

## **CODE OF CONDUCT POLICY**

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### **PURPOSE**

The purpose of this Policy is to articulate Lalor Living and Learning Centre Incorporated's commitment to provide a safe working and learning environment, and enhancing the well-being of all Lalor Living and Learning Centre Incorporated's staff, trainers, volunteers, contractors, and wider Lalor community.

The Code cannot address all possible issues which individuals may face in their employment at Lalor Living and Learning Centre. Therefore, if there is any doubt as to the applicability of the Code, or as to the appropriate course of action to be adopted in particular circumstances, the staff member regardless of level (non-supervisory or supervisory), must promptly discuss the matter with the appropriate person (their immediate supervisor).

### **SCOPE**

This Policy applies to all current and potential clients of and visitors to Lalor Living and Learning Centre, members of the local community, paid employees and volunteers, and should be read in conjunction with other relevant policies.

The Code of Conduct Policy and Procedure does not seek to encompass all possible scenarios arising in working or volunteering Lalor Living and Learning Centre however, it provides a set of principles to guide staff on acceptable and unacceptable behaviour.

### **POLICY**

Lalor Living and Learning Centre Incorporated is committed to maintaining, developing and respecting the Statement of Purpose and Values which guide it. This Code of Conduct will be the foundation for staff, volunteers, contractors and for mutually respectful relationships in all dealings with each other and the wider community.

#### **Personal and Professional Behaviour**

In its commitment to high standards of personal and professional behaviour, Lalor Living and Learning Centre is guided by a fundamental concern for respect and equity; that staff, volunteers and contractors co-operatively exercise the highest levels of personal and professional behaviour in their daily work and all dealings with the Centre.

In performing their duties all staff must:

- uphold the Vision and Purpose, and procedures adopted by Lalor Living and Learning Centre, including this Code
- act equitably, fairly and reasonably
- comply with all applicable statutory and industrial requirements applying to the operation of Lalor Living and Learning Centre and in relation to specific roles

- respect the confidentiality of information entrusted to them in the course of their employment
- maintain appropriate standards of conduct and behave in a way that upholds the reputation and name of Lalor Living and Learning Centre
- treat students, other staff members and members of the public with respect, impartiality, courtesy, compassion and sensitivity with due regard for their needs, dignity, and aspirations
- maintain knowledge and understanding of their area of expertise for the efficient performance of their duties
- exercise their best professional and ethical judgement, making decisions fairly, objectively and without bias, using factual information available, and where appropriate documenting those decisions
- maintain a co-operative and collaborative approach to all working relationships
- exercise positional and supervisory power and responsibility properly, respecting the dignity, rights and entitlements of both students and all individuals
- ensure efficient and effective use of Lalor Living and Learning Centre resources
- be accessible to their students and/or colleagues for meetings and consultations so facilitating a constructive learning environment, the effective teaching of students and the effective operation of Lalor Living and Learning Centre
- act responsibly by becoming aware of possible unethical behaviour or wrongdoing perpetrated by another staff member. Responsible action may include making a report to a delegated senior Lalor Living and Learning Centre manager in accordance with the Lalor Living and Learning Centre Protected Disclosures Policy.

### **Responsibilities of Managers and Nominated Supervisors**

Lalor Living and Learning Centre managers and nominated supervisors exercise their responsibilities ethically and fairly, observing individual and collective responsibility and in accord with Lalor Living and Learning Centre policies and procedures.

Managers and nominated supervisors have management responsibility for the smooth functioning of Lalor Living and Learning Centre's operations and for the implementation and application of Lalor Living and Learning Centre's policies within their area of responsibility.

In discharging their responsibilities, managers and nominated supervisors must:

- uphold the standards of Personal and Professional Behaviour as set out in the Personal and Professional Behaviour section of this Code
- apply procedurally fair practices in their dealings with staff under their supervision, students, and members of the public
- deal with any conflicts that arise between staff members or between a staff member and a student ethically, professionally and carefully, recognising that situations of this nature can be serious
- resolve any such conflicts reasonably, promptly, as close to source as feasible and where possible, to the satisfaction of all parties, such that the effective functioning of their area of responsibility is not impaired
- familiarise themselves with and ensure they understand Lalor Living and Learning Centre's equal opportunity principles, privacy obligations, and occupational health and safety requirements and model, apply and uphold them in the workplace.

## **Child Safety**

Children and young people engaging with Lalor Living and Learning Centre are entitled to a safe and supportive environment. Lalor Living and Learning Centre staff, contractors and volunteers must adhere to Lalor Living and Learning Centre's child safe policy at all times and uphold Lalor Living and Learning Centre's statement of commitment to child safety at all times.

