



Ko te Hapori tō mātou Pokapū
Community is at our Centre

Employee Handbook
(Code of Conduct)
2017

Vision:

The Centre's philosophy is one of family support and enhancement of community life through a commitment to, and active involvement in, working at the grass-root level alongside individuals and groups to help them find appropriate support and resources.

This is summarised in our strapline:

Ko ta Hapori tō mātou Pokapū: Community is at our Centre.

Mission:

The purpose of the Community Centre, as defined in its Constitution, is:

"To recognise and respond to the social, cultural, recreational and educational needs of the Community and find ways to meet these needs, with specific recognition for those who have the least opportunity to participate in decision-making in the community."

Values:

The Society's Values are set out in its Constitution:

- *To provide services to families in Glenfield and its wider community with particular attention being paid to those who are disadvantaged;*
- *To be a source of information and referral for Glenfield people;*
- *To respond where appropriate to expressed community needs;*
- *To liaise with other organisations, institutes and individuals to raise community awareness of issues that affect the community;*
- *To administer and maintain buildings, facilities and equipment for community needs;*
- *To be a Centre for community activity; and*
- *For the Centre management to be accountable to the community.*

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Introduction to the Employee Handbook:

On behalf of the Chair of the Governance Group, and the Centre Manager, we would like to extend to you a very warm welcome.

The Centre Manager has an open door policy, so if ever you have any questions or difficulties please feel free to communicate with them.

The Employee Handbook (Code of Conduct) outlines the minimum standards required of all staff that are employed by the Centre to operate by.

The Employee Handbook (Code of Conduct) is available at all times for our staff, and can be located on the [Centre's website here](#). Should you have any questions please do not hesitate to contact the Centre Manager who will explain the contents to you prior to the commencement of your employment.

The following documents should have been given to you and a copy signed prior to employment:

- Employee Handbook
- Performance Management Templates (the measurement of your performance in the Centre)
- A Job Description (normally attached as an Appendix to your Employment Contract)
- Application for Employment
- Confidentiality Agreement
- Employment Contract
- General Hazards of the Workplace.

Please ensure that you read these fully and should you either have any queries now or in the future, please do not hesitate to contact the Centre Manager for clarification.

The following are Manuals forming Centre Policy:

- Quality Management System (QMS)
- Health and Safety

The Centre has a special relationship of trust and confidence with the Community. This places an obligation on the Centre employees to act with the utmost honesty and integrity at all times.

To ensure the Centre employees are aware of their obligations, this Code of Conduct has been developed. This Code of Conduct details the minimum standards of ethical conduct expected of employees while they are working for the Centre, and in some cases beyond their employment.

Reflected in the Code of Conduct is the importance of trust and confidence in the relationship between the Centre and its employees. If an employee breaches these essential elements of trust and confidence, the Centre may be called on to re-examine and possibly terminate the employment relationship.

In this respect it is important that all employees familiarise themselves with the Code of Conduct as it forms a term and condition of their employment. All employees must sign the Code of Conduct before they commence employment with the Centre. If an employee is unsure whether a proposed action or inaction is in keeping with the Code of Conduct, they should discuss this with the Centre Manager.

The Centre reserves the right to amend or add to the Code of Conduct. Employees will be advised of any changes.

The following sections represent some of the main elements of the Code of Conduct. These sections do not specify every potential act of behaviour, but rather attempt to establish the minimum standards generally expected of Centre employees in their relationship with the Centre and its customers. A non-exhaustive list of the types of behaviour, which may represent breaches of the Code of Conduct and the seriousness of the breach, is located at the end of the Code of Conduct.

