

## **PURPOSE**

The purpose of this Policy is to articulate Lalor Neighbourhood House's commitment to provide a safe working and learning environment, and enhancing the well-being of all Lalor Neighbourhood House Incorporated's staff, trainers, volunteers, contractors, and wider Lalor community.

The Code cannot address all possible issues which individuals may face in their employment at Lalor Neighbourhood House. Therefore, if there is any doubt as to the applicability of the Code, or as to the appropriate course of action to be adopted in particular circumstances, the staff member regardless of level (non-supervisory or supervisory), must promptly discuss the matter with the appropriate person (their immediate supervisor).

## **SCOPE**

This Policy applies to all current clients of and visitors to Lalor Neighbourhood House, members of the local community, paid employees and volunteers, and should be read in conjunction with other relevant policies.

The Code of Conduct Policy and Procedure provides a set of principles to guide staff on acceptable and unacceptable behaviour.

## **POLICY**

Lalor Neighbourhood House is committed to maintaining, developing and respecting the Statement of Purpose and Values which guide it. This Code of Conduct will be the foundation for staff, volunteers, contractors, and for mutually respectful relationships in all dealings with each other and the wider community.

### **Personal and Professional Behaviour**

In its commitment to high standards of personal and professional behaviour, Lalor Neighbourhood House is guided by a fundamental concern for respect and equity; that staff, volunteers and contractors co-operatively exercise the highest levels of personal and professional behaviour in their daily work and all dealings with the Centre.

In performing their duties all staff must:

- uphold the Vision and Purpose, and procedures adopted by Lalor Neighbourhood House, including this Code
- act equitably, fairly and reasonably
- comply with all applicable statutory and industrial requirements applying to the operation of Lalor Neighbourhood House and in relation to specific roles
- respect the confidentiality of information entrusted to them in the course of their employment
- behave in a way that upholds the reputation and name of Lalor Neighbourhood House
- treat students, other staff members and members of the public with respect, impartiality, courtesy, compassion and sensitivity with due regard for their needs, dignity, and aspirations

- exercise their best professional and ethical judgement, making decisions fairly, objectively and without bias, using factual information available, and where appropriate documenting those decisions
- maintain a co-operative and collaborative approach to all working relationships
- exercise positional and supervisory power and responsibility properly, respecting the dignity, rights and entitlements of both students and all individuals
- ensure efficient and effective use of Lalor Neighbourhood House resources
- where applicable, be available for students and/or colleagues for meetings and consultations to facilitating a constructive learning environment
- where unethical behaviour by other employees/volunteers is identified, take measures to highlight these concerns to the delegated senior Lalor Neighbourhood House manager, in accordance with the Lalor Neighbourhood House **Protected Disclosures Policy**.

### **Responsibilities of Managers and Nominated Supervisors**

Lalor Neighbourhood House managers and nominated supervisors exercise their responsibilities ethically and fairly, observing individual and collective responsibility and in accord with Lalor Neighbourhood House policies and procedures.

Managers and nominated supervisors have management responsibility for the smooth functioning of Lalor Neighbourhood House's operations and for the implementation and application of Lalor Neighbourhood House's policies within their area of responsibility.

In discharging their responsibilities, managers and nominated supervisors must:

- uphold the standards of Personal and Professional Behaviour as set out in this policy
- apply procedurally fair practices in their dealings with staff under their supervision, students, and members of the public
- deal promptly with any conflicts that arise between staff members or between a staff member and a student ethically, professionally and carefully, and act in accordance with the Bullying, Harassment and Discrimination Policy and any other LNH Policy's that are deemed relevant
- familiarise themselves with and ensure they understand Lalor Neighbourhood House 's equal opportunity principles, privacy obligations, and occupational health and safety requirements and model, apply and uphold them in the workplace.

### **Child Safety**

Children and young people engaging with Lalor Neighbourhood House are entitled to a safe and supportive environment. Lalor Neighbourhood House staff, contractors and volunteers must adhere to Lalor Neighbourhood House's Child Safe Policy at all times and uphold Lalor Neighbourhood House's statement of commitment to child safety at all times.

