

Code of Conduct

Please note that this Code is to be read in conjunction with the Kath Dickson Community Toy Library's Child Safe Policy and Statement of Commitment, and as part of membership of the Kath Dickson Community Toy Library

PURPOSE

The Kath Dickson Community Toy Library Code of Conduct Policy establishes guidelines for the behaviour and expectations of members, volunteers, and staff involved in the toy library. This policy aims to create a respectful and inclusive environment, ensuring a positive experience for all participants.

RESPECTFUL BEHAVIOUR

Members, volunteers and staff are expected

- to treat each other with courtesy, respect, and consideration at all times
- to commit to inclusivity - discriminatory behaviour, language, or actions will not be tolerated at the toy library
- to respect and care for the toys, equipment, and facilities provided.

CHILD SAFE PRINCIPLES

Members, volunteer and staff are expected to adhere to the Kath Dickson Community Toy Library's Child Safe Policy, Child Safe Principles and the Statement of Commitment to child safety at all times.

These include:

- all members, volunteers and staff being responsible for supporting the safety, participation, wellbeing and empowerment of children by ensuring their safety at all times, emotionally, physically, culturally and spiritually
- ensuring all internal and external safety gates at the toy library are closed at all times
- ensuring that toy library staff are not left alone with children – at least two adults should be with children at any time in the toy library
- listening and responding to the views and concerns of children
- reporting any allegations of child abuse to the police and/or relevant Queensland child protection body

MEMBERSHIP RESPONSIBILITIES

Members are expected to abide by the responsibilities of membership as set out in the *Toy Library Member Borrowing Responsibilities Policy*

VOLUNTEER RESPONSIBILITIES

Volunteers are expected to conduct themselves professionally, providing assistance and support to members in a courteous and helpful manner, whilst respecting the confidentiality of member information and handling all personal data in accordance with privacy policies. Volunteers will undergo training to understand toy library policies, procedures and expectations.

CONFLICT RESOLUTION

Any conflicts or concerns should be communicated openly and constructively, allowing for a resolution to be sought. In cases of disputes, the toy library may facilitate mediation to address and resolve the issues amicably. Any violations of the code of conduct should be reported to toy library staff. Reports of violations will be investigated promptly and thoroughly, with appropriate actions taken based on the findings. Minor violations may result in a warning, with individuals advised on the expected behaviour. Repeated or more severe violations may result in temporary suspension of membership or volunteer privileges. Persistent or severe violations may lead to the termination of membership or volunteer status.

POLICY REVIEW

This *Code of Conduct* Policy will be reviewed annually to ensure its effectiveness and relevance. Any necessary updates or revisions will be made in consultation with the toy library's stakeholders.

I agree that I have read and agree with the Kath Dickson Community Toy Library Code of Conduct, Child Safe Policy and Statement of Commitment

NAME..... SIGNED.....

DATE.....