Organisation Structure:

Premises:

Located at: Corner of Glenfield Road and Bentley Avenue

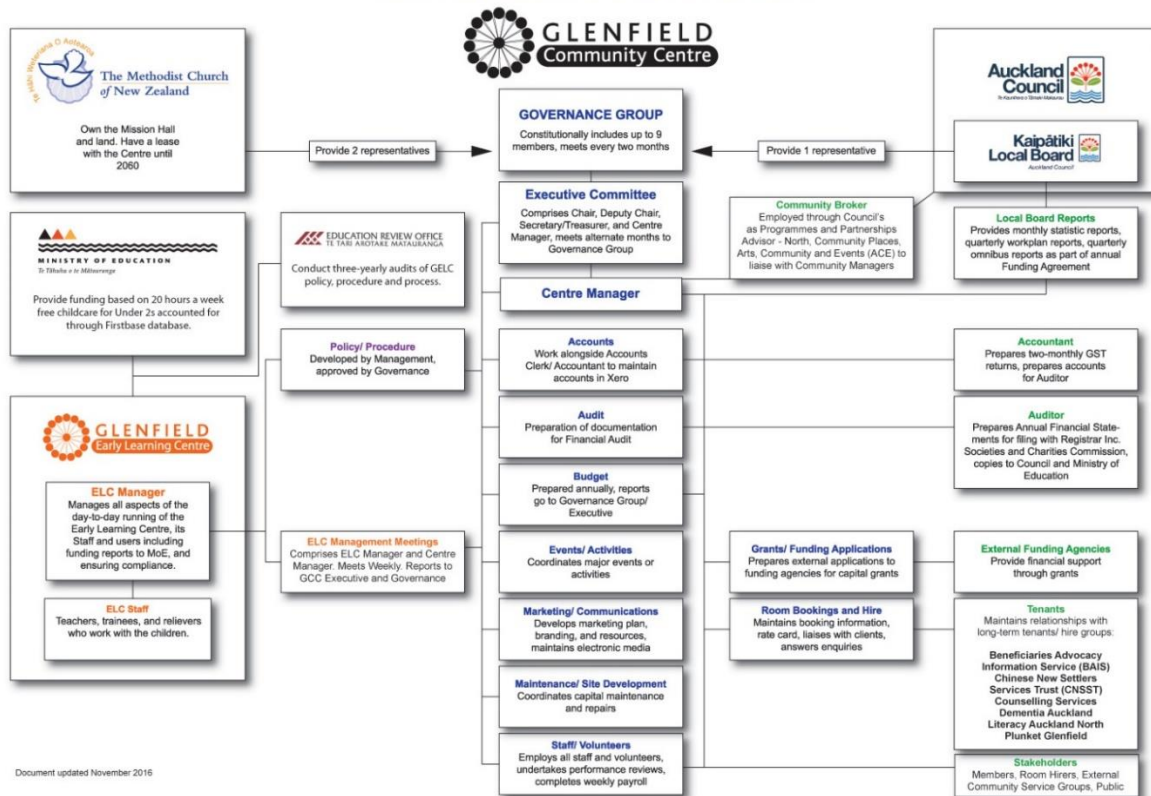
Postal address: PO Box 400-112 Glenfield, Auckland, 0747

Telephone: (09) 444 5023 (Office and Administration)

(09) 444 0818

Website: www.glenfieldcommunitycentre.co.nz

ORGANISATIONAL DIAGRAM



Quality Service, Product and Delivery:

The Glenfield Community Centre prides itself on providing a quality, friendly service delivering a mixture of:

- Well-maintained and operated rooms for hire
- Tenanted space for not-for-profit groups with a focus on delivery of positive outcomes for the community
- Support for the aims of the Auckland Council as delivered to the local community through the Kaipatiki Local Board, and
- High quality learning producing excellent learning outcomes to students at our Glenfield Early Learning Centre, which meets their individual needs.

Basic Responsibilities:

These are outlined in your Job Description and/or Performance Management Framework.

Hours of Work:

Your specific hours of work will be noted as part of your Employment Contract.

The Centre Administration is open to the Public from 8.00am—3.00pm, Monday to Friday; although the Centre is effectively open for use from 8.30am—10.00pm every day, all year.

Employees working in the Early Learning Centre is expected to be on site from around 8.00am—3.00pm, Monday to Friday. The Public have access to this service from 9.00am—2.30pm, Monday to Friday.

