

CODE OF CONDUCT

This Code of Conduct applies to **ALL** staff members, management committee members, volunteers, clients (including dealing and interacting with children), participants and visitors of South Lake Ottey Family & Neighbourhood Centre (SLOFNC), and establishes appropriate standards of acceptable behaviour, including respect, integrity and the accountability of all who use the facilities and services.

RESPONSIBILITIES

- Integrity*** We are honest and transparent in our relationships and are accountable for our performance.
- Objectivity*** We readily celebrate the efforts and successes - large and small - of the people we help, our volunteers, supporters, and members.
- Competence*** We uphold the highest standards of honesty, integrity, and transparency in the conduct.
- Confidentiality*** We do not use confidential information for any unofficial or non-work purposes.
- Professionalism*** We treat people with respect, recognising them as they are, and always offering compassionate support.

ALL management committee members, general members, employees and volunteers are expected to:

Maintain a professional standard of behaviour that maintains and promotes confidence and trust in the work of SLOFNC.

Create a harmonious, safe and productive workplace which models our organisational values.

Uphold the highest standards of honesty and integrity in the conduct of duties.

Observe fairness and equity in their dealings with the public and follow members.

Respect the dignity of the public, follow members, volunteers and other employees by treating them with courtesy and respect, honesty and sensitivity to their rights; and without harassment.

Comply with and be seen to act within the spirit and letter of the law.

Preserve, where appropriate, the confidentiality of the organisation's business.

Protect the privacy of the organisation's employees, clients, customers and follow members.

Report any inappropriate behaviour to a member of the committee, management or fellow member.

Devote time and effort to fulfil the requirements necessary for the performance of any duties assigned by the organisation by reading the materials and participating fully in meetings.

All children whilst visiting the premises deserve a safe environment.

Professional boundaries should be maintained.

NO physical or verbal abuse of others.

NO alcohol and /or drugs are permitted anywhere on the premises.

NEVER use offensive language or behaviour

Weapons of any kind are NOT permitted on the premises.

NO smoking is allowed in the Centre.

NO unauthorised removal of any property belonging to SLOFNC or its committee members, staff, and/or fellow members. This includes any food provided at functions. Respect towards others, their property, and their safety is expected at ALL times.

It is essential that **ALL** people's behaviour within the Centre complies with all OHSW and risk management policies and procedures.