



Code of Conduct

For Staff and Volunteers

Approved by Board 16 March 2011

1. Introduction

Holdsworth Community Centre & Services provides a range of community services and programs that are responsive to the identified needs of residents living within Woollahra, Waverley, Randwick, Botany and City of Sydney Local Government Areas, 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 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 on you, your role, and the people with whom you deal;
- 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.

For more detail on policies outlined in this document please refer to the Holdsworth Human Resources Operation Manual which can be found on the staff web-page www.holdsworth.org.au/staff/ or in hard-copy at the Centre.

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 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 other's 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 clients, community and colleagues are always conducted with respect and professional integrity.

3. Fair Treatment for all

Holdsworth is an equal employment opportunity employer and has a commitment to treat all employees and volunteers in a fair and consistent manner. This means every job applicant and every employee or volunteer gets a “fair go”. Age, carer status, disability, industrial activity, lawful sexual activity, marital status, parental status, personal association, physical features, political belief or activity, pregnancy, race, religious belief or activity, sexual orientation or gender play no part in decision making processes.

The policy of Holdsworth is that all employees and volunteers should be able to work in an environment free of discrimination, harassment or bullying. Discrimination and harassment are unacceptable forms of behaviour and may be grounds for dismissal. It does not matter whether or not someone *intends* to treat another unfairly or to discriminate. Unfair treatment or discrimination will not be tolerated under any circumstances.

It is the responsibility of all employees and volunteers to take all possible care to ensure a working environment that is free from discrimination, harassment and bullying and that at no time is Holdsworth’s stance on fair treatment compromised.

The Centre has a “zero tolerance” which means we will not tolerate any discriminatory, bullying or harassing behaviour and such behaviour may be considered as grounds for summary dismissal. Please refer to the HR Operation Manual for a full discussion of harassment, bullying and discrimination.

If you experience or witness any behaviours which you believe to be inconsistent with the Centre’s policies, you are strongly encouraged to make a complaint to your immediate manager/supervisor or to the CEO.

4. Professional Boundaries

Social isolation is an issue for some of our 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 clients to develop a rapport, it is just as important to remember that it is a supportive working relationship.

You will be working with 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 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 client your personal phone number or address;
- Do not visit a client other than as part of your normal work;
- Do not provide any additional service or task other than that agreed;
- Do not provide support or extra hours without first organising it with your immediate manager/supervisor;
- Do not discuss your own personal issues with clients, particularly relationship or financial difficulties you may be experiencing at home or work;
- Do not discuss with clients issues about other clients or your colleagues or management;
- Please remember that you are part of a team and represent the Centre and its values at all times.

5. Gifts and Gratuities

The Centre does not allow its employees or volunteers to accept gifts or financial rewards from 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 processes.

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

6. 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 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:

- Share this information only within the Centre on a need to know basis; and
- **Not** give it to anyone outside the Centre without written permission from the CEO or client (or legal guardian/advocate).

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

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 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 consult our OH&S Manual or 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 allow others to harm or abuse these resources;
- Resources, vehicles and equipment are not 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 CEO.

9. Appropriate Use of Computers, Telephone and Internet

The Centre supplies computer equipment, telephones and access to the Internet and email 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 these 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 that 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 telephones, computer equipment including email and internet access.

All employees and volunteers are expected to behave as professionals and therefore minimise:

- Using Centre fixed-line and mobile telephones for personal calls;

- Using the internet for social networking, personal emails or other personal purposes during your working hours.

Managers are expected to monitor the extent to which any employee may abuse the trust that is placed in them when provided with internet and telephone access and any unreasonable use may negatively impact on the employee's employment record.

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 clients, colleagues or professional contacts. For outdoor activities, please ensure that you wear comfortable clothes, closed-toe shoes, a hat and sunglasses for your protection. Avoid wearing any jewellery which could be dangerous to yourself or others when working with children or other clients.

11. Smoke Free Workplace

The Centre recognises the dangers of fire hazards and passive smoking and, in compliance with relevant laws, has adopted a smoke free workplace policy. This means that employees, volunteers, clients and visitors are not permitted to smoke in any of the Centre's buildings, grounds or vehicles, and must not smoke within sight of clients, especially impressionable children.

Employees and volunteers are also not permitted to smoke in a client's home and should request that Clients refrain from smoking in their own 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 clients to and from Centre activities.

12. Drugs & 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 Centre's premises, driving vehicles or visiting 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.

13. Code of Conduct Declaration

I: _____ of

(address) _____

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

Version Date: _____

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

Signed: _____ Date:

CEO's Signature: _____ Date: _____

or

Coordinator's Signature: _____ Date: _____



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