Confidentiality:

Confidential information obtained during the course of an employee's employment must always be regarded as confidential even after employment ceases. Confidential information includes any information that relates to any information of employee or customer of the Centre.

Confidential information also includes information pertaining to any other employee or customer of the Centre that is protected from disclosure under the [Privacy Act 1993](#).

This confidential information must never be discussed with any unauthorised person either within or outside the Centre. An “unauthorised person” is someone who has no right and/or need to know the information. This extends to other Centre employees as well as persons outside of the Centre. Extreme care must be exercised to ensure unauthorised persons do not become aware of any confidential information entrusted to the Centre either by overhearing conversations inadvertently or by gaining access to written materials or any other means. A Declaration of Secrecy is attached to and forms part of the Code of Conduct.

Employees of the Centre are in a recognised position of trust. An employee should never exploit their position for their own advantage, or that of others by the use of confidential information contained through their position in the organisation.

Honesty:

The Centre requires employees to act with utmost honesty. Through their position within the Centre, employees will have access to information, systems, goods and documents belonging to the Centre and its students and customers. Stealing, misappropriating or converting these items to private use and/or using knowledge gained through unauthorised access to information are criminal actions. Any such offence will result in dismissal and formal notification to the Police.

Concealing errors or omissions, or attempting to protect fellow employees who have breached the law or the Centre procedures are also viewed very seriously. If an employee becomes aware that any other employee has been involved in any activity they consider suspicious, they are required to bring this to the attention of the Centre Manager or Governance Chair.

Any employee who deliberately chooses to ignore or cover-up the improper conduct of a colleague may be considered to have assisted in committing the offence and may be subject to disciplinary action.

Personal Conduct:

Centre employees should always behave in a manner that will enhance the trust and confidence of the public.

At all-time the actions of employees, both inside and outside the workplace, should be beyond reproach. Employees should avoid any activities, whether connected with their official duties or outside of work, which might bring the Centre into disrepute or jeopardise its relationships with customers or the public.

Respect for the Rights of Others:

In performing their duties, employees must respect the rights of their colleagues and the public. In meeting this obligation, employees are expected to avoid behaviour that might endanger or cause distress to other employees or otherwise contribute to the disruption of the workplace.

The Centre will not tolerate sexual harassment or inappropriate behaviour toward an employee or customer by another employee. Every employee has an obligation to ensure that his or her behaviour is appropriate at all times. The Centre has produced a booklet for all employees called "*Positive Workplace Behaviours Guidance*" that will assist employees in understanding what is and is not appropriate behaviour at work.

Employees should also respect the cultural backgrounds of colleagues and customers in all business dealings.

Cultural Differences:

Awareness and understanding of cultural differences is acknowledged and employees are encouraged to share others' views of life values.

The Centre recognition of the *Treaty of Waitangi* is reflected in its commitment to develop a meaningful partnership with Māori at levels of management, staffing and client service. It also recognises all other cultures and wishes to have meaningful partnerships with several other cultures.

There is no need for Staff to tolerate any form of racism or discomfort in the Centre environment, if there is any instance of this, the Centre Manager or a member of the Governance Group must be informed.

Avoidance of Conflicts of Interest or Integrity:

In performing their duties, employees should avoid situations that might compromise their integrity or otherwise lead to conflicts of interest.

Employees must avoid any financial or other interest that could directly or indirectly compromise the standing of the Centre in its relationship with customer and/or the public. Care must be exercised by employees in accepting hospitality from customers over and above that required for the normal conduct of business.

Employees must not undertake secondary employment that would create a conflict of interest or otherwise adversely affect the Centre.

Employees should advise the Centre Manager immediately if they have reason to believe a conflict of interest has arisen or may arise.

Organisation Policies and Procedures:

The Centre has a number of policies and procedures to which employees are expected to adhere. These include but are not limited to the following:

- Quality Management System
- Health and Safety
- Code of Conduct
- Performance Management Frame Work
- Employment Agreement
- Declaration of Secrecy
- Job Descriptions

Personal Computer Security Procedures:

Employees should only access or facilitate access to the Centre's computer system with proper authority. Employees must not deliberately or carelessly disclose a computer password to any person to enable them access to the Centre's computers. A declaration of Compliance with the Personal Computer Security Policy is attached to and forms part of the Code of Conduct.

