistent with the provisions of Equal Opportunity legislation.

Personnel must ensure they observe the EEO principles, exhibit appropriate behaviours and provide a work environment free from harassment (including sexual), bullying and discrimination.

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise unlawful or inappropriate must not be sent by e-mail or other forms of electronic communication or displayed or stored on computer or elsewhere.

Use of Official Resources

Personnel shall:

- Ensure that all resources within their area of responsibility are used effectively and economically in the course of their duties
- Use facilities and equipment including computers, e-mail, Internet access and mobile phones for appropriate purposes only.





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Use and Release of Information to Public Comment

Personnel shall:

- Not reveal confidential information in public. Information of a confidential nature shall not be used by any personnel in any public comment without the prior approval of the Committee of Governance.
- Be required to seek approval from the Committee of Governance before approaching the media, or respond to media approaches on any issues.

Security Release of Information

Client and related information is confidential. Any information regarding clients and/or a service shall **not** be conveyed to another person without appropriate authorisation.

All personnel shall comply with legislative requirements in respect to policies relating to confidentiality and privacy.

Personnel are not to discuss client matters outside of professionally conducted discussion.

Confidentiality with respect to Business/Finance information and security of Systems Information (Information Technology) shall be adhered to by all personnel.

Personal Information

It may be necessary from time to time to collect, use and disclose personal information for the performance of work activity or required by law. Consent shall be obtained from individuals concerned to use sensitive information. Personnel must ensure that the information is accurate, complete and up to date.

Personnel shall take reasonable steps to protect personal information from misuse and loss, and from unauthorised access, modification or disclosure. Clients shall be advised that they have a right to access their personal information and seek corrections to it.

Attending Court

Personnel may be summonsed, subpoenaed or called as a witness or juror at a court of law or any legally constituted inquiry. If this occurs, personnel shall immediately advise their manager and, unless otherwise exempted, attend the court or inquiry as specified.

Business Activities

Personnel shall:

- Act in the interest of the organisation and not in any manner designed to gain unfair advantage for themselves or for other individuals, family, friends or business acquaintances. This particularly applies with respect to obtaining contracts or purchasing of goods and services.
- Disclose in writing to the Centre Manager, any pecuniary or other personal interest held by them, which could lead to a potential conflict of interest between private activities and official duties.





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Gifts and Benefits

Personnel shall not seek to accept favours or gifts for services performed in connection with their duties. Should a gift or benefit be offered personnel must alert the Centre Manager and discuss. Personnel shall not use their position to encourage or obtain a private benefit.

Financial Probity and Accountability

Personnel shall ensure that in financial matters, including the handling of monies, there is full accountability in relation to any advice or transaction in which they may be involved. Personnel with responsibilities of a financial nature shall act in an ethical, responsible and transparent manner and observe the relevant legislative and regulatory requirements.

Outside Hours of Duty Behaviour

Personnel shall conduct their personal affairs in a manner that does not affect their official duties at the centre. Personnel shall be aware that their activity or behaviour outside of working hours could bring the integrity of the Community Centre into disrepute.

Identification badges shall be worn at all times when personnel are working at the Centre.

Criminal Offences

Personnel shall immediately inform the Centre Manager if charged with a criminal offence that is punishable by imprisonment or, if found guilty, would significantly affect his/her ability to perform normal duties; eg a charge of drink driving where the employee is required to drive a vehicle in the normal course of work.

Activity Outside the Centre

Personnel shall not engage in other employment, or conduct a business, trade or profession, where it might generate a conflict of interest with their work in the Community Centre. It is the responsibility of Centre personnel to ensure that at all times activity outside of the Centre does not interfere with work performance and that there is no conflict of interest. If there might be a possibility of conflict of interest, it is essential to discuss with the Centre Manager at the first opportunity.

Confidential information obtained in the course of duty shall not be relayed to anyone else. Should personnel leave the Community Centre, confidential information obtained during engagement with the Centre shall not be used to disadvantage the Community Centre or its clients. Personnel are required to be familiar with the Code of Conduct and ensure adherence to the guidelines. All personnel must appreciate that departure from the provisions of this Code of Conduct may result in legal or disciplinary action.





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Authorised by: **Bass Valley Community Group Incorporated**

President: _____

Date: 17/11/2017

Date of Review May 2016
Date of Review Nov 2017
Date of Next Review June 2020

