

POLICY STATEMENT

Katoomba Neighbourhood Centre Inc (KNC) is committed to the provision of a safe and respectful environment for clients, staff, volunteers, students, community members and service partners delivering, accessing and or utilising our services. The Organisation strives to conduct itself through its representatives; with integrity, honesty and fairness. The intent of the Codes of Conduct is to provide a framework that supports ethical day to day conduct, problem solving and decision making. The KNC Codes of Conduct establish the standards of behaviour that can be expected from staff, volunteers and users of this Organisation. All staff and volunteers engaged by the Organisation, and service users are required to adhere to and are bound by this Code.

Breaches of the Code of Conduct will result in the individual(s) concerned having the appropriate actions taken to redress the breach if proven and supported by investigation. There is a range of consequences for breaches of the Code directly related to the nature and seriousness of the matter. Possible actions and outcomes for KNC representatives (staff, volunteers, students, contractors), include but are not limited to:-

- counselling
- performance improvement plans
- performance management
- disciplinary action
- formal warnings
- grievance proceedings
- conflict resolution
- in cases involving serious professional misconduct, dismissal/termination of employment
- referral to police in cases of possible criminal activity
- referral to other agencies e.g. ICAC

Possible actions and outcomes for users of KNC services breaching our general codes of conduct, include but are not limited to:-

- cessation of service
- request to leave premises
- action being taken to manage harassing, intimidating, aggressive or inappropriate behaviour e.g police being contacted

Breaches of certain Codes that are based on and reflect the requirements of legislation may be punishable under the law.

This policy requires to be read and understood in conjunction with the following KNC documents:-

POLICY/DOCUMENT NAME
1. Complaints Policy
2. Grievance Policy
3. Individual Service Specific Codes of Conduct
4. Disciplinary Policy
5. KNC Vision, Mission & Objects

WHO THE KATOOMBA NEIGHBOURHOOD CENTRE CODE OF CONDUCT APPLIES TO

The KNC Code of Conduct applies to:

- Persons employed by KNC whether on a permanent, casual or temporary basis,
- Contractors working for KNC or services provided by and on behalf of KNC,
- Volunteers of KNC (including reception volunteers, Community Visitor Scheme Volunteers, Katoomba Volunteer Home Visiting Volunteers, Management Committee Volunteers, general service support volunteers e.g.; KOOSH, Vale St, Community Development Projects),
- Students undertaking placement at KNC,
- Researchers or persons or delivering education or training for or in KNC sites or services
- Users of KNC services

Throughout the Code the staff, volunteers, contractors, students and researchers will be referred to as KNC representatives. Users of KNC, clients of KNC services and individuals participating in groups or activities being conducted on KNC sites will be referred to as service users.

KATOOMBA NEIGHBOURHOOD CENTRE CODES OF CONDUCT

All KNC representatives engaged by the Organisation, and KNC service users are required to adhere to and are bound by this Code when accessing services or working for or formally representing the Organisation. The standards set out in this also apply to social activities that take place outside work premises, but under the auspice of the Organisation. This includes making comment about KNC representatives, community members, service clients, service users, community organisations or service partners on social media and networking sites, where the status of the person making the remarks as a KNC representative is indicated or inferred.

Creation of a Safe and Positive Environment

KNC representatives will ensure that:

1. When dealing with one another, Board members, clients and service users, external stakeholders, KNC representatives and other agency representatives and staff members will be respectful, honest and courteous. KNC representatives will give accurate information and prompt attention and observe fairness and equity in their dealings with others.
2. Community members, clients of KNC services, and all representatives of KNC regardless of classification (staff, volunteer, contractor, student, and researcher) will be treated with courtesy, dignity and respect in all interactions. With due respect and sensitivity shown to people from different backgrounds and cultures
3. Bullying, harassing, intimidating, aggressive and or socially inappropriate behaviours by KNC representatives toward one another; by community members or service partners towards KNC representatives; by KNC representatives toward community members or service partners, or by KNC service users, clients or group participants to other KNC service users, clients or group participants will not be tolerated. These behaviours are to be reported to the appropriate management representative when witnessed or experienced to ensure that they are dealt with in a timely and appropriate manner and in line with the relevant KNC policy and procedure
4. All interactions, agreements and dealings entered into with KNC representatives will be conducted in a fair, equitable and honest manner
5. No person accessing KNC services or working with the Organisation in any capacity will be discriminated against on the basis of age, disability, gender, marital status, carer status, pregnancy, race, religion, culture or sexual preference
6. No person accessing KNC services or working with the Organisation in any capacity will be subjected to inappropriate or threatening behaviour, such behaviour when identified or witnessed will be reported to the appropriate internal or external body

