

# *Mountains Outreach Community Service Inc*

Organisational Policy No. 2

Code of Ethics and Conduct

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## *Code of Ethics and Conduct*

### **STATEMENT OF COMMITMENT**

MOCS provides an open, welcoming and safe environment for everyone participating in our programs. We are committed to four social justice principles: equity, access, participation and rights.

We are committed to ensuring that all staff, volunteers and Management Committee members act ethically, responsibly and in the best interests of the organisation. Staff, Management Committee members, volunteers and students recognise and support the stated philosophy and policies of MOCS and contribute to these by working towards the best possible standards of service to the community.

MOCS is committed to ensuring that individual interests which conflict with the interests of the organisation are identified and managed so that they do not effect the services, activities or decisions of the organisation. Declaration and management of conflict of interest are specifically required for the Management Committee and all staff.

We provide high quality programs for children and families that are safe and welcoming for them.

We seek feedback and input from children, parents and colleagues so these standards are maintained.

### **CODE OF CONDUCT:**

Everyone participating in Mountains Outreach Community Service's programs (including staff, volunteers, Management Committee members, students, children, parents and visitors) must keep to the following codes of behaviour:

**Treat everyone with respect** ie act fairly and equitably; respect others, their values and their rights; respect privacy and confidentiality and create an environment that is free of discrimination, harassment or victimization

**Act honestly at all times**; be transparent when making decisions or giving advice and ensure all actions can withstand scrutiny.

**Listen to children's and young people's views**, respect what they say and involve them in decision-making, especially about matters that will directly affect them.

**Be a positive role model to children and young people** in all your conduct with them.

**Set clear boundaries about appropriate behaviour** between yourself and the children and families attending MOCS' programs. Boundaries help everyone to carry out their roles well.

**Follow MOCS organisational policy and guidelines** for the safety of children as outlined in MOCS Child Protection Policy\* at all times to ensure the safety of children.

**Record and act on serious complaints of abuse.**

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**Have another adult present or in sight** when conducting one-to-one activities with children, wherever possible.

**Respect the confidentiality of information** of a sensitive nature obtained in the course of service provision or any meetings and store confidential information safely.

**Inform service users about the limits of confidentiality.**

Staff will be provided with a MOCS t-shirt and name badge and encouraged to wear these at MOCS services and activities.

**DO NOT discriminate** on the basis of race, gender, religion, age, disability or sexuality.

**DO NOT use discriminating, bullying or rude remarks or behaviour.**

**DO NOT develop any 'special' relationships** with children and young people that could be seen as favouritism such as the offering of gifts or special treatment.

**DO NOT do things of a personal nature** that children are able to do for themselves, such as going to the toilet or changing clothes.

## **STANDARDS OF WORK**

### **Professional conduct:**

All individuals will perform their duties in a diligent manner as best they can and be at the highest level of professional conduct. They will be accountable for their work and their interactions with others by working within the law and the goals and objectives of MOCS and following its policies and procedures and not act in any way that brings them or the organisation into disrepute.

**Personal behaviours:** work co-operatively as a member of the team; support colleagues; discuss ethical concerns with colleagues and the manager; project a positive image of the organisation; not be absent from duties without an appropriate reason; dress appropriately and maintain confidentiality.

**Use of resources:** resources include physical, financial and technological resources as well as intellectual property. MOCS personnel must respect and safeguard all work resources and use them efficiently and only for appropriate purposes.

**Harassment and bullying** are unacceptable and contrary to ethical behaviour.

Discrimination on the basis of race, gender, religion, age, disability or sexuality is unacceptable and a breach of anti-discrimination and human rights law.

Harassment can take many forms. It can be obvious or subtle, direct or indirect. It includes:

- sexual or suggestive remarks or gestures
- displaying or circulating sexually suggestive, offensive or degrading/insulting material on walls, computer screen savers, E-mail,
- making fun of someone, imitating someone's accent, spreading rumours, unwelcome practical jokes
- obscene or unsolicited telephone calls, letters, faxes or E-mail messages
- invasion of personal space, unnecessary physical contact
- continually ignoring or dismissing someone's contribution.
- pushing, shoving or jostling or assault
- threats, insults, name calling, inappropriate language
- creating a hostile feeling or environment without any direct attacks being made on a person

