

# Terms and Conditions

## Code of Conduct Policy

### **PURPOSE**

To outline the terms and conditions of U3A Knox Inc. membership. To ensure members observe appropriate conduct and ethical standards in their interaction with each other during classes, activities or events.

### **SCOPE**

This policy applies to all our members.

### **POLICY STATEMENT**

#### **1. Rights and responsibilities**

##### **1.1 Members have the right to:**

- a. Participate in learning, social and recreational opportunities.
- b. A supportive, constructive and positive learning and social experience.
- c. Feel safe and respected.
- d. An environment free from discrimination, harassment and bullying.
- e. A friendly and competent service delivery.
- f. Have their privacy respected, and personal information confidentially kept.

##### **1.2 Members have the responsibility to:**

- a. Understand and observe U3A Knox Inc. Constitution and Policies and Procedures.
- b. Respect the beliefs, needs and background of other members, appreciating individual differences and refraining from any discriminatory, harassing, bullying or intimidating behavior.
- c. Act and speak respectfully, with courtesy, and maintain positive relationships.
- d. Help create an inclusive environment and participate in maintaining a shared purpose: work cooperatively and collaboratively for the benefits of all members, and allow others the opportunity to enjoy programs and activities.
- e. Allow and support the proper running and functioning of the organisation.
- f. Act with integrity and observe strict confidentiality regarding any access to members' personal information, never disclosing contact information or any other details to anybody else without the member's prior permission.
- g. Avoid any real or perceived conflict of interest, and declare any conflict of interest when acting on behalf of U3A Knox Inc.
- h. 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, and report any safety hazards.

- i. Care for properties and possessions of other members, of U3A Knox Inc. and any venue U3A Knox Inc. occupies.
- j. Maintain the good reputation of U3A Knox Inc. and contribute to its ability to positively serve the community's interests.
- k. Make public comments about or on behalf of U3A Knox Inc. only when authorized to do so by the President.

## **2. Participation in classes and activities**

- a. Whilst U3A Knox Inc. and its tutors take all care when conducting classes and activities, members attend these classes at their own risk. U3A Knox Inc. does NOT indemnify ordinary members or provide public liability, personal accident or any other insurance cover whatsoever including loss or theft or damage to personal or other property.
- b. Members undertaking classes that involve physical activity agree to take responsibility for
  - Performing exercise within the limitations set by their medical practitioner.
  - Notifying the tutor immediately if they feel unwell or they develop pain during the class/activity.
- c. Members and volunteers are expected to be punctual and reliable in attending classes, activities, events or other commitments.
- d. Members are expected to register apologies for any absences to classes they are enrolled in. If a member fails to attend regularly without a valid reason, their place may be offered to another member on the course waiting list.
- e. Members are expected to promptly withdraw from classes or activities they are no longer able to attend or from volunteering commitments which they are no longer able to meet.
- f. Where members have NDIS or otherwise authorised carers who accompany them to class, these carers must remain with the member at all times whilst on the premises or participating in U3A activities. Carers must sign in at the office and obtain and wear a visitor badge whilst on the premises.

## **COMPLAINTS**

Breaches of these Terms and Conditions and Code of Conduct will be managed according to the [Complaints Policy](#).

## **APPROVAL**

This policy was amended by the U3A Knox Inc. Committee of Management on July 10, 2023.