Working conditions and environment for staff must conform to the requirements of the government [Visual Display Unit \(VDU\) Code of Practice](#), and to other health and safety requirements.

Health and Safety Procedures:

Employees are required to comply with the Centre's Health and Safety procedures, which are set out in the Health and Safety Manual. In particular, employees shall take all practicable steps to ensure their own and others' safety in the workplace.

Telephone, E-mail and Internet Policy:

The Centre has a *Media and Communications Policy*, a *Social Media Policy*, and an *Electronic Mail and Internet Policy* on the use of communication equipment by employees both internal and external to the Centre.

This policy is located on the [Centre website here](#) and employees should familiarise themselves with its contents.

Please note personal calls are to be kept to a minimum and any emails sent must comply with the policies of the Centre.

Job Performance:

Employees are required to work to a minimum standard of performance whilst carrying out their duties for the Centre. This performance standard is known as 'fully competent' performance or 'developing' for new employees. The standards required for fully competent performance are set out in an employee's performance objectives. The Centre's Performance Management Framework provides a foundation for identifying, evaluating and developing the performance of employees. For the majority of employees this will be sufficient to ensure they perform at an acceptable level. However, where there is continuous non-performance in any objective then this may result in the employee undergoing formal performance counselling.

The Centre undertakes to provide its employees with all reasonable training required to enable them to meet this performance standard. If an employee feels they need more training in a particular area of their performance, this should be communicated to the Centre Manager.

There will be times when employees make errors in the completion of their duties. However, sometimes the errors will be so serious that the Centre may determine the employee has been negligent in the undertaking of their duties. Negligence is more than poor performance.

If an employee is unsure as to whether or not a decision they are about to make is the right one, they should immediately discuss this with the Centre Manager before proceeding. If the Centre Manager is not available, they should contact the Governance Group Chair.

Intellectual Property:

All work, including ideas, concepts, creations and inventions or other intellectual property rights produced by an employee in the course of their employment is the property of the Centre. The Centre is entitled to any copyright or intellectual property rights from such work.

Smoking:

The Centre has a smoke-free policy. Smoking is not permitted in any area of the Centre premises.

Note: The elements of the Code of Conduct discussed above are by no means exhaustive.

As discussed previously, the importance of a relationship based on trust between the Centre and its employee cannot be underestimated. All suspected breaches of the Code of Conduct, or any other situation pertaining to the relationship of trust between the College and its employees will be thoroughly investigated. If these investigations reveal breaches of the Code of Conduct, a formal disciplinary investigation will be undertaken.

The Organisation Disciplinary Procedure:

Centre policy is that all disciplinary action should be dealt with fairly, reasonably and promptly.

In most cases, the Centre's disciplinary procedure will follow the following process:

- Informal counselling;
- First formal warning;
- Final formal warning;
- Dismissal.

In appropriate cases, one or more of these steps may be omitted. In cases of serious misconduct, summary dismissal may apply.

Informal Counselling:

Informal counselling may be appropriate:

- Where there is a relatively less serious breach of Code of Conduct and it is the employee's first offence; or
- In the early stages of non-performance.

Suspension:

Suspension of an employee will be rare but may, in certain circumstances, be appropriate to allow proper investigation of an incident.

It is Centre policy that Consultants and Legal advisors should be consulted whenever suspension is being considered. In all cases, prior to the suspension being effected, the employee will be given an opportunity to comment on the proposed suspension, and be told the reasons for the Centre's decision.

During the period of suspension, the employee will receive ordinary wages or salary, and may be required to attend meetings with the Centre representatives. The duration of the suspension will be kept to a minimum.

Warnings:

A warning may be given to an employee for:

- Misconduct;
- Serious misconduct; or
- Non-performance, where informal counselling has failed to rectify the problem.