To achieve this PRACE staff, contractors and volunteers will in addition to the personal and professional behaviour outlined above:

- take all reasonable steps to protect children from abuse
  - listen and respond to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
  - promote the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification)
  - promote the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
  - promote the safety, participation and empowerment of children with a disability (for example, during personal care activities)
  - report any allegations of child abuse to the Lalor Living and Learning Centre's Child Safety Officer, and ensure any allegation is reported to the police or child protection (For more detail see the Lalor Living and Learning Centre's Mandatory Reporting and Child Safety Policy and Procedure.)
  - report any child safety concerns to the Lalor Living and Learning Centre Child Safety Officer
  - if an allegation of child abuse is made, ensure as quickly as possible that the child(ren) are safe
  - encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.
- Staff and volunteers must not:
    - develop any 'special' relationships with children that could be seen as favouritism
    - exhibit behaviours with children which may be construed as unnecessarily physical
    - put children at risk of abuse
    - engage in open discussions of a mature or adult nature in the presence of children
    - use inappropriate language in the presence of children
    - express personal views on cultures, race or sexuality in the presence of children that are discriminatory or fail to promote human rights and equal opportunity
    - engage in non-professional relationships with students as per the Outside Activities, Employment and Private Practice and Relationships section of this policy.
    - ignore or disregard any suspected or disclosed child abuse.

## **Definitions**

As identified in the chart below:

Item	Definition
Code	means this Code of Conduct.
OHS Act 2004	While the duty of care of employers under the 2004 OHS Act is more or less the same as what it was under the 1985 Act, the definition of health was amended. The definition of 'health' is now as follows: "health" includes psychological health. This means that the employer must address workplace hazards such as bullying, stress and fatigue. So while there are no regulations, WorkSafe Victoria has guidance on bullying, which is an acknowledged, and serious, hazard in workplaces.
Officer	People who can makes decisions, or participate in making decisions that affect the whole, or a substantial part, of a business or undertaking. It is a requirement of Health and Safety legislation that any officer of an organisation must exercise due diligence to ensure that the organisation complies with its health and safety duties. This means they must ensure that the organisation has appropriate systems of work in place and they must actively monitor and evaluate health and safety management within the organisation.
Vision and Purpose	Means Vision and Purpose as set out in the Lalor Living and Learning Centre Strategic Plan and Business Plan.  <b>Our Vision</b>  Lalor Living & Learning Centre delivers learning and teaching that offers people the opportunity to become their best selves in vibrant, healthy and friendly communities.  <b>Our Purpose</b>  The purpose of Lalor Living & Learning Centre is to welcome people and families from diverse backgrounds to learning experiences that are professionally run, relevant, useful and transformative. The Centre will do this by: <ul style="list-style-type: none"> <li>• offering adult education and training</li> <li>• supporting individual learners of all ages in their development</li> <li>• being a place of connection for the community</li> <li>• supporting community development initiatives</li> </ul>
"Workplace"	A place where work is carried out for a business undertaking, and includes any place where a worker goes, or is likely to be, while at work. Health and safety legislation applies to all of these locations.

## Relevant Legislation

Commonwealth Human Rights and Equal Opportunity Commission Act 1986  
 Equal Opportunity for Women in the Workplace Amendment Act 2012  
 Commonwealth Disability Discrimination Act 1992  
 Commonwealth Crimes Act 1914  
 Commonwealth Fair Work Act 2009  
 Commonwealth Racial Hatred Act 1995  
 Commonwealth Copyright Act 1968  
 Commonwealth Age Discrimination Act 2004  
 Victorian Public Administration Act 2004  
 Victorian Education and Training Reform Act 2006  
 Victorian Equal Opportunity Act 2010 (from 1 August 2011)  
 Victorian Financial Management Act 1994  
 Victorian Freedom of Information Act 1982

Victorian Information Privacy Act 2000  
Victorian Occupational Health and Safety Act 2004  
Victorian Health Records Act 2001  
Victorian Racial and Religious Tolerance Act 2001  
Victorian Protected Disclosures Act 2012  
Victorian Public Records Act 1973

#### **Related Documents**

- Bullying and Harassment Policy
- Protected Disclosures Policy
- Privacy Policy
- Occupational Health and Safety Policy
- Occupational Health and Safety Act 2004 Victoria
- Incident/Hazard Report Form
- Lalor Living and Learning Centre's Strategic/Business Plan (*Vision and Purpose*)