




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.

17 Bicentenary Lane
 Maleny, QLD, 4552
 Phone: (07) 5499 9345
 Email: info@malenync.org.au
 Open Mon - Fri: 9am - 3pm
 and booked activities anytime



In the Heart of Maleny ...

FINAL

MALENY NEIGHBOURHOOD CENTRE		
2020 CODE OF CONDUCT POLICY		
Authorised By: Management Committee		
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> <i>Reviewed 12/20 to add Human Rights Act</i>	Reviewed By: MNC Management Executive 17/12/20  (Signature)	Date of next review: <i>December 2023</i>
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.	
POLICY CONTEXT:		
Queensland Standards for Community Services:	Standard 1 Governance and Management	
Other Standards		
MNC Strategic Framework	Strategic Directions 2017 - 2020. 2020 - 2023 Strategic Directions - currently under development	
Relevant Policies:	<ul style="list-style-type: none"> ● Anti-Discrimination & EEO Policy ● Code of Ethics ● Conflict Resolution ● Privacy and Confidentiality 	

	<ul style="list-style-type: none"> ● Financial Management and Delegations ● Workplace Health & Safety
Forms or other organisational documents:	
Legislation or other requirements:	<p>The Associations and Incorporations Act of 1987 Work Health and Safety Act. 2011 Anti Discrimination Act. 1991 Privacy Act 2000. Community Services Act 2007 (QLD) Department of Communities, and Department of Social Services Funding Agreements. Human Rights Act 2019</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, students and volunteers of the Maleny Neighbourhood Centre. There is a separate policy that applies to the MNC Management Committee members.</p>
Policy	<p>Staff, students and volunteers must:</p> <ul style="list-style-type: none"> ● Adhere to this Policy and the Code of Ethics of Maleny Neighbourhood Centre Inc. as set out in the Ethics Policy. ● Adhere to all accounting procedures as outlined in the Financial Management and Delegations Policy. ● 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 or released to any unauthorised person. ● 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. ● Ensure staff and volunteers observe the principles of Equal Opportunity, exhibit appropriate behaviours and provide a work environment free from discrimination, bullying or harassment in all its forms. ● 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. ● Act professionally and abide by MNCs Policies and Procedures when conducting business or when representing Maleny Neighbourhood Centre Inc. <p>In conducting the Organisation’s business they should work in ways that:</p> <ul style="list-style-type: none"> ● Allow for the expression of diverse cultures.

	<ul style="list-style-type: none">● 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; and● Ensure that all meetings are conducted in an appropriate and courteous manner and that those who are least likely to be vocal are given the opportunity to participate and have their say in all relevant decision making procedures.
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