If an employee modifies their behaviour in a manner acceptable to the Centre, the warning will be considered to have lapsed after 12 months.

Dismissal:

Dismissal should be a last resort, after other disciplinary action has failed to remedy the problem, or where the employee's breach constitutes serious misconduct.

Dismissal with notice:

Dismissal with notice may occur where unacceptable behaviour or unsatisfactory work performance persists following the provision of formal warnings.

Summary Dismissal:

Summary dismissal may occur in cases of serious misconduct, provided a fair procedure is followed. In these cases, dismissal may be effected without the need to give notice.

Misconduct and Serious Misconduct:

The following lists set out the act of omissions that are likely to constitute a breach of Code of Conduct. These acts and omissions are listed as misconduct or serious misconduct; although depending on the circumstances, some breaches may fall into both categories.

Misconduct:

The following acts or omissions are likely to constitute misconduct:

- Breaches of the Centre's policies and/or procedures
- Deliberate, inadvertent or careless disclosure of confidential Centre information
- Unsatisfactory work performance

- Poor time keeping
- Behaviour which interferes with other employee/s enjoyment of the workplace
- Breaches of the Organisation 's policies and procedures
- Breaches of the Centre's computer security policy.
- Misuse of the Organisation 's property, information or services
- Breaches of the Organisation 's telephone, facsimile, email and internet Policy
- Any other behaviour considered by the Centre to constitute misconduct such that a formal warning is warranted.
- Absenteeism without notice or advice.

Serious Misconduct:

The following acts or omissions are likely to constitute serious misconduct:

(Note: breaches of the Code of Conduct that constitute serious misconduct, if proven, may result in the employee being summarily dismissed from their employment at the Centre.)

- Non-disclosure or falsification of information in relation to an employee's application for employment
- Dishonesty, including, acts of misappropriation, fraud, unauthorised possession or conversion, inside or outside the Centre or any other acts considered by the Centre to be dishonest or unethical
- Falsification of the Centre's records
- Unauthorised possession of the Centre property or property of another employee
- Breaches of the Centre's policies or procedures
- Deliberate, inadvertent or careless disclosure of confidential Centre information

- Breaches of Centre policy in relation to **Computer Security Policy**
- Misuse of the Centre property, information or services
- Gross insubordination or refusal to carry out a lawful and reasonable instruction
- Consuming or being affected by solvents and/or drugs while at work, or on the Centre premises
- Possession, use or supply of illicit drugs while at work, or on Centre premises
- Use of abusive or offensive language
- Disorderly or violent behaviour
- Assaulting any person on Centre premises
- Sexual or racial harassment
- Discriminatory, offensive or intimidating behaviour
- Breaches of the Centre's Health and Safety Policy
- Being absent from work without authority or good cause or dishonesty in relation to the reason for being absent from work
- Abandonment of employment; i.e.: absence without authority or good cause for more than three (3) working days without Centre approval
- Unauthorised absence in defiance of a declined request for leave or continued absence after being requested to return to work
- Personal conduct of an employee, within or outside working hours that seriously harms the Centre's trust and confidence in the employee or the Centre's reputation with its customers, or the public
- Breaches of the Centre's **Media and Communications**, **Social Media Policy**, or **Electronic Mail and Internet** Policies
- Negligence in the undertaking of duties as an employee
- Other misconduct considered being of a serious nature.



GLENFIELD
Community Centre

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DECLARATION OF SECRECY

To be declared by every employee of any independent contractor before entering on their duties as provided by Section 21 (3 B) of the Statistics Act 1975 (see note no. 1).

I, (full name):.....

Of (address):.....

Solemnly and sincerely declare that any information to which I might have access in the course of my duties as an employee of the Glenfield Community Centre Incorporated (“the Centre”), will not be disclosed by me except in accordance with any authority given to me in writing by the Centre.\

I make this solemn declaration believing the same to be true and by virtue of the Oaths and Declarations Act 1975.

Signature:

Declared at (physical address):.....

.....

This (day/month/year):.....

Signature:

Designation: