

Code of Conduct

All members of the Management Committee, East Creek members, staff, volunteers, and service users at **East Creek Community Centre (ECCC)** are expected to be aware of the Code of Conduct and the expectations of the behaviour of people while providing / receiving our services.

The scope of the Code of Conduct applies to all individuals present at the Centre (staff / volunteers / service users / contractors / visitors etc.). By being present onsite and / or engaging in any way with a service or a representative / fellow service user at ECCC, the individual agrees to be bound by the terms of the Code of Conduct. The Code of Conduct is written in a language and format that can be easily understood by the staff / volunteers / service users as well as the client group. Staff / volunteers / service users and clients are involved in its development and review.

The Code of Conduct stipulates that:

1. Gossiping, invasion of privacy and / or disregard of personal and professional boundaries is not tolerated at **ECCC**.
2. The personal behavior of staff / volunteers / service users will not bring discredit to **ECCC**, to the work performed by **ECCC** or to fellow staff / volunteers / service users / 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 / service users will remain proficient in their practice and the performance of their duties. Staff / volunteers / service users will not undertake work beyond their capacity or competence. Staff / volunteers / service users will protect and enhance the dignity and integrity of their work and **ECCC**.
4. Staff / volunteers / service users will distinguish clearly between statements and actions made as a private individual and as a representative of **ECCC**.
5. Staff / volunteers / service users will not exploit work relationships for professional gain or profit. Staff / volunteers / service users 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 / service users, shall disclose any personal relationships that may present a conflict of interest.
8. Staff / volunteers / service users will not use their position to promote personal, political, religious or business loyalty.
9. Staff / volunteers / service users 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 / service users will treat others with respect, courtesy, fairness and good faith. This includes demonstrating basic principles of human decency such as...
 - a. Being able to respectfully converse with others and avoiding the use of profanities (either direct or implied), verbally, written or through body language or otherwise.
 - b. Following the official instructions from Centre staff either verbally or written.
 - c. Abiding by principles that maximise a person's right to autonomy and safety while engaging with a service / service users.
 - d. Respecting the property of ECCC and others.

- e. Respectfully voicing any concerns and following due procedure.
- f. Any other action that would be considered societally reasonable within the community services industry and ECCC's scope of practice.

Where serious disagreements cannot be resolved, they will be addressed as outlined in the grievance procedure.

11. Staff / volunteers / service users 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 / 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. 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 approved site locations.
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 / service users are prohibited from attending the Centre or acting in any professional capacity while under the influence of any mind-altering substance, including but not limited to: drugs; alcohol; medication that have effects that may lead to harm etc.
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 / service users are bound by both the ethical and legal aspects of confidentiality, and will be required to sign a **confidentiality agreement**.
19. Staff / volunteers / service users will not accept money or gifts of substance from clients.
20. Staff / volunteers / service users 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

By being onsite / participating in a service provided by ECCC / engaging with a representative or a fellow service user at ECCC, I agree to be bound by the 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.