



0 Code of Conduct and Code of Ethics – Policy

These codes apply to both paid and unpaid staff, members of the Committee of Management, volunteers, volunteer group leaders, tutors and participants. The code intends to offer guidance and direction about ethical issues which may confront you in your day to day at the Centre.

Equity and Justice

- The centre will act to ensure that all persons of all abilities have access to all the resources, services and opportunities the Centre offers which might contribute to their well being.
- The centre will aim to expand choices and opportunities for all persons with special regard for disadvantaged or oppressed groups and persons.
- The centre will encourage respect for the diversity of cultures which constitute Australian society.
- The centre will encourage informed participation by members of the community in addressing relevant social and personal issues. The centre's role is to empower and work with members of the community, not to counsel, or decide what is best for clients.
- The centre will act to prevent practices that are inhumane or discriminatory against any person or group of persons.

Respect for people

- Centre personnel will behave courteously to all clients.
- Centre personnel will act openly and honestly and demonstrate respect for others including other personnel, contractors, representatives, visitors, tutors or clients of the Centre.
- The centre will provide users with accurate information regarding the extent and nature of the services available to them.
- The centre will let service users know of their rights and the implications of services available to them.
- Centre personnel are to perform their tasks in a safe, responsible and effective manner.
- Centre personnel are to read, understand and work within the centre's policies, procedures and rules.
- Violence, aggression and bullying are totally unacceptable at SpringDale.
- Sexual harassment is also totally unacceptable at SpringDale. While it is not easy to define sexual harassment, it includes unwelcome sexual activities and visual, verbal or physical conduct of a sexual nature. It can include in certain circumstances improper joking, teasing, pinching, unnecessary touching, patting or brushing up against a person's body.
- Where a conflict or difficult situation arises the issue should be disclosed to the Coordinator.

Confidentiality

- Personnel at SpringDale must take care to maintain the integrity, confidentiality and privacy of information and records of the Centre, of its staff and clients.

Conflicts of Interest

- A conflict of interest may arise where there is a reasonable expectation of direct or indirect benefit (or loss) for an individual with a particular personal interest that could be influenced in favour of that person in the performance of their duties. The benefit (or loss) could be financial or non financial. Personnel must report to the Coordinator any situation or relationship which has or may be seen to cause a conflict of interest which may directly or indirectly compromise them in the performance of their duties. The benefit (or loss) could be financial or non financial.
- Personnel must report to the Coordinator any situation or relationship which has or may be seen to cause a conflict of interest which may directly or indirectly compromise them in the performance of their duties.