Demonstrate and role model honesty, integrity and professionalism

KNC representatives will ensure that:

1. Any activity and or behaviour in contravention of Commonwealth, State or Local legislation is reported to the appropriate KNC Management representative for action

2. Any conflict of interest is declared by KNC representatives (staff, volunteers, contractors) that may arise as a result of their formal role with KNC and their involvement in external activities
3. Where conflict of interest is identified, the individual KNC representative is bound by KNC Policy and procedure addressing such conflict
4. Use of the mobile phones, internet, social media networks and other associated technologies will be work/role related and not for personal use, with the exception where permission has been granted by KNC Management
5. All KNC representatives will take due care in maintaining and ensuring all KNC provided equipment is treated, handled, stored and carried responsibly in minimise loss and theft
6. Use of Organisational resources, information, and work time are not to be used for personal gain
7. Alcohol and or illicit substances are not consumed on the premises
8. Staff, volunteers and or contractors of KNC will not be permitted to work if affected by alcohol and or other substances, and will face formal action as a result of such behaviour

Work within a legal & ethical framework for practice

KNC representatives will ensure that:

1. Confidentiality and privacy will be respected and maintained according to legislation, policy and procedure
2. Community members and clients of KNC services will consent to any information being held relating to them, and informed on why and how the information is collected, maintained and how it may be used by the Organisation
3. Misappropriation of Organisational funds or resources does not occur. If misappropriation is suspected, then this must be reported to KNC Management as soon as practicable after becoming aware
4. KNC representatives (staff, volunteers or contractors) will not receive or accept monies, gifts or property from community members or clients (excluding

consumable such as chocolates), in the course of discharging their work related duties

5. KNC representatives will consult with KNC Management if and when a client or community member offers gifts to an individual
6. Where there is an allegation of gross misconduct or criminal behaviour or activity by a KNC representative (staff, volunteer, contractor), they may be relieved of their role until the allegation has been investigated, disproved or upheld. If the allegation is upheld the KNC representative may face termination from the Organisation
7. Where there is an allegation of misconduct, criminal behaviour or activity, or reportable inappropriate behaviour or activity by a user of KNC services, the KNC service user may be restricted from attending KNC sites, services or programs until the allegation has been investigated, disproved or upheld. If the allegation is upheld the KNC service user may be excluded from further attendance or participation in services or programs, excluded and or restricted from accessing KNC sites and have the behaviour or activity reported to the appropriate authority or regulatory body
8. Representatives of KNC will not purposefully breach intellectual property, copyright or any other relevant law when conducting business or work on behalf of the Organisation
9. No official records or reports are falsified, altered after the event or have relevant material omitted by design

Working with Clients and Service Users

When interacting or working with people using the services Katoomba Neighbourhood Centre, KNC representatives will:

1. Always treat service users with respect, and be mindful of their rights to privacy and confidentiality
2. Show respect for people's cultural or religious sensitivities or requirements, and ensure the responsiveness of the service to their particular needs and circumstances
3. Ensure that service users are provided with, and understand, all information relevant to their situation, options available to them and conditions of use for the service
4. Ensure they have access to independent advocacy or support if they require in making any decisions
5. Be aware of personal boundaries and never enter into an intimate relationship with

a current client/service user

Standards in the Workplace

All KNC representatives are required to:

1. Attend work in the times agreed with the relevant manager/coordinator notify the relevant manager/coordinator and other stakeholders of their absences, report and account for all leave taken, record attendance and obtain approval before changing their work times
2. Comply with the requirements of their duty statements and agreed work plans, paying appropriate attention to quality and detail in their work
3. Provide accurate and honest information to the relevant manager/coordinator and Board when appropriate about work completed and challenges experienced in completing work
4. Follow instructions that are reasonable and lawful and within their capability and training
5. Report any suspected corrupt or fraudulent practices of others. Any staff member making a report will be protected from reprisal in line with the relevant legislation (e.g. 'Whistleblowers' or Protected Disclosures legislation).
6. Observe the requirements for conditions of employment and safety as described in KNC Workplace Health and Safety Policy
7. Perform their duties unaffected by alcohol or the use of drugs other than those prescribed for them by a medical practitioner and only in this instance where it is safe to do so
8. Maintain a harmonious, co-operative and productive workplace, respectful of diversity
9. Ensure they do not use their position to exert inappropriate influence over others.

