

CALOUNDRA COMMUNITY CENTRE INC	
STAFF CODE OF CONDUCT	
Policy Number : 7.01	
Authorised By: Management Committee	
Responsibility for Review: Caloundra Community Centre Management Committee and Manager	
Date last review: October 2025	Reviewed By: Chairperson
Date of next review: October 2027	
Review Process:	This policy will be reviewed by Management Committee/ representative and Manager and presented at a Committee meeting for approval at the next date of review.
Documentation and Communication	Any decisions requiring policy changes will be recorded In the Minutes of Caloundra Community Centre Committee of Management. Policy changes relevant to staff and volunteers will be emailed out or discussed at staff and volunteer meetings.
POLICY CONTEXT:	
Human Services Quality Framework	Standard 6 (Human Resources)
Relevant Policy	1.04 Code of Ethics 3.02 Media and Public Policy 2.14 Workplace Health and Safety 4.03 Confidentiality & Privacy 4.04 Access and Equity 4.06 Anti-Discrimination and Discrimination from Bullying and Harassment 4.09 Preventing and Responding to the Harm, Abuse, Neglect, and Exploitation of People with a Disability
Forms or other organisational documents	Code of Ethics Organisational Practice Framework
Legislation or other requirements	<i>Privacy Act 1998</i> <i>Work Health and Safety Act, 2011</i> <i>Social, Community, Home Care and Disability Services Award, 2010 (SCHADS Award)</i> Child Safe Standards under Child Safe Organisations Act 2024
Purpose & Commitment	<i>Caloundra Community Centre Inc is committed to ensuring that paid and unpaid staff are clear about acceptable behaviour in the workplace. Workplace harassment is offensive, belittling or threatening behaviour directed at an individual worker or group of workers.</i>

	<p><i>Harassment is often focused on the sex, cultural or racial background or disability of the individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. It makes the workplace or association with work unpleasant, humiliating or intimidating for the individual or group targeted by this behaviour. It can make it difficult for effective work to be done.</i></p> <p><i>The maintenance of courteous workplace behaviour is not intended to impose unnecessary rigidities on individual workplace styles or on workplace and work-related relationships and social activities. Rather, it is a recognition that people with different backgrounds, interests and friendship groups need to get along with each other in the workplace if an organisation is to be effective.</i></p> <p><i>A breach of this policy may lead to disciplinary proceedings but will depend on the seriousness of the event.</i></p>	
SCOPE	Paid staff and volunteers and Caloundra Community Centre.	
Procedures	8.1.1	Caloundra Community Centre expects that staff and volunteers;
	8.1.2	Represent Caloundra Community Centre in a positive way and adhere to the practice methodology of the organisation detailed within the Organisational Practice Framework.
	8.1.3	Follow the Workplace Health and Safety requirements as detailed in 3.6 Workplace Health and Safety and 4.7 Prevention of Harm in the Workplace
	8.1.4	Be committed to the core values and ethics detailed in the 1.4 Code of Ethics Policy. All volunteers and staff will have opportunities to address any areas of concern they may have with the organisational Code of Ethics through staff meetings, volunteer training and supervision sessions.
	8.1.5	Understand the 8.7 Dispute Resolutions for Staff and Volunteers Policy. Any concerns regarding possible conflicts of interest will be discussed with the manager.
	8.1.6	Work cooperatively with colleagues, support and learn from each other and accept differences and professional style.
	8.1.7	Respect and seek when necessary, the professional opinions of colleagues in their area of competence and acknowledge their contribution.
	8.1.8	While it is acknowledged that staff and volunteers have the right as an individual to make public comment, staff shall not reveal information that is confidential in nature to the public. Public comment on issues relevant to the work of the organisation that could be controversial in nature need to be checked and signed off by senior management. Please refer to 3.3. Media and Public Policy.
	8.1.9	Not take illegal drugs or consume alcohol, prior to, or when working.

	8.1.10	Not to act in a discriminatory way toward anyone accessing programs and services.
	8.1.11	Ensure they observe Equal Opportunities principles, exhibit appropriate behaviours and provide a work environment free from harassment (including sexual) bullying and discrimination.
	8.1.12	Familiarise yourself with all policies as outlined above to ensure you fully understand the code of conduct expected of you when working with this organisation.
	8.1.12	Familiarise yourself and act in accordance with the Child Safety and Well Being Policy

