



Mitcham Community House

Code of Conduct

Policy number	V2	Date approved	23 October 2019
Final	1	Scheduled review date	23 October 2021

INTRODUCTION

Mitcham Community House is committed to the adoption of ethical conduct in all areas of its authority and responsibility.

This Code of Conduct sets out the standards of behaviour that are expected of the Committee of Management (the Committee), staff, tutors, volunteers, participants/students, families, visitors and contractors at Mitcham Community House.

COMMITMENT TO OUR COMMUNITY

The Committee and Manager will:

- Understand Mitcham Community House's vision, mission, values and objectives
- Be committed to the overall aims of Mitcham Community House
- Be aware, and respond to, the needs of the local community
- Be part of a team that provides opportunities for life-long learning in a welcoming and safe environment
- Provide activities, programs and services that are in line with Mitcham Community House's values, objectives and policies
- Ensure that everyone who engages with Mitcham Community House is aware of their rights and responsibilities and how to make a complaint

PERSONAL INTEGRITY

The Committee, staff, tutors and volunteers will:

- Act with honesty and accountability, and in a courteous and responsible manner
- Have 'zero tolerance' of fraudulent and corrupt behaviour
- Treat everyone with respect, and respect all cultural, religious and political differences in a sensitive way
- Have zero tolerance of discrimination, bullying, family violence and child abuse

- Recognise Aboriginal and Torres Strait Islander peoples in strategic planning and policy development
- Foster an environment that is welcoming and safe for everyone
- Carry out tasks to the best of their ability
- Maintain a duty of care towards others involved in activities, programs and services at Mitcham Community House
- Maintain the privacy of others and the confidentiality of matters
- Use equipment and technology at Mitcham Community House in an appropriate way and for an appropriate purpose
- Before taking photographs, obtain permission from adults, and explain how the photograph will be used
- Comply with the relevant laws, regulations and guidelines as well as Mitcham Community House's policies and procedures, and MFVESS staff are also to abide by the *Australian Association of Social Workers Code of Conduct* and work in accordance with feminist principles

TEAMWORK

The Committee, staff, tutors and volunteers will:

- Maintain a shared purpose and uphold Mitcham Community House's values, objectives and policies
- Appreciate the individual differences in others
- Give and receive constructive feedback
- Resolve issues in a collaborative way

CHILD SAFETY

Everyone has a responsibility to keep children safe and all people involved in the care of children on behalf of Mitcham Community House will:

- Work towards the achievement of the aims and purposes of Mitcham Community House
- Develop activities, programs and services that are inclusive and appropriate to the child's age, ability, cultural background and physical and intellectual development, and also provide opportunities for the child to interact with other children and have positive relationships with staff and volunteers
- Promote the cultural safety, participation and empowerment of Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and children with a disability in activities, programs and services

- Report allegations of suspected child abuse or concerns about a child's safety to either the Manager, Childcare Coordinator, MFVESH Coordinator, Victoria Police and/or the DHHS Child Protection
- Establish and maintain a child safe environment in the course of their work
- Be fair, considerate and honest with others
- Treat children and young people with respect and value their ideas and opinions
- Act as positive role models in their conduct with children and young people
- Be professional in their actions
- Maintain strict impartiality
- Comply with the specific organisational guidelines on physical contact with children
- Promote respectful relationships with parents or guardians by providing open communication
- Respect the privacy of children, their families and/or carers, and only disclose information to people who have a need to know
- Operate within the policies and procedures of Mitcham Community House, particularly the Child Safe Policy
- **Contact the police if a child is at immediate risk of abuse on 000**

No person shall:

- Shame, humiliate, oppress, belittle or degrade children or young people
- Unlawfully discriminate against any child
- Engage in any activity with a child or young person that is likely to physically or emotionally harm them
- Initiate unnecessary physical contact with a child or young person, or do things of a personal nature for them that they can do for themselves
- Be alone with a child or young person unnecessarily or for more than a very short amount of time
- Develop a 'special' relationship with a specific child or young person for their own needs
- Show favouritism through providing gifts or giving inappropriate attention
- Arrange contact (including online) with children or young people outside of Mitcham Community House's activities, programs or services

- Photograph or video a child or young person without the written consent of the child and his or her parent or guardian
- Work with children or young people while under the influence of illegal drugs or alcohol
- Engage in open discussions of a mature or adult nature in the presence of children
- Use inappropriate language in the presence of children

RESPECTFUL BEHAVIOUR

All participants/students, visitors, families and contractors will:

- Act in a courteous and responsible manner
- Treat everyone with respect, and respect all cultural, religious and political differences in a sensitive way
- Have zero tolerance of discrimination, bullying, family violence and child abuse
- Not engage in fraudulent or corrupt behaviour
- In relation to children, model appropriate adult behaviour and appropriately listen and respond to children, not initiate unnecessary physical contact with a child who is not in their care unless it is to prevent a child from harm, and notify the Manager of any suspected child abuse or concerns about a child's safety
- Comply with Mitcham Community House's policies and procedures
- Notify Mitcham Community House if not attending an activity, program or service
- Participate in an activity, program or service as directed by the tutor or instructor
- Appropriately use technology
- Look after furniture and equipment and return these to the office or storeroom at the end of a class

BREACH

If you breach this Code you may face expulsion or disciplinary action, including the termination of employment, volunteering, or the contracting of goods and services with Mitcham Community House.

Serious breach

Serious breaches generally amount to circumstances where police are notified or where the safety and wellbeing of others has been put at risk, for example:

- Physical or sexual assault (including harassment and intimidation)
- Being under the influence of illegal drugs or alcohol

- Engaging in any other behaviour that could offend, threaten or embarrass others
- Damaging, modifying, misusing or stealing property

Notifiable complaints regarding childcare must be referred to the Department of Education and Early Childhood Development if there are breaches of law or where the safety, health or wellbeing of a child cared for by a children’s service may have been compromised (*Children’s Services Regulations 2009*).

Less serious breach

Less serious breaches may include behaviour that is discriminatory, disruptive or low risk.

- **The Committee** should refer to Division 2 (Disciplinary Action) and Division 3 (Grievance Procedure) of the *Association Rules for Mitcham Community House Incorporated*
- **Tutors and staff** employed under the *Neighbourhood Houses and Adult Community Centres Collective Agreement* should refer to the Dispute Settlement and Disciplinary Procedures clauses
- **Tutors and staff not covered by the above agreement, volunteers, students, visitors and contractors** should refer to Mitcham Community House’s Complaints Handling Policy
- **For general complaints against childcare**, refer to Mitcham Community House’s Complaints Handling Policy

Please detach and return to the office **or** scan and email to: manager@mitchamcommunityhouse.org

I agree to abide by this Code of Conduct:

Name:.....

Signature:.....

Date:.....

RELATED DOCUMENTS

- Child Safe Policy
- Complaints Handling Policy
- Conduct of Committee Meetings Policy
- Conflict of Interest Policy
- Equal Opportunity Policy
- Governance Policy
- Privacy Policy
- Recruitment, Employment and Training Policy

AUTHORISATION

Signature of Committee Chairperson	
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Date of approval by the Committee	
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