

SUBJECT:	People and Culture
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Portfolio Area:	People and Culture	Document Ref:	PS P&C01
Applicable From:	November 2020	Version No.:	01

REVISION SCHEDULE:

EFFECTIVE	ALTERATION(S):	AUTHORISED:	
DATE:		Signed/Title	Date:
11/11/2020	Updated due to impending QA Audit	Board	

1. SCOPE:

The purpose of this Policy Statement and related Operating Procedures relates to the Community Centre’s (the Centre’s) commitment to building positive culture, promoting integrity and supporting the Centre’s staff, volunteers, members and community.

2. POLICY STATEMENT:

The Board Of management (the Board) will exercise effective and independent judgement and oversee the activities of the Centre to ensure that quality staff and volunteers are recruited, selected and appropriately trained and the recruitment processes are fair and equitable with required probity checks completed. Safe work practices will be implemented and monitored. Staff, volunteer and client records will be maintained in line with privacy legislation, while grievances, complaints and disputes will be managed in an effective and timely manner without fear of retribution. The Centre will ensure that feedback is regularly sought and considered in a culture of continuous improvement which is imbedded in work practices. All Board members, staff volunteers and visitors will follow the Centre’s Code of Conduct and declare conflicts of interest if and when they arise. The services and activities of the Centre will be promoted and conducted with integrity, encouraging community engagement and a person-centred approach.



3. OBJECTIVES:

The objectives of this Policy Statement aim to:

- Build a positive culture through fostering a safe, respectful and rewarding environment
- Set clear expectations and accountability for responsible working, acceptable behaviours and sustainable practices
- Set the highest ethical standards for staff and volunteers
- Explain the standards and practices that staff, volunteers, participants, visitors and the community can expect from one another.

4. GUIDING PRINCIPLES:

All members of the Centre community, including staff, volunteers, participants, visitors and hirers, are expected to be guided by and act in accordance with the following principles:

- Integrity
- Ethical standards
- Honesty
- Fairness
- Inclusion
- Impartiality
- Accountability
- Respect, for others and for the reputation and goodwill of the Centre
- Compliance with the law and the legislation that applies to the Centre, resources, facilities, activities and people
- Appropriate use of Centre resources, information, equipment and facilities.

5. RESPONSIBILITIES:

All members of the Board share the following responsibilities with fellow Board members:

- Developing and approving the Code of Conduct
- Ensuring legal requirements are met
- Ensuring a child-safe environment is established and maintained.

6. CONSEQUENTIAL DOCUMENTS:

As a consequence of this Policy Statement and to guide its implementation consequential documents i.e. Operating Procedures, Forms and Work Instructions will be developed and should be read in conjunction with this document.

APPROVED BY THE BOARD			
This Policy Statement supersedes all other Policy Statements in relation to Board and Governance and is applicable from the authorising date below.			
Authorising Officer	Position	Date	Signature
Heather Andersson	Chairperson	1-12-20	

