

## **POLICY 2 - CODE OF CONDUCT**

### **INTRODUCTION:**

The ethical climate of an organisation is an essential element in establishing its credibility and furthering its mission. The U3A movement in Victoria is dedicated to providing a competent and ethical service to Third Age members of the community and undertakes to provide its members with a trustworthy, fair, honest environment based upon equal opportunity to participate in U3A programs and activities.

### **PURPOSE:**

The purpose of this policy is to document U3A Croydon's Code of Conduct for members and the processes that will be followed where a breach of the Code of Conduct is reported.

### **POLICY:**

U3A Croydon commits itself to operating in accordance with this Code of Conduct for the benefit and protection of the Association and of members' personal rights.

#### **Every member of U3A Croydon has the right to:**

1. Feel safe and respected.
2. A supportive and positive learning environment.
3. Participate in learning, social and recreational opportunities.
4. Receive services fully compliant with U3A Croydon's standards as outlined in its policies.
5. Make a complaint and receive prompt and fair resolution thereof.
6. Have access to guidelines, policies and procedures adopted by U3A Croydon.
7. Their privacy being respected and their personal information protected in accordance with U3A Croydon's Privacy Policy.

#### **Every member has the responsibility to:**

1. Support the purposes of U3A Croydon and observe its Constitution and its policies and procedures, which are posted on its website and/or available for review at U3A Croydon's office.
2. Keep up to date with important information such as policies, guidelines, notices and other information posted in the newsletter, on the website, and on the notice board.
3. An environment that is free from any harassing, discriminatory, intimidating or bullying behaviour.
4. Act and speak respectfully, with courtesy, cooperation and inclusiveness, and maintain positive relationships.
5. Act with honesty and integrity towards U3A Croydon and its members.
6. Take responsibility, when undertaking classes, for performing activities within the limitations of their health and abilities, and to notify the class leader immediately if they feel unwell or pain develops during the class.
7. Wear their current membership badge at all times when attending any activity of U3A Croydon.
8. Contribute their time and skills by volunteering to help with tasks appropriate to their experience, ability and capacity.
9. Observe strict confidentiality regarding any access to members' personal information by acting in accordance with Croydon U3A's Privacy Policy.

10. Avoid any real or perceived conflict of interest and refrain from using U3A membership to promote personal interests or financial gain.
11. Support the safety and wellbeing of U3A’s members, its property and possessions and report any safety hazards to tutors, office managers or committee members.
12. Maintain the good reputation of U3A Croydon and contribute to its ability to serve the community’s interests.

The principles set out in this Code of Conduct are intended to apply to any U3A-related context including classes, activities, social functions, meetings, conferences and holiday trips.

The principles set out in this Code of Conduct apply equally to all members and volunteers.

The principles set out in the Code of Conduct are summarised in the Membership Agreement which members agree to under “Terms and Conditions” when they join U3A Croydon and/or enrol for courses.

A breach of this Code of Conduct will result in disciplinary action.

**PROCEDURES:**

Where a person believes they have been subjected to treatment or conduct that is in breach of this Code of Conduct he/she may lodge a complaint with U3A Croydon’s Secretary. The Secretary will inform the President immediately.

Any complaint of a breach of this Code of Conduct will be handled in accordance with U3A Croydon’s Constitution and Conflict Resolution Policy.

Any queries about this Code of Conduct should be referred to U3A Croydon’s Secretary.

**RESPONSIBILITIES:**

**U3A Croydon’s Committee of Management is responsible for:**

1. developing, adopting, implementing, publishing and reviewing this Code of Conduct and the Membership Agreement.
2. investigating and resolving any complaint made about a breach of this Code of Conduct.

**U3A Croydon’s Secretary is responsible for**

1. receiving and responding to enquiries about this Code of Conduct.
2. receiving complaints about an alleged breach of this Code of Conduct and for bringing the matter before the Committee of Management promptly.

**AUTHORISATION:**

This Code of Conduct Policy was adopted by the Committee of Management of U3A Croydon and minuted as such, on 28 May 2018. This policy will be published by the Committee of Management of U3A Croydon on its website within 4 weeks of the date of this authorisation.

Version Number	Code of Conduct Policy V2.01
28 May 2018	Date endorsed by Committee of Management of U3A Croydon