

## **Code of Conduct**

### *Code of Conduct statement*

All staff, volunteers and Board of Management at **East Creek Community Centre (ECCC)** are aware of the Code of Conduct and the expectations of the behaviour of people working at your services. This is done at the earliest appropriate moment of employment / volunteering at your service. The Code of Conduct is written in a language and format that can be easily understood by the staff / volunteers as well as the client group. Staff / volunteers and clients are involved in its development and review.

### *The Code of Conduct stipulates that:*

1. Gossiping and invasion / disregard of personal and professional boundaries is not tolerated at **ECCC** by any individual.
2. The personal behavior of staff / volunteers will not bring discredit to **ECCC**, to the work performed by **ECCC** or to fellow staff / volunteers / clients / management committee. Any complaints or problems about practices at any level should be discussed with the identified officer and appropriate investigation/grievance procedures will be followed, as required.
3. Staff / volunteers will remain proficient in their practice and the performance of their duties. Staff / volunteers will not undertake work beyond their capacity or competence. Staff / volunteers will protect and enhance the dignity and integrity of their work and **ECCC**.
4. Staff / volunteers will distinguish clearly between statements and actions made as a private individual and as a representative of **ECCC**.
5. Staff / volunteers will not exploit work relationships for professional gain or profit. Staff / volunteers will not exploit clients/customers for personal advantage, nor solicit attendees of **ECCC** for activities resulting in personal gain.
6. Under no circumstances will staff / volunteer engage in sexual activity with other staff, volunteers or clients receiving / providing services from **ECCC**.
7. Staff / volunteers, shall disclose any personal relationships that may present a conflict of interest.
8. Staff / volunteers will not use their position to promote personal, political, religious or business loyalty.
9. Staff / volunteers will not practice, condone, facilitate or collaborate with any form of discrimination on the basis of race, colour, gender, sexual orientation, age, religion, national origin, marital status or other conditions or status.
10. Staff / volunteers will treat colleagues with respect, courtesy, fairness and good faith. Where serious disagreements cannot be resolved, they will be addressed as outlined in the grievance procedure.
11. Staff / volunteers will respect the right of clients to privacy, and will similarly respect the confidences shared by colleagues in the course of their professional relationships and transactions.
12. Staff (and to a lesser extent) / volunteers will be responsible and vigorous in discussion and critical review of their delivery of service, participating in outcome focused discussion and evaluation of their own and others work.
13. Where applicable, the delivery of services will not proceed without the informed consent of the client. This involves explaining the nature, purpose, costs, alternatives and possible complications of a service, for example, where the Duty of Care overrides confidentiality in the event of illegal or life threatening matters.

14. Clients of **ECCC** should be seen at the service offices and/or centres or its annexes. In some instances, where services are delivered regionally or where a disability limits access, other suitable locations may be used.
15. Any comments made to the media including comment made on the conditions of the local area, people or service issues will be carefully considered, and where appropriate, referred to the **Manager of ECCC**.
16. Staff / volunteers are prohibited from acting in any capacity while under the influence of any mind-altering substance including alcohol.
17. Staff who have responsibility for employing and evaluating the performance of other staff members will act in a fair, considerate and just manner, performing evaluations on clearly enunciated criteria.
18. All staff / volunteers are bound by both the ethical and legal aspects of confidentiality, and will be required to sign a **confidentiality agreement**.
19. Staff / volunteers will not accept money or gifts of substance from clients.
20. Staff / volunteers will not use the assets of **ECCC** for their personal benefit or gain.

### **Consequences for breach of Code of Conduct**

Breaches of the Code of Conduct or the Code of Ethics is considered to be very serious and severe disciplinary action (which may include termination of employment and/or referral to relevant authorities) may arise, following appropriate investigation.

Breaches of Code of Conduct by service users is also considered a serious matter and may also lead to withdrawal of services, where inappropriate conduct towards staff, volunteers and/or other service users is of a serious nature and/or ongoing. It may also lead to referral to appropriate authorities following initial investigation by management. Generally standards for Client behaviour is set out in the Client Service Charter.

### **Acceptance of Code of Conduct**

I have read, understood and accepted the conditions of East Creek Community Centre's Code of Conduct and am aware of the consequences and procedures for breaching the Code of Conduct. I have consulted appropriate parties where necessary to ensure my complete understanding of the Code of Conduct. I understand that the committee / management may amend the Code of Conduct at any time and that I will be directed to those changes in such an event in a reasonable time frame by authorised parties.

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