To achieve this Lalor Neighbourhood House staff, contractors and volunteers will in addition to the personal and professional behaviour outlined above:

- take all reasonable steps to protect children from abuse
- listen and respond to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promote the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification)

- promote the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
  - promote the safety, participation and empowerment of children with a disability (for example, during personal care activities)
  - report any allegations of child abuse to the Lalor Neighbourhood House's Child Safety Officer, and ensure any allegation is reported to the police or child protection (For more detail see the Lalor Neighbourhood House's Child Safety Policy.)
  - report any child safety concerns to the Lalor Neighbourhood House Child Safety Officer
  - if an allegation of child abuse is made, ensure as quickly as possible that the child(ren) are safe
  - encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.
- Staff and volunteers must not:
    - develop any 'special' relationships with children that could be seen as favouritism
    - exhibit behaviours with children which may be construed as unnecessarily physical
    - put children at risk of abuse
    - engage in open discussions of a mature or adult nature in the presence of children
    - use inappropriate language in the presence of children
    - express personal views on cultures, race or sexuality in the presence of children that are discriminatory or fail to promote human rights and equal opportunity
    - engage in non-professional relationships with students as per the Outside Activities, Employment and Private Practice and Relationships section of this policy.
    - ignore or disregard any suspected or disclosed child abuse.

## **Definitions**

As identified in the chart below:

Item	Definition
Code	means this Code of Conduct.
OHS Act 2004	While the duty of care of employers under the 2004 OHS Act is more or less the same as what it was under the 1985 Act, the definition of health was amended. The definition of 'health' is now as follows: "health" includes psychological health. This means that the employer must address workplace hazards such as bullying, stress and fatigue. So while there are no regulations, WorkSafe Victoria has guidance on bullying, which is an acknowledged, and serious, hazard in workplaces.
Officer	People who can makes decisions, or participate in making decisions that affect the whole, or a substantial part, of a business or undertaking. It is a requirement of Health and Safety legislation that any officer of an organisation must exercise due diligence to ensure that the organisation complies with its health and safety duties. This means they must ensure that the organisation has appropriate systems of work in place and they must actively monitor and evaluate health and safety management within the organisation.
Vision and Purpose	<b>Our Vision:</b> To be a welcoming, safe and happy space where you learn, connect and make friends within a culturally diverse community. <b>Purpose: LNH aims to:</b> <ul style="list-style-type: none"> <li>• Nurture community connections, create opportunity, promote equity and challenge disadvantage</li> <li>• Transform lives with the power of learning, skills &amp; knowledge sharing</li> <li>• Bring the community together to create a healthy and sustainable local environment</li> <li>• Engage in friendship, fun and creativity.</li> </ul> <b>Values:</b> Lalor Neighbourhood House brings the following core values to everything we do: <ul style="list-style-type: none"> <li>• Community led.</li> <li>• We champion inclusion, equity and strive for a sustainable environment.</li> </ul>
"Workplace"	A place where work is carried out for a business undertaking, and includes any place where a worker goes, or is likely to be, while at work. Health and safety legislation applies to all of these locations.

## Relevant Legislation

Victorian Public Administration Act 2004  
 Victorian Education and Training Reform Act 2006  
 Victorian Information Privacy Act 2000  
 Victorian Occupational Health and Safety Act 2004  
 Victorian Health Records Act 2001  
 Victorian Racial and Religious Tolerance Act 2001  
 Victorian Protected Disclosures Act 2012  
 Victorian Public Records Act 1973

## Related Documents

- Bullying, Harassment and Discrimination Policy
- Protected Disclosures Policy
- Privacy Policy
- Occupational Health and Safety Policy
- Incident/Hazard Report Form
- Lalor Neighbourhood House's Strategic/Business Plan (*Vision and Purpose*)

Signed.....

Date.....

Name.....

(Print)

Policy/Procedure name	Code of Conduct	Version	2
Policy number	P0009	Date developed	Nov 2017
Drafted by	Executive Officer	Approved by CoG	Sep 2018
Responsible person	Executive Officer	Scheduled review date	Sep 2020
Policy Area	Operational		