



**Holdsworth Community Centre &
Services Woollahra Inc.**
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Employee and Volunteer Code of Conduct Handbook

Developed and Reviewed November 2005

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13. CODE OF CONDUCT DECLARATION

I _____ of (program) _____

have read and understand the contents of Holdsworth
Community Centre & Services Code of Conduct:

Version Date: _____

and understand my obligation to abide by the requirements
specified in this document.

Signed: _____ Date: _____

Manager/Supervisor's Signature: _____ Date: _____

2. OUR MISSION, VISION AND VALUES

Our mission is to work with the local community to enhance quality of life through the provision of quality and responsive support, information, advocacy and referral services.

Our vision is to ***develop a community that sustains itself.***

The values held by the Centre that will help us to deliver on our mission and vision through a commitment to excellence are:

- **Reliable community services**
We seek to ensure that all services provided by the Centre are accessible, appropriate, affordable and acceptable to all our members and service users/clients
- **Quality and continuous improvement**
We seek to deliver the highest quality and standard of services and are open to opportunities that improve the way we do things
- **Inclusive and non discriminatory teamwork**
We respect each others differences and value suggestions and contributions from all members of our team and the community
- **Transparency and accountability**
We demonstrate honesty and transparency in the way we do things, including making decisions, delegating responsibilities and financial accountability
- **Providing a safe and caring environment built on trust**
We take steps to build trust and ensure that we provide a safe, protective and caring environment for all members of our team and the community
- **Professional and respectful**
Our daily interactions with our service users/clients, community and colleagues are always conducted with respect and professional integrity

These values underpin everything we do; they define what our members, service users/clients, supporters and the Centre expect us to stand for.

9. APPROPRIATE USE OF COMPUTERS, E-MAIL AND THE INTERNET

The Centre supplies computer equipment and access to the Internet and e-mail which is available to authorised employees and volunteers to perform the activities required in their role.

To ensure we protect this vital resource, we set out the following guidelines to be observed:

At no time can you use this access for:

- The creation and/or transmission of any offensive, obscene or indecent images, or off colour jokes. Please note that the intentional downloading and viewing of such material also infringes the guidelines
- The creation and/or transmission of defamatory material, or material which is likely to cause annoyance, inconvenience or needless anxiety
- The transmission or creation of material such that this infringes the copyright of another person or organisation
- Playing games, gambling or creating material for self-promotion or personal gain

The Centre reserves the right to monitor all activity generated through its computer equipment including e-mailing and Internet access.

10. Dress Code

Dress in clean, neat clothing, appropriate to the tasks to be done, and in a manner which will not be found lacking, provocative or offensive by service users/clients, colleagues or professional contacts. For outdoor activities, please ensure that you wear comfortable clothes, shoes, a hat and sunglasses for your protection.

11. SMOKE FREE WORKPLACE

The Centre recognises the dangers of fire hazards and passive smoking and has adopted a smoke free workplace policy. This means that employees, volunteers, service users/clients and visitors are not permitted to smoke in any of the Centre's buildings, grounds or vehicles.

Employees and volunteers are also not permitted to smoke in a service user/client home. Service users/clients are requested to refrain from smoking in their homes while the Centre's employees and volunteers are present. Smoking is also not permitted in vehicles owned by employees or volunteers while they are transporting service users/clients to and from Centre activities.

12. DRUG & ALCOHOL AT THE WORKPLACE

Employees and volunteers are not permitted to attend work while under the influence of alcohol or illegal drugs. This includes working on the Centres premises, driving vehicles or visiting service user/client homes.

If you become aware that an employee or volunteer is under the influence of alcohol or an illegal substance, or in the possession of illegal drugs, you must report it to your manager/supervisor **immediately**.

If you are required to take prescription medication that may have a negative impact on your ability to drive a vehicle or perform the duties of your role, you must notify your manager/supervisor **immediately**.

On occasions the Centre will sponsor events and celebrations where alcohol is served. On these occasions your alcohol consumption should be limited and you should take care to ensure that your behaviour is appropriate as a representative of the Centre.

1. INTRODUCTION

Holdsworth Community Centre & Services provides a range of community services and programs that are responsive to the identified needs of all residents living within Woollahra local Government area and surrounding suburbs, especially families with young children and those disadvantaged by age, income, disability or social isolation.

The key to our success is reflected in our reputation of the highest ethical and behavioural standards in our dealings with our service users/clients, fellow employees, volunteers, supporters and local community stakeholders.

Our Code of Conduct has been developed to help us ensure that we build trust and enhance our reputation through our choices and behaviours. As an employee or volunteer engaged to represent the Centre, you will be required to:

- read this handbook, making sure you understand how the standards impact you, your role, and the people you deal with;
- demonstrate these behaviours and choices in your every day work activities and interactions; and
- accept that if you breach this Code of Conduct, your employment or engagement of voluntary services could be terminated with the Centre.

