



CODE OF CONDUCT POLICY

| Version | Date | Author |
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References:

- A. Occupational Health and Safety Act 2004 (VIC)
- B. U3A Werribee Region Inc Rules for an Incorporated Association

U3A Werribee Region Inc (hereafter referred to as U3A Werribee) is an inclusive organisation committed to ensuring all members feel safe and treated with courtesy and respect when participating in U3A programmes and activities.

U3A Werribee is committed to ensuring acceptable ethical standards (ref A) of behaviour are adhered to by all members and volunteers of U3A Werribee when participating in classes, activities, and events.

Purpose

The purpose of this policy is to document U3A Werribee Code of Conduct to make it clear what our organisation stands for and expects from its members.

Policy Statement

U3A Werribee as a self-funded, member-based organisation is committed to ensuring all members, course leaders and volunteers behave in a courteous, civilised, and considerate manner that reflects well on the reputation of the organisation. This will ensure the respect and the personal rights of each member.

Every member of U3A Werribee has the right to:

- Feel safe and feel respected
- Attend a supportive and positive learning environment
- Participate in learning, social, and recreational opportunities
- Receive services fully compliant with ref A and B

- Make a complaint and receive prompt and fair resolution thereof
- Have access to guidelines, policies and procedures adopted by U3A Werribee.

Every member of U3A Werribee has the responsibility to:

- Respect the beliefs, needs and background of others
- Act and speak respectfully
- Be punctual and reliable when attending classes, courses, activities, and events to avoid disruption and/or delays. Inform the class leader of an inability or delay in attendance
- Avoid all forms of discriminatory behaviour regarding nationality, ethnicity, gender, sexuality, culture, religion, age, and / or mental and physical capacity
- Understand and follow the organisation's guidelines, policies, and procedures
- Carry out all activities in an appropriate manner
- Work cooperatively for the benefit of all members
- Maintain positive relationships
- Care for the property and possessions of the organisation and members
- Help create an inclusive environment
- Report actual or potentially unsafe situations or conduct
- Wear a name badge as applicable to assist in the governance of the organisation.

The principles set out in this Code of Conduct are intended to apply to any U3A-related context including classes, activities, meetings, and conferences and apply equally to all members, course leaders and volunteers.

Procedures

Where a person believes they have been subject to treatment or conduct that is in breach of this Code of Conduct they should refer to the guidance provided in ref B Division 3 – Grievance Procedures paragraphs 25 to 29.

To further assist with this process:

- Annex A to this document provides guidance to be followed where a grievance is identified
- Annex B provides guidance on what defines unacceptable behaviour.

Any alleged complaint or grievance of a breach of this Code of Conduct will be handled in accordance with U3A Werribee Region Inc Privacy Policy.

Responsibilities

U3A Werribee Region Inc Committee of Management is responsible for

- Developing, adopting, implementing, and reviewing this policy
- Investigating and resolving any complaint and / or grievance made about a breach of this Code of Conduct or perceived breach of conduct.

U3A Werribee Secretary is responsible for:

- Receiving and responding to enquiries about this Code of Conduct
- Informing the President of U3A Werribee that an incident of this nature has been alleged. The President or nominated committee member will provide support to the complainant and ascertain the nature of the complaint and the wishes of the complainant. The complainant may opt to have the matter dealt with by formal or by less formal means
- Receiving complaints about an alleged breach of this Code of Conduct and for bringing the matter promptly before the Committee of Management.

The Committee of Management is responsible for ensuring the complaint is handled and followed in accordance with ref B Division 3 – Grievance Procedures paragraphs 25 to 29.

Contact details

If you have any questions about this Privacy document, please contact the Secretary or member of the Committee where a perceived conflict of interest could exist at:

Secretary / Member of Committee
 U3A Werribee Region Inc.
 Post: PO Box 1264, Pacific Werribee Plaza, Wyndham VIC 3030
 Email: sec@u3awbee@hotmail.com

Authorisation

This policy was adopted by the Committee of Management of U3A Werribee Region Inc in accordance with the minutes of the Annual General Meeting held on 16 February 2023.

Related Policies

- Privacy Policy
- Code of Conduct
- Terms and Conditions

Review. This document is to be reviewed every twelve months from date of release.

Annexes:

- A.** GREIVANCE AND DISPUTE RESOLUTION PROCEDURE
- B.** UNACCEPTABLE BEHAVIOUR

GREIVANCE AND DISPUTE RESOLUTION PROCEDURE

The President or delegate is to provide support to the complainant and ascertain the nature of the complaint and the wishes of the complainant. The complainant may opt to make a formal complaint or may wish to resolve this matter through an informal resolution process.

Informal Resolution

The objective of an informal resolution is to resolve the matter with a minimum of conflict or distress for both individuals. Informal resolution should be attempted, where practicable, prior to making a formal complaint. These consist of the following:

- **Self-resolution.** Any member who believes they are being treated unacceptably may choose to speak directly with the person(s) behaving in a manner that is disturbing or upsetting to a member. Dealing directly with the person responsible, may result in the behaviour ceasing. For this approach to be successful, the information must be delivered to the respondent in a confidential, non-confrontational way with a view to resolving the issue in an informal low-key manner. A good technique is to focus on the behaviour being exhibited by the other party. The aim is to communicate exactly what behaviour is unacceptable and distressing. This lessens the likelihood that the other party will take the comments as a personal attack.
- **Supported self-resolution.** It can sometimes be helpful for the individuals to request the presence of a third party for support. The third party can be the Class Leader, friend, or any other person with whom the individual feels comfortable. The third-party attends to support the complainant or respondent but does not contribute to the process in any other way. The third party is not an advocate for the complainant.
- **Apology.** The complainant may be satisfied if the respondent acknowledges the alleged unacceptable behaviour and apologises voluntarily. If the complainant is satisfied with the apology and the Committee of management considers that the respondent is fully aware of the inappropriateness of the behaviour and will not continue the behaviour, then the matter can be finalised. However, the Committee of Management may take further informal or formal action, regardless of the apology, depending on the seriousness of the alleged behaviour.

Formal Complaint

Where informal resolution has not been possible or appropriate, then the Committee of Management is responsible for ensuring the complaint is handled and followed in accordance with ref B Division 3 – Grievance Procedures paragraphs 25 to 29.

UNACCEPTABLE BEHAVIOUR

Bullying

A person or group of people repeatedly behave unreasonably towards another member. Bullying can include behaving aggressively towards others, teasing or playing practical jokes, pressuring someone to behave inappropriately, excluding someone from activities and /or events.

Discrimination

Any distinction, exclusion or preference that has the effect of nullifying or impairing equality of opportunity or treatment of a member. Discrimination can include racial, sexual orientation, disability, or age.

Harassment

Unwanted or unwelcome behaviour that a reasonable person, having regard to all the circumstances, would consider offensive, insulting, humiliating, or intimidating.