

Surry Hills Neighbourhood Centre Management Committee - Code of Conduct

Generally, we will ...

- Treat all staff, contractors, clients and members of the SHNC with courtesy and respect
- Do nothing in any circumstances which reflects badly on the SHNC, or may damage its reputation or cause detriment. We will act with honesty and integrity as ambassadors for the SHNC
- Maintain confidentiality and respect privacy, by not disclosing any confidential SHNC business to third parties, nor any information on clients, staff, contractors or members. We will not use any SHNC information for personal gain.
- Be prepared to assist the SHNC, the MC and its staff when needed, consistent with our skills and time availability, as a volunteer (i.e. without financial gain, although legitimate expenses supported by receipts, will be reimbursed)
- Complete all actions that we have agreed or volunteered to do, in the timeframe agreed
- Use and require the use of the approved *Dispute Resolution Procedure* when becoming aware of any dispute with or between staff, clients, and members
- Be familiar with, follow the instructions of, and contribute to the ongoing refinement of SHNC Policies

In or for meetings, we will ...

- Advise the agenda-issuer of any matters to put on agendas at least a week ahead of any meeting
- Keep in mind the SHNC's rules, and ensure that we always conduct our affairs in accordance with our objectives
- Show respect to others by arriving on time. We will not wait for latecomers because it reinforces and condones bad practice.
- Allow everyone to speak on every issue, and each of us will listen carefully and respect all opinions.
- So as not to waste others' time, we will be fully prepared for meetings, having read written submissions, including the minutes, in advance
- Follow the agenda, and not raise other matters unless they are new and urgent
- Identify (& minute) who is responsible for its implementation, and what the timetable is, for any decision we make
- Declare all actual or potential conflicts of interest, and allow the meeting to decide how to handle it
- Finish the meeting on time, so that all involved can honour their other commitments
- Attend all meetings possible, and will apologise in advance for meetings we cannot attend
- Keep ourselves informed about the SHNC's activities and financial position, and on the issues facing the SHNC.

Approved by the Management Committee

12 May 2008