

Preamble

A code of ethics is a written set of guidelines issued by an organisation to its workers and management to help them conduct their actions in accordance with its primary values and ethical standards. The ethical climate of an organisation is an essential element in establishing its credibility and furthering its mission. The Cobram Community House code of ethics sets the expectations of behaviour and conduct for all personnel involved with Cobram Community House. The vision and mission of CCH is tied implicitly with the code of ethics.

Our Vision: *To be the premier provider of education and training programs and community support services within Cobram and District.*

Our Mission: *To provide quality, affordable training and learning opportunities and community support services to the people and community of Cobram and District.*

Introduction to Code of Ethics

In general, neighbourhood houses: take a holistic approach to community development; create local meeting places that are safe, friendly and nurturing; are community owned and managed; follow democratic and consultative processes; appreciate their partnership with government; and generate activities that are locally relevant, flexible and enjoyable. Integrity, fairness, honesty, kindness and inclusiveness are other examples of values that houses espouse. Cobram Community House commits itself to operating in accordance with an ethical code drawn up through agreed procedures following consultation with members, clients, employees, volunteers, and stakeholders

ANHLC neighbourhood house Principles

Community ownership: To set, manage and control the direction, resources, decision making and processes of the neighbourhood house or centre in order that local volunteer members have a sense of ownership and intrinsic belonging.

Community participation: To recognise that everyone has a valuable contribution to make and to facilitate community members to join in at any level. Volunteers and community members are integral to the decision making, evaluation, provision, participation and direction setting at all levels of the organisation.

Empowerment: To put into practice a process that respects, values and enhances people's ability to have control of their lives. This

process encourages people to meet their needs and aspirations in a self-aware and informed way that takes advantage of their skills, experience and potential.

Access and equity: To ensure fair and equitable access for all people. Striving to make meaningful opportunities, programs, activities and services accessible to individuals, groups and the community. To promote a fairer distribution of economic resources and power between people.

Lifelong learning: To build and support the personal skills, knowledge, abilities and resilience of people. To develop the health, wellbeing and connection of people and their families through formal and informal pathways in education, employment and self-development.

Inclusion: To value the diverse contributions that people make and to be sensitive to their individual needs.

Networking: To link, form alliances, collaborate and work with individuals, groups, other agencies, government and business.

Advocacy: To act with and on behalf of community members to endeavour that their individual or group needs are met.

Self-help: To come together in a supportive group environment to share information, knowledge, skills and life experience in order that each participant can reach their own personal goals.

Social action: To analyse internal and external factors that have an impact on the local community, and to transform relationships between individuals, groups and organisations and within the community through collective action.

Responsibilities

Access – Cobram Community House will make training and support services available to everyone who is entitled to them and will be free of any form of discrimination irrespective of their age, gender, nationality, religion, and level of education, income, physical and intellectual disabilities, social status or sexual preferences. We will resolve disputes and disagreements fairly and amicably.

Equity – Cobram Community House training and support services will be developed and delivered on the basis of fair treatment of clients who are eligible to receive them.

Communication – Cobram Community House will use strategies to inform eligible clients of services and their entitlements and how they can obtain them. We shall consult with our clients regularly about the adequacy, design and standard of government services.

Responsiveness – Cobram Community House will be sensitive to the needs and requirements of clients from diverse linguistic and cultural backgrounds, and responsive as far as practicable to the particular circumstances of individuals.

Effectiveness – Cobram Community House will be ‘results oriented’, focussed on meeting the needs of clients from all backgrounds.

Efficiency – Cobram Community House and personnel will optimise the use of available public resources through a user-responsive approach to service delivery which meets the needs of clients.

Accountability – Cobram Community House is accountable at all times to clients, colleagues, funding bodies and the general community.

Confidentiality & Privacy - We respect the confidentiality and privacy of information obtained from our members, staff and house users. We will not share this information with anyone outside our organisation without the consent of the member, staff or house user except when compelling moral, ethical or legal reasons exist.

Respect – CCH will treat one another with dignity and respect.

Maintaining Professional Standards - Cobram Community House will strive to maintain, promote and develop high standards of professional competence in its operations and volunteer staff development.

Continuous Improvement

CCH will strive for continuous improvement processes that will ensure continual enhancement of our performance so that the changing needs of clients and industry will be met