



## Code of Conduct

### Introduction

1. 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

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

### Policy

3. U3A Emerald Inc. commits itself to operating in accordance with this Code of Conduct for the benefit and protection of the organisation and of members' personal rights.
4. Every member of U3A Emerald Inc. has the right to:
  - feel safe and respected
  - a supportive and positive learning environment
  - participate in learning, social and recreational opportunities
  - receive services fully compliant with U3A norms
  - make a complaint and receive prompt and fair resolution thereof
  - have access to guidelines, policies and procedures adopted by U3A Emerald Inc.
5. Every member of U3A Emerald Inc. has the responsibility to:
  - respect the beliefs, needs and background of others
  - act and speak respectfully
  - 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 to assist in the governance of the organisation
6. The principles set out in this Code of Conduct are intended to apply to any U3A-related context including classes, activities, auspiced social functions, meetings, conferences and holiday trips.
7. The principles set out in this Code of Conduct apply equally to all members and volunteers/employees.
8. A breach of this Code of Conduct will result in disciplinary action.

### Procedures

9. Where a person believes they have been subject to treatment or conduct that is in breach of this Code of Conduct they may lodge a complaint with U3A Emerald Inc. Secretary. The Secretary will inform the President immediately.
10. Any complaint of a breach of this Code of Conduct will be handled in accordance with the U3A Emerald Inc. Grievance Policy.

11. Any queries about this Code of Conduct should be referred to the U3A Emerald Inc. Secretary.

### **Responsibilities**

12. The U3A Emerald Inc. Committee of Management is responsible for:

- developing, adopting, implementing, publishing and reviewing this Code of Conduct
- investigating and resolving any complaint made about a breach of this Code of Conduct.

13. The U3A Emerald Inc. Secretary is responsible for:

- receiving and responding to enquiries about this Code of Conduct
- 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 was adopted by the Committee of Management of U3A Emerald Inc. and minuted as such on 30 April 2019.