



Quantin Binnah Staff Code of Conduct

Principles

All staff of the Quantin Binnah Community Centre including volunteers, students and contractors will uphold the following six ethical conduct principles at all times and promote positive interactions within the service and the local community.

Staff will abide by the following principles:

1. Commitment to our Service philosophy and values, including the promotion of a meaningful connection to best practice in service provision, with each other and in engagement with the community.
2. Effective, open and respectful two-way communication and feedback between employees, children, families, community members and management.
3. Honesty and integrity in all interactions between children, families, community members, employees and managers.
4. Consistency and reliability in all exchanges with children, families, community members, employees and managers.
5. Commitment to a workplace which values and promotes the safety, health and wellbeing of employees, volunteers, children and families.
6. Commitment to an Equal Opportunity workplace and culture which values the knowledge, experience and professionalism of all employees, team members and managers and values the diverse heritage of our community.

Implementation and Work Practice

I will:

1. Ensure my work is carried out efficiently, economically and effectively and perform their duties to their highest proficiency as set out in the prescribed terms and conditions of their employment/engagement.

2. Act in a professional, respectful and safe manner at all times while at work, giving their full attention to the Service responsibilities and adhering to all Service policies, procedures, laws and regulations. Ensure our activities and environments are safe for children and protect children from harm, abuse and neglect.
3. Act honestly and exercise diligence in all Service operations at all times in the interests of the organisation ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
4. Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
5. Carry out all lawful directions and ensure the organisation carries out its business in accordance with the law, and recognise both legal and moral duties of their role. Employees retain the right to question any direction to determine whether or not a contemplated action is ethical; to discuss concerns where appropriate with the CEO, Nominated Supervisor or the Ombudsman.
6. Act fairly, ethically, consistently with appropriate transparency and consider all relevant facts when making decisions or taking action. If they are uncertain about the appropriateness of a decision or action they should consider:
 - whether the decision or conduct is lawful;
 - whether the decision or conduct is consistent with our policies and objectives;
 - whether there will be an actual, potential or perceived conflict of interest involving obligations that could influence the business relationship or conflict with business duties.
7. Comply with QB Privacy and Confidentiality Policy when dealing with confidential information and records gained through their work and not divulge personal information such as contact details of staff, Board members or service users unless their permission has been given (Refer to *Privacy and Confidentiality Policy* for additional information.)
8. Record my attendance for duty in the manner prescribed.
9. Be punctual and reliable in my attendance and adhere to my prescribed and authorised hours of duty.
10. Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.
11. Respect and safeguard the property of the organisation, the public and colleagues; and observe safe work practices so as not to endanger themselves or others. (Refer to *Occupation Health and Safety Policy* for more information).
12. Refrain from developing close personal relationships with children outside work.
13. Refrain from using abusive, derogatory or offensive language.
14. Ensure that personal and financial interests do not conflict with the duty to the organisation.

15. Undertake no or business activities for personal gain while at the organisation or while conducting business of the organisation; any procedures associated with such activities will not be carried out on the organisation's computers without open and express permission of a higher authority.
16. Ensure that all transactions, agreements and records that flow from relationships with Quantin Binnah's stakeholders will be accurately and openly recorded in the organisation's books and records, and no entries will be made which obscure the true nature of a transaction.
17. Ensure I adhere to a zero tolerance of racism, and I will abide by all QB policies including but not limited to the Anti Bias and Inclusion Policy
18. Ensure I support children and their families to express their culture and enjoy their cultural rights.

Implementation and Working with Children

I will:

1. Include children and families in the decision-making process and respect the special relationship between children and their families and incorporate this perspective in all my interactions with children.
2. Implement activities and experiences that are age appropriate, culturally sensitive and inclusive.
3. Act in the best interests of all children.
4. Respect the rights of children as enshrined in the United Nations Convention on the Rights of the Child (1991) and commit to advocating for these rights.
5. Recognise children as active citizens participating in different communities such as family, children's services and schools.
6. Create and maintain safe, healthy environments, spaces and places, which enhance children's learning, development, engagement, initiative, self-worth, dignity and show respect for their contributions.
7. Work to ensure children and families with additional needs can exercise their rights. And acknowledge the uniqueness and potential of all children, in recognition that enjoying their childhood without undue pressure is important.
8. Work to ensure children are not discriminated against on the basis of gender, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture, or national origin.

Implementation and Working with Families

I will:

1. Assist each family to develop a sense of belonging and inclusion.
2. Develop positive relationships based on mutual trust and open communication.

3. Acknowledge the rights of families to make decisions about their children.
4. Respect the uniqueness of each family and strive to learn about their culture, structure, lifestyle, customs, language, beliefs and kinship systems.
5. Acknowledge that each family is affected by the community contexts in which they engage.
6. Be sensitive to the vulnerabilities of children and families and respond in ways that empower and maintain the dignity of all children and families.
7. Maintain confidentiality and respect the right of the family to privacy.

Unacceptable Behaviour

Certain behavior will be considered not acceptable to management and not in line with the philosophy of the centre. It is expected that all staff adhere to the zero tolerance of racism and abide by all QB policies including but not limited to the Anti Bias and Inclusion Policy

In addition, staff are expected to ensure children and their families are supported to express their culture and enjoy their cultural rights.

Furthermore, all staff of the Quantin Binnah Community Centre, including the volunteers and students across all sites will not:

1. Engage in conduct that is detrimental to the professional standing of our Service, is improper or unethical, is an abuse of power, or harasses, discriminates against, victimises, humiliates, intimidates or threatens other educators, staff members, volunteers or visitors at the Service, either directly or indirectly via information technology such as email, text or social media. Additionally, they will not support those who do this.
2. Accept gifts which exceed \$25 in value. If this occurs in circumstances where the gift cannot reasonably be refused or returned, the gift will be immediately disclosed to the CEO or Nominated Supervisor. Modest gifts or benefits valued less than \$25 may be accepted if they do not create a sense of obligation, are conducted transparently and there are no conflicts of interest.
3. Accept an offer of money, regardless of the amount including seeking or accepting a bribe.
4. Acquire personal profit or advantage because of their position (e.g.: through the use of Service information).
5. Convert any property of the Service to their own use unless properly authorised.
6. Approach other employees, managers or visitors directly on individual matters that don't concern them.

7. Engage in any action in breach of our Privacy and Confidentiality Policy, including but not limited to disclosure of confidential Service or customer information, or the improper or illegal use of that confidential information. Confidential information will only be accessed by authorised persons for the purpose intended.
8. Engage in or support any action in breach of our Technology Usage Policy including the use of communication media to search for, download, access, transmit or store any material of an offensive, obscene, pornographic, threatening or abusive nature.
9. Attend the Service under the influence of alcohol or illicit drugs or use illicit substances on the Service's premises.
10. Smoke on the Service's premises (within 10 metres of the facility) including car parks, playgrounds or in the direct sight of children or the public.
11. Show favouritism (showing preferential treatment at the expense of another) towards any child.

I _____ have read, understood and agree to abide by this Staff Code of Conduct of Quantin Binnah Community Centre. I also understand that by breaching the code of conduct I will accept the consequences of my actions, and this may include performance management.

Signed: _____

Date: .../.../....

Print name: _____