

General Code of Conduct and Ethics

Policy Number: PP009

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Version	3.1
Policy Name	General Code of Conduct and Ethics
Compliance Standards	ACEQA: NESA: VET: 6.1, 6.2 and 8.5
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Next Revision Date	01/5/2026
Related Policies	PP008 Educator Trainer Code of Conduct and Ethics OSS009 Privacy and Data Breach Policy PP011 Conflict of Interest Policy PP005 Complaint Handling Policy

1. Policy

Mid North Coast Community College ('MNCCC') is committed to meeting the expectations of the community, through a high standard of work, and services which are conducted with efficiency, impartiality, and integrity.

This General Code of Conduct (the 'Code') outlines MNCCC's expectations of all current (and where applicable, former) Employees, and Board Members in relation to their conduct and performance whilst at, and in relation to MNCCC. The Code does not replace any provision of a legislation applicable to MNCCC.

As no document can cover all possible situations, all Employees and Board Members are required to act in accordance with the 'spirit' or 'intent' of the Code, as well as the explicit provisions provided within the Code.

2. Definitions

In the Code, reference to:

- **Employees** includes all paid employees (whether employed on a permanent, temporary or casual basis), volunteers, consultants, and students on work placements or work experience.
- **Students** means all students of MNCCC attending any of its schools or services, including those who are aged 18 years and above.

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3. Principles

Employees, and Board Members must adopt the following principles when performing their duties:

- Responsibility to MNCCC for any duties undertaken on behalf of the College;
- Respect for people and the MNCCC community is essential and should be informed by cultural awareness and sensitivity;
- Everyone acts with integrity and is accountable for their actions;
- Responsiveness to student needs to support an adult-learning environment;
- Adherence to all laws and regulations made by commonwealth, state and local authorities, and MNCCC policies and procedures as applicable;
- Work is carried out in an effective, economical and efficient manner;
- All interactions with students and the wider MNCCC community must be courteous, cooperative and responsive, and must treat others with dignity and fairness.
- There is no tolerance for, or acceptance of bullying or discrimination, and employees and board members are expected to be proactive in responding to such concerns.

4. Performance of Duties

Employees and Board Members are required to:

- Perform all duties in a professional, competent manner in accordance with MNCCC policies and procedures;
- Ensure they have read and understand all MNCCC policies and procedures which apply to them, and their work, and act in accordance with those policies and procedures,
- Act in the best interests of MNCCC and its students, and service users at all times;
- Act honestly and not make misleading or false representations;
- Make sure that confidential and sensitive information in any form (e.g. documents, computer files, student records, member records) cannot be accessed by unauthorised persons and that sensitive material is securely stored;
- Wear clothing that is clean, tidy and appropriate for the type of course or activity, including workplace health and safety requirements if necessary, and in keeping with the image of the organisation;
- Ensure all applicable licences, clearances and accreditation are up to date in accordance with the applicable legislation. This includes but is not limited to, Working with Children Check Clearance and any applicable licence/accreditation required for performance of a professional role;
- Participate in quality improvement activities and provide feedback on systems, policies and procedures so improvements can be identified;
- Not be impaired by the use of medications, alcohol, tobacco or drugs and that the use of these substances does not put them or any other person's health and safety at risk;
- Attend staff meetings (with the exception of volunteers). Part-time and casual Employees are encouraged to attend staff meetings even if they occur on a day when the person is not working. No payment will be made to staff if they attend meetings outside normal working hours. However, they are entitled to time-in-lieu. If they are unable to attend the staff meeting, they are required to read the minutes and make themselves familiar with the issues raised and resolved.

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In addition to the above responsibilities (as applicable), Board Members are required to:

- Govern MNCCC to ensure compliance with relevant statutory obligations.
- Act honestly, in good faith and in the best interests of MNCCC as a whole.
- Ensure that employees (as relevant) are kept informed about the performance of the organisation.
- Make decisions which are for the benefit of the whole organisation.

In addition to the above requirements, Employees are required to act in accordance with the following ‘do’ and ‘don’t’ lists. These lists are not expected to be prescriptive, rather, they are considered to provide a guideline for expected behaviours of employees

Do

- Encourage students, and service users to refer to staff by their first names
- Use language that is positive and respectful
- Only use physical contact when it is essential or if it is an approved part of your role
- Establish and maintain a professional relationship with students, and service users
- Know the comments, topics, activities and incidents that you are very sensitive to that may require ongoing management in order to maintain your professional approach
- Treat all students, and service users fairly and equitably
- Take responsibility for your mental health and wellbeing
- Seek support to maintain your mental health and wellbeing
- Apply active listening skills when engaging with students, and service users
- Collaborate with colleagues to problem-solve and collectively achieve student outcomes
- Demonstrate appropriate adult behaviour
- Reflect on your practice and your personal response to challenging situations
- Celebrate achievements and acknowledge positive developments
- Accept feedback from your colleagues regarding your professional practice
- Know and operate within your capacity when managing challenging behaviours
- Apply the approved program that is designed to de-escalate challenging student behaviours

Don’t

- Belittle or be demeaning to students, service users, colleagues or caregivers
- Shame or humiliate students, service users, colleagues or caregivers
- Publish your personal details on social media
- Accept students, and service users as friends on social media, or actively seek out their social media profiles,
- Employees are not permitted to communicate political or religious beliefs in the course of their engagement with students
- Engage in gossip about students, service users, colleagues or caregivers
- Keep secrets about issues, disclosures or concerns related students, and service users

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- Be alone with students, and service users without visibility or approval
- Communicate or socialise with students, and service users outside of MNCCC, including through digital communication or social media
- Target or show favouritism towards certain students, and service users
- Use excessive force in managing challenging behaviours of students, and service users
- Retaliate or provoke aggression
- Initiate or respond with unauthorised comments on any form of social media regarding MNCCC or any of its entities, students, service users, colleagues or caregivers

5. Breach of the Code of Conduct and Ethics

An alleged breach of the Code may require investigation in accordance with rules of procedural fairness and consistent with applicable legislation, including reporting to relevant statutory bodies as appropriate.

Failure to comply with the responsibilities and obligations required by legislation or this Code may result in disciplinary action, including but not limited to immediate termination of employment, termination of volunteer agreement, or notification of alleged breach to external agencies.

1. Version History

Version	Prepared By	Date prepared	Approved By	Approval Date	Reason
1.0			Board	21/1/23	Creation
4.3	A Weber	1/2/22	CEO u/d	9/2/22	Format update
4.4	A Weber	28/8/24	CEO u/d	26/9/24	Format update

STAFF SIGN-OFF

I,....., have read, understood and agree to abide by the MNCCC's Code of Conduct and Ethics.

Signature: Date:

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