

CODE OF CONDUCT

Policy number	1	Version	1
Drafted by	Julie Hanman	Approved by Board on	September, 2026
Responsible person	Nicole Murray	Scheduled review date	July, 2027

The Waterwheel Hub Inc is the committee of management that oversees the Yarra Valley Waterwheel Tourism Information Centre.

Purpose

The Waterwheel Hub Inc is the Committee of Management responsible for overseeing the Yarra Valley Waterwheel Tourism Information Centre.

Our purpose is to promote conduct that reflects our values (as per our strategy document) and supports a respectful, ethical, inclusive and welcoming environment for everyone who contributes to or visits the Waterwheel.

We operate from a place of kindness, respect and understanding. We never know what someone else may be carrying, what has happened in their day, or what may be happening in their life outside the Waterwheel. A little patience and kindness can make a significant difference.

We ask everyone who is part of the Waterwheel community to treat one another with courtesy, listen respectfully, communicate directly and assume good intent while addressing concerns openly and appropriately.

Kindness is not about avoiding difficult conversations. It is about communicating respectfully.

Vision

A hub showcasing the arts, culture and environment of the Yarra Valley Region, inspiring visitation and engagement.

Values

- Community – welcoming, inclusive, and respectful
- Creativity – celebrating artists and makers
- Connection – linking visitors to experiences in the Yarra Valley region
- Integrity – honest, fair, and accountable
- Sustainability – caring for place and environment

All people are expected to behave in ways that are aligned with our vision and values.

Application and Policy

This Code of Conduct applies to all employees, committee members, activation team members, contractors, stakeholders, volunteers and all involved and inclusive of Yarra Valley Waterwheel Tourism Information Centre. It sets the standards of conduct expected when carrying out duties or representing Waterwheel Hub Inc and the Yarra Valley Waterwheel Tourism Information Centre.

Standards

In the performance of their duties or as part of their engagement, we ask all persons to:

- Adhere to the policies and procedures of the Waterwheel
- Treat everyone equally. Embrace and value differences within the team.
- Be punctual.
- Comply with deadlines and work commitments.
- Attend work related events and training, as required.
- Always treat colleagues, clients, customers, suppliers and other members of the public with courtesy and respect.
- Use all reasonable endeavours to promote the interests of Yarra Valley Waterwheel Tourism Information Centre.
- Aid visitors and staff where required.
- Follow all lawful and reasonable directions given by the Volunteer coordinator and committee.
- Undertake a Working with Children's check.

Confidentiality

- Waterwheel team members must not disclose any confidential information belonging to Yarra Valley Waterwheel Tourism Information Centre, except as required by law, in the performance of their duties or part of their engagement or as permitted in writing by Waterwheel Hub Inc.

Conflict of interest

- Waterwheel team members must not act in conflict with or be in a position of conflict (or potential conflict) with the interests of Yarra Valley Waterwheel Tourism Information Centre. If a member feels that there is a conflict of interest, please discuss with volunteer coordinator or the Waterwheel Hub Inc.
- We ask everyone that they promote all handmakers craft equally.

IT Security

- Waterwheel team members are prohibited from accessing, downloading, transmitting or otherwise storing content, information or images on the centre devices, that is unlawful or may be deemed offensive, pornographic or not in the interests of Waterwheel Tourism Information Centre.
- Waterwheel team members must always ensure the security of the Waterwheel
- Waterwheel Information Centre's Information and IT resources.
- Any personal use of IT resources including email, internet and mobile phones is unacceptable when visitors are in the centre.

Discrimination, Harassment and Bullying Waterwheel Hub Inc is committed to providing a safe, inclusive, and respectful environment. We have zero tolerance for discrimination, harassment, bullying, and victimisation. We embrace diversity and ensure all employees, contractors, stakeholders, volunteers, and clients are treated with dignity and fairness.

Unfavourable behaviour is unlawful if it is based on any of the following Victorian protected attributes:

- Age
- Breastfeeding or pregnancy
- Disability or impairment
- Gender identity or intersex status
- Political belief or activity
- Race, colour, descent, or ethnic origin
- Religious belief or activity

Everyone is expected to intervene, report, and foster a workplace culture that prevents these behaviours before they occur.

- Waterwheel team members who observe or become aware of inappropriate behaviour in the workplace must report it as soon as practicable to their Coordinator. Where this is not appropriate or feasible, waterwheel team members may report the matter to Waterwheel Hub Inc via the general email contact.

All reports, enquiries, and concerns relating to bullying, harassment, or discrimination will be handled sensitively and in strict confidence.

Alcohol and drugs

- Waterwheel team members must not be under the influence of alcohol or drugs while on duty.

Use of Resources

- Waterwheel team members must not destroy or take for personal use, any items belonging to the Yarra Valley Waterwheel Tourist Information Centre without prior written approval.
- Waterwheel team members must use all equipment, funds, facilities and other resources effectively, economically and carefully for the benefit of the Yarra Valley Waterwheel Tourist Information Centre

Breach of the Code of Conduct

Any breach of this Code of Conduct will be taken seriously. We will investigate transparently and ensure procedural fairness.

Disciplinary action may include (but is not limited to):

- Counselling
- Requiring a formal apology
- Conciliation/mediation conducted by an impartial third party
- Training on expected standards of behaviour
- Verbal or written warning
- Termination of employment or changed working arrangements or the cessation of any membership or engagement, with or without notice.

Review

This Code of Conduct will be reviewed from time to time or as legislation is amended, considering current good practice and applicable regulatory advice.