



Preston Neighbourhood House Inc.

“Leading our community towards greater independence and quality of life.

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CODE OF CONDUCT

1. AUTHORISATION

The Preston Neighbourhood House Committee of Management adopted this policy for 2009.

2. REVIEW DATE

This policy shall be reviewed on or before December 2012

3. SCOPE

To whom does this policy apply and when?

- *Participants, staff and tutors engaged in the daily business of Preston Neighbourhood House.*

This policy is explained through:

- Privacy and Confidentiality Policy,
- Equal Opportunity and Non-Discrimination,
- Continuous Improvement.
- Termination from Class
- Charter of Human Rights

In additions reference should be made to:

- * Human Resource Management Policy
- * Grievances, Complaints & Appeals
- * Staff Induction

4. DEFINITIONS

Words or phrases that are special to this policy or procedure, which might be unfamiliar or misinterpreted.

- **This policy refers to the Rights and Responsibilities of all stakeholders engaged in the daily operations of the Preston Neighbourhood House.**
- **It encourages tolerance and acceptance of diversity within our House community.**
- **It supports the Equal Opportunity and Non-discrimination policies of Preston Neighbourhood House.**

5. POLICY

VALUES

MISSION STATEMENT:

“Preston Neighbourhood House will encourage and support the local community to increase independence and quality of life by providing high quality, accessible programs and services promoting social interaction, mutual support and skill development”

The Preston Neighbourhood House abides by the Victorian Charter of Human Rights

The Charter of Human Rights and Responsibilities is a law that sets out our freedoms, rights and responsibilities.

The Public Sector will be bound by the Charter from 1 January 2008.

The Charter protects that group of rights referred to as civil and political rights. These can be grouped under four key principles of Freedom, Respect, Equality and Dignity.

The formal recognition of our human rights protects people from injustice and allows everyone to participate in and contribute to society.

- Human Rights are the basic rights that belong to all of us just because we are human beings.
- Human Rights are the foundation for freedom, justice, peace and respect, and are an essential part of any democratic and inclusive society that respects the rule of law, human dignity and equality.

Our Human Rights include:

- civil and political rights
- economic and social rights,
- environmental and cultural rights.

PURPOSE

The role of community based providers of adult education in promoting and supporting learning is:

- to contribute to the skills and knowledge base of its community,
- to facilitate participation in community life and in all aspects of its planning and delivery,
- to contribute to the development of social & learning networks – in supporting staff and tutors – at local, regional and statewide levels,
- to provide and foster community leadership and action.

The purpose of this policy is to ensure that participants are able to pursue their goals to the best of their ability, and that planning and delivery of the program and the development of policy and practice remains consistent with these principles.

Our fundamental beliefs are:

- ◆ We are driven by the desire to achieve quality in all our services.
- ◆ We respect the dignity and recognise the merit of each member of our community and will ensure the house is free from discrimination on the grounds of race, religion, gender or disability.
- ◆ We respect and welcome cultural diversity.
- ◆ Participants will be able to negotiate learning goals with their tutors.
- ◆ Tutors, staff, administration and Committee of Management are all available to discuss issues or concerns.
- ◆ Participants should be considerate of the learning goals of others.
- ◆ We each share a responsibility for the safety of staff, volunteers and participants.
- ◆ We will each contribute to the positive learning environment of the House by refraining from use of offensive language, threatening behaviour or physical violence towards each other.

To ensure that all we do reflects our fundamental beliefs it is essential that:

- ◆ Committee of Management members, staff, volunteers & tutors be caring, compassionate, supportive, discrete and sensitive to the needs of all involved in the Neighbourhood House. All personal information must be treated as strictly confidential.
- ◆ Staff, tutors, volunteers and committee members will respect the confidentiality of information obtained in the course of their work at the centre. The worker/committee member will not share confidences revealed by clients without their consent except when compelling moral or ethical reasons exist.
- ◆ Staff and volunteers will act to ensure that all persons have access to the resources, services and opportunities that contribute to their well being.
- ◆ Committee of Management members, staff and volunteers will recognise the goals of the organisation, contribute to these and work towards the best possible standards of service to the community.
- ◆ Staff and volunteers will provide users with accurate information regarding the services available to them and will not knowingly withhold that information.

6. PROCEDURES

- We each have a responsibility to ensure classrooms are maintained in a clean and healthy condition, and that furniture is returned to its original position at the conclusion of the session.
- Smoking is permitted outside only, in the designated area.
- Staff, volunteers, tutors and participants should arrive on time and remain for the duration of their commitment.
- Staff should inform the manager if they need to leave early or expect to be absent from work.

- Participants should inform their tutor if they need to leave class early, will be absent or late for class.
- We all give a commitment to complete our responsibilities to the best of our ability.
- The resources of Preston Neighbourhood House will be treated with care.
- Staff should endeavour to conserve the resources of the Preston Neighbourhood House by minimizing energy usage where possible.
- Unsafe equipment, furniture, work practices or building maintenance issues should be reported immediately to appropriate personnel. Under the Occupational Health & Safety Act **everyone** is responsible for health & safety.
- It is expected that participants will abide by the policies and procedures of Preston Neighbourhood House and comply with all directions provided by the tutor which includes safe-work instructions.
- We will do all in our power to enjoy a quality learning and participation experience.
- Staff should take reasonable care of their own health and safety and remember they have a duty of care for the health and safety of others affected by their acts or omissions.
- It is the responsibility of all staff and participants to be familiar with the Emergency Evacuation Procedures of Preston Neighbourhood House.
- We agree to be respectful of the rights and responsibilities of others.
- We agree to comply with the Policies and Procedures of Preston Neighbourhood House.

7. IMPLEMENTATION SUPPORT

7.1 COMMITTEE STRUCTURE

It is the responsibility of the Committee of Management to ensure that all staff and users are aware of this policy and that it is implemented within the centre.

7.2 KEY RESPONSIBILITIES AND AUTHORITIES

- * The Coordinator will be responsible to work with staff to ensure this policy is implemented within the centre.
- * The policy may be viewed in the centre Policy Book.
- * A copy of the Code of Conduct will be given to all participants upon enrolment.
- * The Committee of Management must formally approve any alterations to this policy and set due dates for review.

8. EVALUATION

- * Is the policy being successfully implemented?
- * Have any implementation issues occurred which need to be referred to C.O.M.?