



## Thurgoona Community Centre Part B Human Resources Polity and Procedure

### 7.2 Staff/volunteer Code of Conduct

**7.2.1** The Staff/volunteer Code of Conduct outlines the standards of acceptable conduct at work and shall be maintained by all staff/volunteer at all times. Staff/volunteer shall:

- a) abide by the philosophy of Thurgoona Community Centre stated in the Staff/volunteer Conduct Policy;
- b) observe all the rules of Thurgoona Community Centre including those specified in the Constitution and any others determined by the Management Committee or the membership of the organisation;
- c) follow the grievance procedures established by the Management Committee to try to resolve any conflicts with other staff/volunteer, Management Committee members or members of Thurgoona Community Centre;
- d) represent Thurgoona Community Centre in a positive way;
- e) adhere to the Staff/volunteer Code of Confidentiality;
- f) abide by Thurgoona Community Centre policies
- g) adhere to all the accounting procedures of Thurgoona Community Centre;
- h) not harass, discriminate against or abuse physically, verbally or sexually clients, other staff/volunteer, Management Committee members, volunteers or members of Thurgoona Community Centre;
- i) not accept regular gifts (other than small tokens of appreciation) or purchase any items from service clients;
- j) not take clients to staff/volunteer homes;
- k) not give professional advice to clients that they are not qualified to deliver. Thurgoona Community Centre staff/volunteer are only in a position to provide information and options;
- l) treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of their ability;
- m) inform the Facility's Coordinator and follow the *Working with Children guidelines (References B-R003)* when dealing with children in need.
- n) abide by the principle that Thurgoona Community Centre is a non-Smoking workplace;

**7.2.2** The purpose of the Staff/volunteer Code of Conduct is to make expectations clear to all staff/volunteer, in simple, direct language, reducing confusion and possible conflict.

**7.2.3** A copy of the Code shall be given to all staff/volunteer on recruitment who will sign their understanding and acceptance of the code.

**7.2.4** Staff/volunteer shall be informed that failure to abide by the Staff/volunteer Code of Conduct may lead to dismissal from Thurgoona Community Centre.

### **7.3 Staff/volunteer Code of Confidentiality**

**7.3.1** The following Code of Confidentiality shall be maintained at all times:

- a) Member records are available only to workers within the organisation and workers will read a file only when it is required to carry out their work.
- b) Referrals will not be made on behalf of a client without that client's knowledge.
- c) Discussion about a participant with a worker from another agency who is working with that participant is inappropriate without the express permission of the client.
- d) No personal details/information (such as home phone numbers) of Management Committee members and/or paid or unpaid staff/volunteer will be provided to anyone outside Thurgoona Community Centre without the express approval of the person involved.
- e) Where there is need to contact a staff/volunteer member, a message will be taken and if possible passed on to the staff/volunteer member to allow them to contact the person involved.
- f) If an extreme situation arises where a breach of confidentiality has occurred, discussion with the Management Committee will occur if required.
- g) Debriefing with co-workers can occur to ensure that workers deal with situations appropriately.
- h) No confidential or sensitive issues of Thurgoona Community Centre shall be discussed with people outside the organisation unless failure to do so constitutes a breach of legal obligation.

**7.3.2** Failure to comply with the Staff/volunteer Code of Confidentiality may result in dismissal.

### **7.4 Staff/volunteer Dress Code**

**7.4.1** Staff/volunteer should wear neat clothes appropriate to the type of work and not offensive to clients or fellow workers

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