



## FNC Policy – Code of Ethics

Version Date: June 2022 Author: C Stephenson  
Review/Revise: June 2023

### Introduction

The prime responsibility of any individual engaged by Forster Neighbourhood Centre is to always demonstrate our values as an organisation. The Code of Ethics outlines the expected behaviour of staff, volunteers, management and committee members in the delivery of the work of FNC.

### Policy

The Values and expected behaviour outlined in this document is not an exhaustive list. The policy is intended to provide a framework of expected behaviour, aligned to the values of Forster Neighbourhood Centre. All staff, volunteers, management and committee members are expected to understand and follow this policy in performing their duties on behalf of the organisation.

#### 1. **Kindness: We show empathy and understanding to all**

- treat all people involved with the organisation respectfully, fairly and without prejudice
- provide services to clients with kindness
- exercise understanding and empathy in dealings with colleagues, stakeholders and partner organisations.

#### 2. **Competence: We are a trusted knowledge and skill base for the community**

- Appreciate difference and welcome learning from others
- Uphold the law, adhere to workplace policies and procedures and act safely
- Exercise independent judgement on the matters within your role
- Recognise and seek advice from supervisors or committee members for matters outside your area of expertise
- Invest time to fulfil the requirements of your position by reading the materials, participating fully in meetings, and carrying out any duties or training assigned by the organisation.
- Seek opportunities to continually learn from others within and outside the organisation.

#### 3. **Respect: We provide services and support in a non-judgemental way**

- Build relationships with others based on mutual respect
- Communicate intentions clearly and invite teamwork and collaboration
- Treat colleagues, clients & their families and members of the public with respect and dignity, fairness and consistency
- Discrimination, bullying or harassment will not be tolerated by the organisation in any form.

#### 4. **Integrity: We act honestly, ethically and do what we say we will**

- Be flexible, innovative and reliable in service delivery
- Consider people equally without prejudice or favour
- Act professionally with honesty, consistency and impartiality
- Disclose perceived or actual Conflicts of Interest
- Take responsibility for own work, as part of the FNC team
- Place the community interest over personal interest in performing your role.

**5. Client-focused: our work is guided by the needs and aspirations of the client**

- Provide services fairly with a focus on client needs
- Engage with the not-for-profit and business sectors to develop and implement service solutions to maximise client outcomes
- Focus on quality while maximizing outcomes for the client
- Provide unbiased support and advice, free from personal opinion or experience.

**6. Advocacy: we leverage our relationships and partners to influence positive change and increase access to services**

- Listen and learn from our community to identify current and emerging needs
- Represent the needs of the Great Lakes community at all meetings, events and opportunities to raise awareness
- Identify and raise emerging issues and contribute to progressing solutions
- Advocate for clients to receive fair access to services and support to meet their needs
- Represent the needs of the client at all times in dealing with services.

**7. Open-Minded: we are open to learning new ways of working and sharing our knowledge with others**

- Listen and learn from our community to identify area for improvement to service delivery
- Show respect for others' opinions and ideas and contribute to constructive conversations
- Seek opportunities to continuously learn and develop own skills
- Be generous with our knowledge base, for the benefit of the client and/or community.

The Code of Ethics provides accountability for all representatives of Forster Neighbourhood Centre. It is the responsibility of all to uphold the Code of Ethics.

Employees and volunteers are required to:

- comply with this policy
- seek advice and guidance from their manager/supervisor on issues relating to the **policy**
- confirm their understanding of and commitment to the policy on an annual basis
- be alert for possible breaches of the Code of Ethics and discuss them with their manager/supervisor or at the earliest opportunity.

Managers and supervisors are required to:

- ensure compliance with this Policy by all staff and volunteers or those who work for FNC
- model acceptable standards of behaviour and always demonstrate high ethical standards
- provide advice and guidance to staff and volunteers on issues relating to the Code of Ethics
- take appropriate action in relation to suspected breaches of the Code of Ethics, including prompt consultation with affected staff and volunteers and disciplinary action
- seek Industrial advice and implement disciplinary proceeding for confirmed breaches, which could include instant dismissal.

Committee Members are required to:

- model acceptable standards of behaviour and always demonstrate high ethical standards
- collaborate with management to monitor and maintain the code
- provide oversight of misconduct matters, including instant dismissals
- provide advice, guidance and support to management.

I confirm that I have read FNC Policy – Code of Ethics and will abide by it.

Signed:.....

Date:.....