



## Code of Ethics

Reviewing and approving this Policy Manual		
Frequency	Person(s) responsible	Approval
Reviewed and updated as required or at least reviewed every 3 years	EO, Board P&P Sub-committee	Board

Updates, Approvals and Amendments	
Adopted by Board of Directors on	30 March 2017
Next review date	30 March 2019

Other relevant documents



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## Table of Contents

<b>1.</b>	<b>Code of Ethics .....</b>	<b>3</b>
1.1	Aims .....	3
1.2	Principles of Practice – Social Justice .....	3
1.3	Confidentiality .....	3
1.4	Professional Conduct.....	4
1.5	Specific Expectations for Board members and Sub-Committee members .....	5
1.6	Specific Expectations for Paid Workers.....	5
1.7	Commitment to this Policy .....	6



## 1. Code of Ethics

Springwood Neighbourhood Centre Co-operative Ltd.'s (**SNCC**) Code of Ethics is a set of principles outlining standards of acceptable practice and conduct in relation to social justice, confidentiality and professional conduct. SNCC's Code of Ethics provide consistent expectations for staff, Board members, Sub-Committee members, volunteer workers and students in the delivery of SNCC's services.

The SNCC will endeavour to ensure the implementation of this Code by all staff, Board members, Sub-Committee members, volunteers and students at all times.

### 1.1 Aims

The SNCC aims to:

- a) Provide a framework of acceptable behaviour for decisions and actions in relation to all SNCC activities;
- b) Promote working relationships and an atmosphere based upon trust;
- c) Support service delivery that is free from discrimination and is based upon honesty; fairness and respect; and
- d) Ensure all SNCC services are conducted with integrity and efficiency.

### 1.2 Principles of Practice – Social Justice

SNCC has a commitment to the following four principles:

- a) **Equity** – ensuring a fairer distribution of economic resources and power through the design and delivery of services.
- b) **Access** – ensuring fair and equal opportunity for all people to use services that are important for their quality of life and to be informed about and use these services without physical, cultural or financial barriers.
- c) **Participation** – maximising the opportunities for all people to participate in the circumstances that affect their lives. This includes being involved with the management, service provision and planning of SNCC.
- d) **Rights** – fairer and more comprehensive rights that are equally accessible by all people, regardless of their sex, age, gender, income, race, sexuality, marital status, abilities, health, responsibilities as a carer, cultural and social background. This includes civil, political, industrial, social, environmental and economic rights.

All Board members, Sub-Committee members, staff, volunteers and students commit to work towards achieving the above principles for those most disadvantaged in our community.

### 1.3 Confidentiality

- a) The Board, Sub-Committee members, staff, volunteers and students will respect the confidentiality of sensitive information obtained in the course of service provision or any meetings.



- b) Staff, volunteers, students, Sub-Committees and Board members will not share confidential information revealed by the organisation, service users, staff, volunteers, Sub-Committees or Board members without their consent, except when compelling moral or ethical reasons exist.
- c) Staff, volunteers, students, Sub-Committee and Board members need to inform service users and groups fully about the limits of confidentiality in any given situation, the purposes for which information is obtained and how it may be used.
- d) Data collection for all the SNCC's services will be conducted in a manner that does not identify the service user by name.
- e) All of the SNCC's service users' and staff details will be locked in filing cabinets and may be accessed only by the Executive Officer. All service users' details for auspiced services will be locked in filing cabinets and may only be accessed by the Executive Officer and the relevant Service Co-ordinator.
- f) Service users will be informed, however, of their right to access their own file and this will be facilitated when requested.

#### 1.4 Professional Conduct

Staff, volunteers, students, Sub-Committee and Board members will work with each other, service users, groups, organisations and communities in a way that:

- a) engenders goodwill & respect;
- b) empowers the service user and group;
- c) increases their access to available resources, information, services and opportunities that contribute to their well-being;
- d) maintains each person's rights and responsibilities;
- e) expands the choices and opportunities for all persons with special regard for disadvantaged or oppressed groups and persons. Staff and Board members will be involved in the development of programs for this purpose;
- f) promotes respect for the diversity of cultures, which constitute the Australian society;
- g) develops the skills of those involved;
- h) does not discriminate inappropriately on the basis of race, gender, religion, age, disability, sex or sexuality;
- i) encourages informed participation by members of the community in addressing relevant social or personal issues; and
- j) shows respect for the general public by adhering to a professional dress code.

Staff, volunteers, students, Sub-Committee and Board members will conduct themselves in a manner that upholds the rights and freedom of individuals. This includes no:



- i) overt or covert sexist remarks;
- ii) sexual and/or other forms of harassment i.e. bullying, denigration or disrespectful behaviour;
- iii) overt or covert racist remarks, attitudes or behaviours;
- iv) verbal or physical violence or abuse; and
- v) discriminating remarks or behaviour.

Staff, volunteers, students, Sub-Committee and Board members will recognise and act to support the stated vision, aims & objectives and policies of the SNCC. They will contribute to these and work towards the best possible standards of service to the community. They will act to prevent practices that are discriminatory or impinge on human rights. They will act to support their fellow workers and services.

### **1.5 Specific Expectations for Board members and Sub-Committee members**

The Board and Sub-Committee members are expected to:

- a) Act honestly and in good faith, ensuring that the organisation carries out activities within the objectives of the constitution.
- b) Disclose potential conflicts of interest as soon as they arise, including financial, political or personal benefit from:
  - i) other business or professional activities;
  - ii) employment or accountability to other people or organisations;
  - iii) membership of other organisations; and
  - iv) ownership of properties or other assets.
- c) Where there is a conflict of interest, remove themselves from discussions, decisions or votes, or resign from the Board or Sub-Committee.
- d) Not use their position and information for personal benefit or advantage.
- e) Act in the best interest of the organisation as a whole, and not in any particular member's interests.
- f) Exercise their powers and authority only for their proper use; and
- g) Ensure that duties they delegate to staff are carried out properly by competent people.

### **1.6 Specific Expectations for Paid Workers**

Paid workers are expected to:

- a) Provide service users with accurate information about the services and options available to them;



- b) Involve service users in decision-making about services;
- c) Advise all service users of complaints procedures;
- d) Inform service users of the service standards they can expect;
- e) Encourage service user participation in planning, management and evaluation of services;  
and
- f) Advise service users of their rights and the implications of all provisions.

**1.7 Commitment to this Policy**

On commencement of an individual’s employment or registration with the SNCC, she/he will receive a copy of the Code of Ethics as part of the Employment Contract. She/he will agree to abide by this policy upon signature of the Employment Contract or Registration Form.

Staff, volunteers, Sub-Committees, Board members and students should note that breaches of certain sections of the Code of Ethics may lead to legal action. Breaches of the Code of Ethics may lead to disciplinary action or dismissal for staff members, or cessation of work or duties for board, volunteers and students.

I, ..... have read and understood this Code of Ethics policy and agree to abide by it.

Signature..... Date.....