



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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Phone: (07) 5499 9345  
Email: info@malenyinc.org.au  
Open Mon - Fri: 9am - 3pm  
and booked activities anytime



*In the Heart of Maleny ...*

## FINAL

<b>MALENY NEIGHBOURHOOD CENTRE</b>		
<b>2017 CODE OF CONDUCT POLICY</b>		
Authorised By: Management Committee 23/3/17		
Responsibility for the review:	Management Committee and Centre Coordinator / Development Worker (CCDW)	
Date last review:  <i>Reviewed 14/3/17 Approved 23/3/17</i>	Reviewed By:  CCDW and MNC Management Committee  (Signature)	Date of next review:  23/3/18
Review Process	This Policy will be reviewed by the CCDW and Management Committee and will be approved by the Management Committee on or before the next date of review.	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to CCDW for action and updating of policy documents.  Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.	
<b>POLICY CONTEXT:</b>		
Queensland Standards for Community Services:	Standard 1 Governance and Management	
Other Standards	<ul style="list-style-type: none"> <li>● The Associations and Incorporations Act of 1987</li> <li>● Workplace Health and Safety Act 1995. (Policy relevant to this area has been developed.)</li> <li>● Anti Discrimination Act 1991. (Policy relevant to this area has been developed.)</li> <li>● Department of Communities, and Department of Social Services Funding Agreements.</li> <li>● Privacy Act 2000. (Policy relevant to this area has been developed.)</li> </ul>	
MNC Strategic Framework	Draft Strategic Directions 2017	

Relevant Policies:	<ul style="list-style-type: none"> <li>● Code of Ethics</li> <li>● Conflict Resolution</li> <li>● Privacy and Confidentiality</li> <li>● Financial Management and Delegations</li> </ul>
Forms or other organisational documents:	
Legislation or other requirements:	<p>The Associations and Incorporations Act of 1987  Workplace Health and Safety Act. 1995.)  Anti Discrimination Act. 1991  Privacy Act 2000.  Community Services Act 2007 (QLD)</p>
Purpose and Commitment	<p>Maleny Neighbourhood Centre is committed to ensuring there are adequate guidelines in place to assist staff and volunteers to know the expected behaviour for their role. To clarify expectations, the following Code of Conduct has been developed.</p>
SCOPE	<p>The policy will apply to all staff and volunteers of the Maleny Neighbourhood Centre</p>
Policy	<p>Staff and volunteers must:</p> <ul style="list-style-type: none"> <li>● Adhere to this Policy and the Code of Ethics of Maleny Neighbourhood Centre Inc. as set out in the Ethics Policy.</li> <li>● Adhere to all accounting procedures as outlined in the Financial Management and Delegations Policy.</li> <li>● Adhere to confidentiality issues as set out in the Privacy and Confidentiality Policy. Confidentiality in this policy is defined as the security of information obtained in a position of trust as a member of staff or a volunteer of the Maleny Neighbourhood Centre. Information provided by service users of MNC is revealed in “confidence” with the expectation that it will not be repeated outside the Centre.</li> <li>● Follow the procedure outlined in the Conflict Resolution Policy to resolve any conflicts with staff, volunteers, visitors or service users of Maleny Neighbourhood Centre Inc.</li> <li>● Ensure staff and volunteers observe the principles of Equal Opportunity, exhibit appropriate behaviours and provide a work environment free from harassment in all its forms, bullying and discrimination.</li> <li>● Familiarise themselves with all policies as outlined above to ensure they fully understand the code of conduct expected of them when working at the Maleny Neighbourhood Centre.</li> <li>● Act professionally and abide by the Organisation’s Policies and Procedures when conducting business or when representing Maleny Neighbourhood Centre Inc.</li> </ul> <p>In conducting the Organisation’s business they should work in ways that:</p> <ul style="list-style-type: none"> <li>● Allow for the expression of diverse cultures.</li> <li>● 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.</li> </ul>

	<ul style="list-style-type: none"><li>● 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; and</li><li>● 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 relevant decision making procedures.</li></ul>
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