

# CALOUNDRA COMMUNITY CENTRE INC

## CODE OF ETHICS

Policy Number : **1.04**

Authorised By: Management Committee Chairperson

Responsibility for the review : Management Committee and Manager

Date last review:  
October 2025

Reviewed By:

Date of next review:  
October 2027

(Signature)

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 either emailed out or discussed at staff and volunteer meeting

Review Process:

This policy will be reviewed by the Manager and Management Committee representatives and presented at a Committee meeting for approval at the next date of review.

**POLICY CONTEXT:**

Human Services Quality Framework

Standard 1 (Governance and Management)

Other Standards:

Standard 2 (Service Access)  
Standard 3 (Responding to individual Need)  
Standard 4 (Safety, Wellbeing and Rights)  
Standard 5 (Feedback, Complaints and Appeals)

Relevant Policies:

4.01 Service Charter  
4.02 Freedom of Information  
4.03 Confidentiality and Privacy  
4.04 Access and Equity  
4.05 Feedback and Complaints by Client or Centre User  
4.06 Anti- Discrimination and Freedom from Bullying and Harassment  
4.07 Prevention of Harm in the Workplace  
  
And all program policies under Participation and Community Engagement.

Forms or other organisational documents:

Privacy Statement  
(computer file, Policies and procedures, privacy forms/people using the service)  
Induction Kit (Computer file, Management, Management Committee)

<p>Legislation or other requirements:</p>	<p>Associations and Incorporations Act of 1987 Associations Incorporation Regulation 1999</p> <p>Work Health and Safety Act 2011 Anti Discrimination Act 1991 Information Privacy Act 2009 Privacy Act 1988 Community Services Act 2007 (QLD)</p> <p>See Caloundra Community Centre’s Legislation Document</p>
<p>Purpose and Commitment</p>	<p><i>Caloundra Community Centre Inc’s Code of Ethics exists within the wider context of the organisations mission: We desire to walk alongside people and community towards social and structural change.</i></p> <p><i>Caloundra Community Centre seeks to contribute to the building of a more socially just and sustainable community by;</i></p> <ul style="list-style-type: none"> <li>• <i>Promoting participation of community members and working to enhance their understanding of the complex dynamics affecting their community.</i></li> <li>• <i>Working to achieve this by supporting the building of community networks and encouraging citizen-led community development processes.</i></li> <li>• <i>Implementing community consultation processes that inform the analysis of community needs and the development of service and community responses.</i></li> <li>• <i>Maximising the organisations resources through the building of mutual partnership arrangements with community groups and other organisations.</i></li> </ul>
<p>SCOPE</p>	<p>Caloundra Community Centre Inc has developed a range of policies and initiatives in line with social justice principles and current legislation. This policy outlines a code of ethics which identifies a set of values by which staff and management committee are expected to conduct themselves in the course of their work and in representing the organisation.</p>
<p><b>Organisational Values</b></p>	<p><b>Equity:</b> A fair distribution of economic, social and political resources through providing people with information and opportunities which enable them to participate more effectively in both formal and informal power relationships.</p> <p><b>Access:</b> Ensuring fair and equal chances for all people to acquire those aspects of society that contributes to quality of life.</p> <p><b>Participation:</b> Maximising the opportunities for people to participate in decisions that affect their life and their local community. Caloundra Community Centre Inc. is committed to working toward the building of a non-authoritarian environment that enables all people to more fully participate in community decisions and processes.</p> <p><b>Rights:</b> Informing people that the organisation has policies in place which protect and promote the principles of human rights and ensuring that these rights, as enshrined in human rights declarations and policy apply to all people regardless of their social, cultural or economic background.</p>

		<b>Ecological justice and Social adaptation:</b> we value a world that situates humans in nature and acknowledges that most vulnerable people are often the most impacted by climate change and environmental degradation.
Procedures	Confidentiality and Privacy:	<p>At all times staff and committee members should ensure that confidentiality is maintained with respect to all information obtained whilst conducting the business of the organisation. Please also refer to Confidentiality and Privacy Policy 4.3. This is particularly the case in relation to information regarding clients, and the personal circumstances of staff and committee members.</p> <p>When privileged information about service operations or the personal circumstances of clients, staff, or committee members are known, staff and committee members should act professionally and maintain a high standard of conduct when discussing this information internally within the Organisation.</p> <p>Confidentiality may only be relaxed in the event that staff or committee members are concerned that there exists a serious threat to a person's safety/ wellbeing or there is a serious threat to the stewardship of the organisation.</p>
	Value Based Conduct	<p>In representing Caloundra Community Centre Inc and in conducting business, staff and committee members should at all times act professionally and abide by the organisations standards, goals and values. In conducting the Organisation's business, they should work in ways that: allow for the expression of diverse cultures. Respect the rights of individuals, groups and communities to self-determination and to make decisions that affect the future of the individual, or those groups/communities. Freely allow for articulated and objective opinions to be expressed concerning the business of the Organisation so as to enhance efficiency and effectiveness of service delivery.</p> <p>Ensure that all meetings are conducted in an appropriate and courteous manner and that those who are least likely to be vocal are given opportunity to participate and have their say in all decision-making procedure.</p>
Procedures	Relationship with Employing Organisation	<p>All staff and committee members should recognise the stated aims of the Organisation, contribute towards these, and work towards the best possible standards of service delivery to the local community. Staff and Committee members, whilst conducting the Organisation's business should operate at all times within the legally defined structure (refer Constitution). All actions should be consistent with upholding the objectives of the Organisation and seek to further the reputation of the Organisation.</p>
	Transparency and Accountability	<p>Caloundra Community Centre Inc is committed to fair and just administrative practices that are transparent to all and to financial management practices that promote full accountability for all funding. Administration of public funding agreements will include: detailed and accurate reporting of the true financial position of the Organisation.</p>

		<p>Compliance with all legal and recognised Accounting Standards.</p> <p>Compliance with funding guidelines.</p>
	Legislative Requirements	<p>Caloundra Community Centre Inc is committed to being a responsible employer and provider of programs and services. Staff and Committee members are responsible for ensuring that they are aware of their legal rights and responsibilities to the Organisation</p>
	Integrity	<p>All staff and committee members need to act with integrity in relation to their defined role within the Organisation. Caloundra Community Centre Inc recognises that Conflict of Interest issues can and do occur within the Organisation and that individual dealings and decisions should be at 'arms length'. Please refer to Conflicts of Interest Policy. Staff and committee members should ensure that Caloundra Community Centre Inc's public role and objectives are adhered to at all times and that public interest of the Organisation always prevail over the interest of the individual.</p>
	Diligence	<p>All staff and committee members will aspire to performing their work with diligence, undertake their roles and tasks in a professional manner and in accordance with the policies, procedures and guidelines as determined by the Organisation.</p>