

Human Resources

Code of Conduct Policy

The Code of Conduct Policy is a set of rules and standards set by Merinda Park Learning and Community Centre Inc. (MPLCC) that instruct employees, volunteers contractors and the Committee of Management (CoM) on how to behave in the workplace. These guides establish how MPLCC expects employees, volunteers, contractors and CoM to interact with students, families, children, colleagues, visitors and Centre Management. Under this code, all employees, volunteers and contractors and CoM are held to the same standard of behaviour regardless of their position, guarding MPLCC against misconduct and opportunistic behaviour, while fostering long-term changes to business culture.

Scope

This policy affirms MPLCC's belief in responsible social and ethical behaviour from all participants, including The Committee of Management (CoM), Centre Manager, approved provider, nominated supervisor, educators, trainers, other staff, contractors, volunteers, students on placement, parents/guardians, and visitors collectively referred to as 'Team Members' within this policy.

Purpose

MPLCC wishes to articulate desirable and appropriate behaviour by promoting interactions at the service and online that are respectful, honest, courteous, sensitive, tactful, and considerate. These behaviours are expected both within MPLCC and when representing MPLCC outside of the Centre at any scheduled events.

Expected Standards of Behaviour for Team Members

All team members must demonstrate the following behaviour standards, as applicable, when engaged in MPLCC-related activities both on and off-site

- Comply with all laws, policies, procedures, rules, regulations and contracts
- Comply with all lawful and reasonable directions from MPLCC

- Be honest and fair when dealing with clients, co-workers, management, visitors, and the general public.
- Not make false or misleading declarations during the performance of their duties or when providing services on behalf of MPLCC.
- Display a professional image in the workplace. This may include wearing appropriate uniforms, and safety equipment. When wearing their own clothes an MPLCC worker must ensure that their appearance is neat and tidy.
- Treat all people in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimization, or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, mental or physical disability, or any other classification protected by law will not be tolerated
- Refrain from any form of conduct that may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance
- Not fight, abuse, yell or threaten anyone in the workplace
- Not use abusive or inappropriate language in the workplace
- Not use work time for private gain
- Not use social media or any public or private platform, gathering or event to harm the reputation or bring disrepute upon MPLCC.
- Observe workplace health and safety policies and obligations and cooperate with all procedures and initiatives taken by MPLCC in the interests of health and safety.
- Carry out work safely and avoid conduct that puts others at risk, including misuse of alcohol, drugs or other substances when engaged in work-related activities.
- Use power in a reasonable way ensuring that behavior is fair and reasonable. Making sure that family or other personal relationships do not improperly influence decisions.
- Maintain confidentiality privacy and confidentiality during employment or engagement with MPLCC and after the termination of employment or engagement.
- Lead by example by being a positive influence, delivering high-quality services, and encouraging best practices.

- Not make any unauthorised statements to the media about MPLCC (requests for media statements should be referred to the Centre Manager who will act under their delegated authority).
- All forms of discrimination, harassment or bullying will not be tolerated while working at MPLCC and any conduct that constitutes discrimination, harassment or bullying will be subject to disciplinary action up to and including termination of employment.
- All conflicts of interest that would impact the business interests of MPLCC must be declared to your line manager
- Where relevant, this policy operates in conjunction with other policies relating to minimum standards of behaviour and conduct, the Contract of Employment or Contract for Services.

Expected Standards of Behaviour for The Centre Manager, Children's Services Coordinator, Room Leaders and Supervisors

- Promote a team spirit
- Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes
- Avoid bias in decision-making
- Ensure compliance with MPLCC's procedures when carrying out counselling and discipline
- Exercise objectivity when administering rewards or discipline
- Not condone, permit, or fail to report any breaches of the Code as outlined above by team members under their supervision

Violations

A person or persons acting in breach of the Code of Conduct may be issued with a written warning, asked to participate in performance management or misconduct processes or leave the organisation. There will be a limit of three written warnings before a dismissal of work duties is issued. Any violations of this policy are considered highly disrespectful to all those who attend MPLCC and will be handled appropriately.

Document Control

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