We are committed to the delivery of excellence in customer service in all aspects of our business. As a valued member of our team you will discover that the pursuit of excellence in your conduct will provide a great reward.

4. PROFESSIONAL BOUNDARIES

Social isolation is an issue for some of our service users/clients. We acknowledge this and see our role as one that supports them in accessing safe places and group activities, where they can meet others, develop friendships and stronger community links.

The role of our employees and volunteers is **not** that of a friend. While it is important to your working relationship with service users/clients to develop a rapport, it is just as important to remember that it is a supportive working relationship.

You will be working with service users/clients, either on a one to one basis or in a group setting and may become a significant person in that person's day to day life.

To ensure that your working relationship is effective for both you, your service user/client and the team at the Centre, the following policies must be observed unless specific exceptions have been agreed with your manager/supervisor:

- At no time, or for any reason, give a service user/client your personal phone number or address
- Do not visit a service user/client after work hours
- Do not provide any additional service or task other than that agreed
- Do not provide support or extra hours without organising it with your immediate manager/supervisor first
- Do not discuss your own personal issues with service users/clients, particularly relationship or financial difficulties you may be experiencing at home or work
- Do not discuss issues about other service users/clients or your colleagues or management in front of the service user/client you are with
- Do not partake in drugs or alcohol while you are with a service user/client
- Please remember that you are part of a team and represent the Centre and its values at all times

If you have any concerns or difficulties about any of the above policies, your manager/supervisor are available to assist you.

5. PRIVACY & CONFIDENTIALITY

In the course of your employment or engagement in voluntary services, you are likely to learn information that is private and confidential in nature about our service users/clients, volunteers and employees. Examples of private and confidential information may include; home address and telephone numbers; emergency or next of kin details; health status; personal assessment information such as; financial status, employee wage rates or salaries, and management information.

Under the Privacy Act we are bound to protect this information and may only use it for the purpose for which it was provided to us. To assist in ensuring that we do this, it is our policy to:

- Only share this information within the Centre on a need to know only basis
- **Not** give it to any one outside the Centre without written permission from the Centre Director or service user/client (or legal guardian/advocate).

If at anytime you are unsure about sharing information that may be considered private and confidential, you must seek clarification from your manager/supervisor.

6. GIFTS AND GRATUITIES

The Centre does not allow its employees or volunteers to accept gifts or financial rewards from service users/clients or suppliers for personal use except for the most nominal token gifts. Donations of money, supplies and materials are always welcome to the Centre and must be declared through its normal fund raising activities.

If at any time you are unsure check with your manager/supervisor before accepting token gifts.

7. HEALTH, SAFETY AND WELFARE

As employees, and volunteers of the Centre, we all have the responsibility to ensure that the health, safety and welfare of fellow employees, volunteers, visitors and service users/clients are of paramount importance. The Centre is committed to diligent management policies and procedures to ensure continuous improvement to our safety standards and practices.

Your role is to ensure you comply with the Centre standards, policies and procedures and that you actively assist in minimising risks through participating in training, hazard identification and reporting, and ensuring you understand and carry out the duty of care required in your dealings and activities through the Centre.

If at any time you are in doubt about health, safety and welfare issues, you should ask your manager/supervisor for assistance.

8. THE CENTRE PROPERTY, RESOURCES AND EQUIPMENT

The Centre takes great pride in the protection and care of its property, resources and equipment. Resources, vehicles and equipment are to be used only for work related activity and as an employee or volunteer you are responsible to ensure that:

- All property, resources and equipment is used efficiently, economically and carefully
- You do not to allow others to harm or abuse these resources
- Resources, vehicles and equipment must not be used, under any circumstances, in relation to a second job or other business, or lent to others
- You seek permission to use any equipment for personal use from the Centre's Director
- You minimise your personal local telephone calls. You will be required to pay for all personal mobile; STD and ISD telephone calls

3. EQUAL OPPORTUNITY, ANTI-DISCRIMINATION AND HARASSMENT

We are committed to providing an environment where every person is treated with dignity, consideration and respect.

As an Equal Opportunity Employer, the Centre does not tolerate discrimination on the basis of age, disability or impairment, marital status, membership or non-membership of a trade union, parental or family status, pregnancy or potential pregnancy, religious belief, race, sex, or sexual preference. Employment decisions are always based on individual merit.

The Centre has a "zero tolerance" which means we will not tolerate any discriminatory or harassing behaviours including:

- Gestures, mimicking, offensive language or swearing
- Sexual harassment involving inappropriate jokes, unwelcomed physical contact, innuendo or suggestive comments, or any behaviour that is sexual in nature
- Display of material that can be interpreted as offensive or hateful in nature
- Bullying behaviour such as raised voices, ridicule, verbal abuse or physical intimidation

If you experience or witness any of these behaviours, you are strongly encouraged to make a complaint to your immediate manager/supervisor or the Centre Director.