

## Hawthorn Community House Inc Code of Practice

**Vision Statement:** Hawthorn Community House Inc., provides a focus for friendship and learning and seeks to evolve diverse programs to meet community needs.

**Mission Statement:** Hawthorn Community House Inc., through its activities and services seeks to empower people to explore and develop their talents in an atmosphere that is welcoming and accepting.

### Statement of Purposes

All participants at Hawthorn Community House Inc are expected to abide by the Code of Practice as developed by the Committee to outline the ethical and philosophical stance of the organisation.

The purposes for which the incorporated Association is established are:

- To provide a place for people of the community to meet, learn and share ideas, skills and resources within an atmosphere of equality and acceptance;
- To operate as a non-profit Association;
- To respond to the needs of the community by providing a range of services and resources for individuals, families and community groups and to continue to reflect these needs as they change;
- To undertake to inform the community of the Association's available services and resources;
- To encourage exchange of information and networking with other social welfare, community organisations and services;
- To support the policy of social justice for all members of the community.

### *Code of Ethics of Committee and Staff*

#### 1. Confidentiality and privacy

- Committee members and Staff will respect the confidentiality of information obtained in the course of the program and any meetings and not share information with reference to committee members or staff members or participants of Hawthorn Community House Inc to networks inside or outside the organisation.
- Committee members and Staff will respect the confidentiality of information obtained in the course of advice or referral service. The Committee members and Staff will not share confidences revealed by participants without their consent ***except when compelling moral, medical, ethical or legal reasons exist.***
- Committee members and Staff need to inform participants fully about the limits of confidentiality in any given situation, the purposes for which information is obtained and how it may be used.
- A participant may access his / her file under supervision of an appropriate staff member.
- In the event that the committee or staff member is no longer engaged at the service, access to the file will be made possible upon application to the Manager or Executive member of the Committee.
- When providing users with access to records, the Committee members or Staff member will take due care to protect the confidences of others.
- Committee members and Staff attending any meeting shall not discuss the content of such a meeting with non-members.

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**2. Professional and managerial conduct**

- The Committee members and /or Staff will act to ensure that all persons have access to the resources, services and opportunities offered by the organisation.
- The Committee members and/or Staff will encourage respect for the diversity of cultures that constitute Australian society.
- The Committee members and/or Staff will encourage informed participation by members of the community in addressing relevant social/personal issues.
- The role of the Committee members/Staff is to empower and work with members of the community, not to counsel or decide what is best for the participant/user.

**3. Ethical management**

Australian law regards non-profit incorporated bodies as equivalent to companies (and management groups as equivalent to boards of directors) and uses the same principles to assess negligence. The common law also applies these principles to management group members of unincorporated associations. **The six general principles are discussed below:**

*(The following 6 points have been taken from the VCOSS Community Employing Handbook).*

- (a) **Act honestly and in good faith**
- (b) **Act with care and diligence**
- (c) **Act loyally and avoid conflicts of interest**
- (d) **Avoid abuse of opportunity and information**
- (e) **Act in the best interests of the organisation**
- (f) **Exercise powers for their proper use**

**Relationship of the staff member with the employing organisation**

As an employee, the Staff member will recognise the stated aims of the organisation, contribute to these and work towards the best possible standards of service to the community. Personal values contrary to those stated in the organisation's aims and relevant acts must not be practised/exercised during the program service or delivery.

Where policies or procedures of the organisation go against appropriate acts, e.g. Equal Opportunity Discrimination, etc. the Staff member will endeavour to effect change through appropriate channels.

**5. Self- empowerment of client/participant/user**

The Committee members/Staff will provide the participant/user with accurate information regarding the extent and nature of the services available to them and will not knowingly withhold such information.

The Committee members/Staff will let the service participants/users know of their rights and the implications of services available to them.

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**General**

Hawthorn Community House Inc will:

- maintain adequate and appropriate insurance including public liability and Work Cover;
- advise the **Office of Training and Tertiary Education** in writing within 10 working days of any change to the information contained in the Registration / Endorsement application;
- allow the **Office of Training and Tertiary Education** or its agents, access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement;
- pay the **Office of Training and Tertiary Education** all recognition fees within 30 days of these fees being due and payable.

**Administration**

Hawthorn Community House Inc will:

- maintain systems for recording student fees, enrolments, attendance, completion, assessment outcomes (including Recognition of Current Competencies), results, qualifications issued, grievances and the archiving of records. In the event that the Hawthorn Community House Inc ceases operations, all records of student results, dating from the time the Organization became registered, for all training covered by the registration, will be sent to the **Office of Training and Tertiary Education** on computer disk.
- supply the **Office of Training and Tertiary Education** with delivery details for each course/Training Package qualification and module/unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with the **Office of Training and Tertiary Education** -AVETMISS requirements.
- maintain confidentiality of all records.

**Course Delivery**

Hawthorn Community House Inc will:

- ensure that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to students;
- ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed Training Package and where appropriate, the state or national guidelines for customising courses.
- obtain written permission from course copyright owners prior to course delivery to use and if required, customise courses;

**Staff**

(Hawthorn Community House Inc will ensure that teachers and trainers have:

- demonstrated competencies at least to the level of those being delivered;
- demonstrated achievement of at least Certificate 1V in Assessment and Workplace Training or at a minimum, Plan, Conduct and Review Programs or their equivalent; and
- industrial experience that is current and relevant to the particular courses/Training Packages or

modules/units of competence that they are delivering.

- responsibility for the management of Recognition of Current Competencies applications and assessments is clearly identified and undertaken by a person or persons with relevant qualifications.

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- responsibility for the management and coordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.
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### **Training Environment**

Hawthorn Community House Inc will:

- comply with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations.
- ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Hawthorn Community House Inc has the following policies/ strategies and procedures in place for maintaining organisational quality assurance. Copies available from the office on request. \*Policies on display.

### **Qualifications Awards Policy**

### **Marketing Strategy**

### **Recruitment of Staff Policy**

### **\*Complaint Policy and Procedure**

### **Quality Delivery of Programs Policy.**

#### **Program Support**

- Tutor selection
- Tutor Responsibilities
- Staff induction
- Tutor absences
- Professional Development Policy

### **Evaluation and Monitoring Mechanism**

### **Recognition of Prior Learning/Current Competencies – RPL/RCC – Policy and Procedures**

### **Recognition of Qualifications Policy**

### **\*Access and Equity Policy**

### **Cultural Diversity Policy**

### **Curriculum Policy**

### **Staff Qualifications**

### **Student Selection Policy**

### **Pre-course Student Information**

### **Privacy Policy**

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