

Policies and Procedures Manual

Title: CODE OF CONDUCT

Policy Statement:

1. The aim of this *Code* is to establish an understanding of the minimum standards of acceptable behaviour that is expected of members of U3A Knox Inc. and is based on the principles, values and objectives of our organisation. It does not seek to encompass all possible scenarios arising from membership of U3A Knox Inc. and should be read in conjunction with the *Rules of the Association* and the *Policies and Procedures Manual*.
2. The success of our volunteer organisation relies on a specific range of practices, performances, attitudes and commitment. All individuals are responsible for their behaviour and are obliged to conduct themselves in a manner consistent with this Code.
3. Any related statements established from time to time are subordinate to this policy and are required to reflect these minimum standards.
4. The provisions of this *Code* apply equally to each of the categories of persons identified below and must not be read down.

Scope:

The *Code of Conduct* applies to;

- Committee Members,
- Members,
- Associate Members,
- Applicants who have applied for membership and who are awaiting approval and registration of their applications, and
- Any persons engaged in activities organised or provided by U3A Knox Inc.

Commitment to the Organisation:

1. Be aware of and at all times comply with; the Rules of the Association, the policies and procedures and any instructions issued from time to time,
2. Act with integrity and ensure personal behaviour and attitudes reflect the principles, values and objectives of the Organisation.
3. Act in a manner to enhance the relationship between members by treating members with honesty, courtesy, respect, without fear or favour and refrain from all forms of; discrimination, prejudice, intimidation, abuse, confrontation and harassment,
4. Ensure expression, academic argument, discussions involving ethical dilemma, moral philosophies, political preference and posture, personal judgements and beliefs or any other discussions, are at all times exercised in a manner that ensures respect for the opinions of others,

5. Recognise and accept individual and cultural diversity including that which is based on; sex, gender identity, race, ethnicity, religion, sexual orientation, disability, marital or civil partnerships and language,
6. Avoid behaviour which might cause distress to member/s or disruption to classes
7. Respect and maintain the privacy of individuals,
8. Use property and money of U3A Knox Inc. efficiently, carefully and honestly with due authorisation and without misappropriation or conflict of interest real or perceived,
9. Maintain confidentiality of organisational and personally sensitive records and information relating to other members,
10. Comply with any reasonable direction given by a person with the authority to give the direction,
11. Behave in a way that upholds the values, integrity and reputation of U3A Knox Inc.
12. Represent U3A Knox Inc. in a positive way,
13. Be prepared to volunteer your services for tasks within the organisation,
14. When an outside venue is being used, represent U3A Knox Inc. in accordance with this Code and comply with any rules of the venue, and
15. Comply with the law,

Duty of Care

U3A Knox Inc. and all members have a duty to take reasonable care for the safety and welfare of members from the risk of harm that can be reasonably predicted, including both for physical and psychological wellbeing.

Conflict of Interest:

All members are required to declare any conflict of interest when acting on behalf of U3A Knox Inc. A Conflict of interest is the likelihood that individuals possessing a particular interest could be improperly influenced, or might appear to be improperly influenced. Conflicts of interest may be actual, perceived, potential, arising from friendship or hostility and must be avoided if possible and must not be created by others.

Where a conflict of interest has been identified it must be recorded by the Secretary so that it can be dealt effectively and transparently.

Public Comment

Public comments about or on behalf of U3A Knox Inc. may only be made following authorisation from the Committee, Secretary or Manager External Publicity and only in accordance with delegated authority.

Public comment includes;

- providing information on U3A Knox Inc. website,
- providing information or commentary on social networking websites public speaking engagements,
- comments on radio or television or other media,
- expressing views to or providing written articles for intended publication by newspapers etc, or
- any other medium when the comment could become public.

Acting Lawfully

All members of U3A Knox Inc. must act lawfully when engaged in activities organised by or are on premises being used or occupied by U3A Knox Inc.

Committee Members

Committee members must perform their fiduciary duties in accordance with their legal obligations and with;

- Integrity
- Impartiality
- Honesty
- Care
- Skill, and
- Diligence

Use of Information

A committee member must not disclose confidential information or documents acquired as a consequence of being a member of the committee other than as required in carrying out his or her duties or unless authorised to do so.

Gifts and Benefits

Committee members are expected to exercise sound judgement when deciding to accept a gift or benefit to ensure acceptance does not influence or seem to influence their decisions. A gift that has more than a nominal value of \$50-00 must not become personal property. It should either be politely refused or accepted only on behalf of the Association. A gift worth more than \$50-00 must be recorded by the Secretary.

Committee members must not solicit money, gifts or benefits.

Tutors and Leaders

1. Act with integrity when working with all members.
2. Ensure that leadership, personal behaviour and attitudes reflect the principles, values and objectives of the Organisation.
3. At all times refrain from initiating or allowing commentary with or by members related to personal issues. When related topics are in accordance with the course curriculum discussions must not relate to the personal circumstances of the Tutor, Leader or any member of the class.
4. Ensure personal information and contact details of students must not be used other than in accordance with the Privacy of Information Policy and then only when necessary for an emergency or for administration purposes of classes.
5. Ensure personal information of one student is not provided to another student or students without the consent of the student or students concerned.
6. Maintain a shared purpose.
7. Give and encourage constructive feedback.
8. Solve problems collaboratively as required with the Class Safety Representative, Class Assistant and class members.
9. Support each other and encourage personal achievement and growth,
10. Being available for training and support sessions.
11.]Be aware of and ensure compliance with all instructions, policies and procedures.

12. With the exception of the policy related to visitors and class introductory sessions ensure that only enrolled members attend class.
13. Ensure class members are kept informed about information provided periodically by the Committee.
14. Support volunteer subordinate appointees in their duties.
15. Ensure complaints and grievances are handled confidentially and in accordance with relevant policy direction.
16. Represent U3A Knox Inc. in a positive way.
17. Maintain a safe operating environment in accordance with Occupation Health & Safety standards.
18. Report any hazards.
19. Ensure all equipment and facilities remain secure,
20. When an outside venue is being used, ensure that the premises and facilities remain secure and there is compliance with any rules of the venue, and
21. Promote adherence and compliance with requests of the Committee..
22. In the case of students being admitted to a Language, Cycling or Walking class, the tutor has the right to assess that the potential student's ability or fitness is in keeping with the other class members and will not retard them. If the criteria is not met, the student will not be enrolled in that class.
23. If a student is disruptive, argumentative, intolerant or non-cooperative to the extent that it is difficult for the Tutor (or Leader) to manage the activity, the Tutor must discuss the issue privately with the student without delay. The student will be required to modify his or her behaviour to meet the expectations of the Code of Conduct. If the student returns to class the following week and continues the disruptive behaviour, the Tutor must give another warning, adding that any further disruption may result in removal from the class. This should be documented in an incident report. If this is not sufficient to resolve the matter, the Tutor must make a written complaint to the Secretary, who must respond within one week.

At any point the student may also make a complaint, although the objective of this clause is to ensure that the Tutor and student discuss and resolve their differences without recourse to formal proceedings.

Responsibility:

All members must adhere to this policy