Work Participation & Team Work

KNC Representatives members will:

- Share a commitment to the values and objectives, mission and vision of the Organisation
- Work within priorities identified by the Board and senior staff
- Actively participate in planning and consultative processes where appropriate and contribute to the development of the organisation

- Use the specified communication channels for reporting and direction
- Provide and receive constructive feedback and criticism.
- Work together towards agreed work objectives and goals, and communicate regularly with one another about progress.
- Work together to look for ways to improve work methods and to solve workplace and service related problems
- Give support and guidance to each other, ensure appropriate training and development and recognise each other's strengths, results and achievements

Use of resources

KNC representatives will:

1. Ensure they have the necessary delegation to authorise expenditure or make use of organisational resources
2. Only use organisational materials, facilities, funds, people and equipment for authorised purposes and take responsible steps to prevent misuse by others
3. Conserve and efficiently use resources through recycling, energy saving and waste minimisation.
4. All KNC representatives will take due care in maintaining and ensuring all KNC provided equipment is treated, handled, stored and carried responsibly to minimise loss and theft
5. Use of the mobile phones, internet, social media networks and other associated technologies will be work/role related and not for personal use, with the exception where permission has been granted by KNC Management

Information

KNC Representatives will:

1. Observe the organisation's policies regarding privacy, confidentiality and access to confidential information when working with or sharing sensitive or confidential information in the course of client care, and provide access to information when required by law.
2. Not misuse information obtained at work either for financial reward or gain, or for taking advantage of another person
3. Observe the organisation's policies regarding information management and follow specified practices in the collection, storage and disposal of files and other records.

Demonstrate commitment to and understanding of KNC's shared vision

KNC representatives will ensure that:

1. KNC's mission, vision and objects are recognised and understood by all KNC representatives
2. KNC's policies and procedures are complied with by all KNC representatives

PROCEDURE

The KNC Code of Conduct will be provided to all KNC representatives regardless of classification (permanent, casual, temporary staff, volunteers, students, researchers and contractors).

Where staff and volunteers are attached to a KNC service with service specific Codes of Conduct, these will also be provided and compliment but do not replace the general KNC Codes of Conduct.

All staff of KNC regardless of classification are bound by and required to abide by these Codes when working for or formally representing the Organisation either as paid staff, volunteer, student, researcher or contractor

All KNC staff/volunteers/students/contractors/representatives are required to sign and date a copy of the Code of Conduct Policy indicating that they have read and understand the Codes, and agree to be bound by these Codes for the period of their engagement with KNC as a staff member, contractor, volunteer, student or researcher

The signed copy will be kept in the individual's staff/volunteers personnel file or in the case of contractors, students or researchers, attached to the relevant contract or service agreement

Service users will be made aware of the KNC Codes or Conduct or the Codes of Conduct appropriate to the service they are accessing, and the mechanisms to make a complaint or report an incident

PROCEDURE

ALLEGED BREACHES IN THE KNC CODES OF CONDUCT

Where a potential Breach in the Code of Conduct is being investigated the individual will be formally notified that an assertion/allegation has been made, and the general nature of that allegation/assertion.

Where a Breach in the Code of Conduct by an individual(s) is asserted, a formal process of review and potential investigation will be undertaken in line with the relevant KNC policy

identified as the policy the worker/volunteer/contractor/student or researcher will be judged against i.e. discipline, grievance, complaints, service specific code of conduct.

The worker/volunteer/contractor/student or researcher, as soon as is practical and as routine a period not exceeding 2 working weeks after the assertion is made, the individual concerned will be informed which Organisational policy will be enacted and utilised to further investigate and judge the Breach allegation. The investigation and subsequent processes will be in line with the specific Organisation policy being enacted.

VERSION HISTORY

Version	Approved by	Approval date	Amendment notes
Version 3 18/7/08	KNC Management Committee		
Version 17/9/12	KNC Board	October 2012	<ul style="list-style-type: none"> Code is longer than previous version due to formatting to make it more readable and user friendly
Version update 16/05/13	KNC Board	October 2013	<ul style="list-style-type: none"> Additions to cover resources, information professional ethics

By signing below you are indicating that you have read and understand the Katoomba Neighbourhood Centres Codes of Conduct. By signing you are agreeing to abide by and be bound by these Codes of Conduct. Any proven breaches in these Codes of Conduct may result in formal action being taken against you

Staff Member Name:

Position:

Signature:

Date: