



# Grace House Community Centre

## Staff Handbook

**(including Staff Code of Conduct and Student Behaviour Management)**

## INTRODUCTION

### 1. Purpose of this Document

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This Code of Conduct explains the expectations for all staff who work at Grace House Community Centre. It helps us work together in a safe, respectful, and professional way. All staff must follow these guidelines at all times.

### 2. Supporting the Mission and Vision of Grace House

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#### **Mission Statement**

**Enabling the community to become sustainable through education, family support and health care**

Our **vision** is to provide supplementary education classes for all children in the community from kindergarten to the end of primary school. We aim to broaden their learning and development in areas such as literacy, numeracy, general interest topics, computer skills, games and creative arts. We provide basic English lessons to improve learning opportunities and future job prospects. We want to instil a passion for learning and creativity, and to help children and families value education, including attending state school.

We aim to give children the opportunity to thrive by supporting their mental health and physical wellbeing, and by providing a safe and nurturing environment. We promote equality, respect for themselves and others, resilience, and self-confidence. We help children develop life skills, basic vocational skills, and good hygiene.

We aim to provide a safe, accessible, and interesting environment for children with special needs, including those with physical and learning disabilities. We want to offer opportunities for them to have a variety of experiences, develop their communication skills, and understand more about the world. We support them to develop physical and self-care skills so they can become as independent as possible. We want them to feel included, valued, able to express their opinions, and confident that they will be listened to.

We aim to support families of children with special needs by listening to their concerns, understanding their challenges, and giving advice on how to support their children's individual needs and independence. We want all families in the community to have access to clean drinking water. We provide guidance and support with health and wellbeing, including connecting families to other agencies when needed. We also provide micro-loans to help families start small businesses so they can generate income and become self-sustained.

### 3. Recruitment

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Grace House staff recruitment policy is designed to attract, select, and hire the best-qualified candidates in a fair, transparent, and efficient manner while fully complying with all applicable employment laws.

We are committed to equal opportunities and strictly prohibit discrimination making all recruitment decisions based solely on merit, qualifications, and alignment with the company's values. All vacancies are advertised both internally to encourage career advancement and externally across various platforms to ensure a diverse and qualified applicant pool. An interview will be conducted by a panel of three staff (or volunteer). Successful applicants receive a conditional offer subject to satisfactory references and background checks, and all candidates are treated with professionalism and provided feedback upon request to ensure a positive experience regardless of the outcome. Successful applicants will complete a three-month probationary period.

### 4. Professional Behaviour and Conduct

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- Respectful Behaviour: All staff must treat children, families, colleagues, and community members with respect, use kind and professional language, support equality and inclusion, and be patient and understanding with all children, including those with special needs.
- Confidentiality: Staff must keep all information about children, families, and other staff private and confidential. This includes personal details, family situations, student learning needs, and health information. Information must only be shared with authorised staff when necessary for the child's wellbeing.
- Professionalism in the Village: Staff represent Grace House at all times, including outside the Centre. Staff must behave respectfully in the village, not gossip about children, families, or other staff, not speak negatively about Grace House in public, and maintain a positive and supportive attitude in the community.
- Professionalism at Grace House: Staff members seek to achieve high standards in their work by carrying out all duties to the best of their ability in a competent, professional, conscientious and compassionate manner. Grace House has intellectual property rights for all resources and materials created or developed in the course of employment at Grace House. Staff members must ensure that private matters and/or interests are not in conflict with professional duties and responsibilities. Mobile phones are not to be used for personal use during work hours.
- Breaches of laws or policies may result in disciplinary action, up to and including termination of employment.
- Serious breaches may also be referred to relevant authorities.

### 5. Dress Code

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Staff must wear a clean Grace House staff shirt, long pants, and clothing that is neat, modest, and suitable for working with children.

## 6. Working Hours

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Morning: 8:15am – 11:15am. Lunch Break: 11:15am – 12:15pm. Afternoon: 12:15pm – 4:15pm. Staff should arrive on time and be ready to start work at the beginning of each session.

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## 7. Training and Professional Development

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Staff must complete First Aid and Child Protection training when offered, complete Teacher Development Support Organisation (TDSO) courses when relevant, attend any training sessions provided by Grace House, and use new skills and knowledge in their daily work.

## 8. Safe and Responsible Work Practices

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Staff must create a safe environment for children, report concerns about a child's wellbeing to the Social Worker or Project Manager in the absence of the Social Worker, use equipment responsibly, and keep classrooms and work areas clean and organised. Staff must comply with all internal policies including Child Protection, financial management, confidentiality, reporting and health and safety. On occasion, staff may be asked to support the general cleaning and tidying of the school grounds. In addition, a roster will be followed for the cleaning of communal areas. Staff are expected to attend mandatory training sessions in First Aid and Child Protection.

## 9. Working with Children

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Staff must be positive role models, encourage good hygiene and respect, support children's learning and independence, never use physical punishment or harsh language, and always act in the best interests of the child. The Grace House Child Protection Policy must be always adhered to.

## 10. Student Code of Conduct

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Student behaviour management practices at Grace House aim to facilitate the development of self-discipline amongst students. It is the responsibility of each staff member to implement safe, consistent, and appropriate strategies in day-to-day interactions with students. This would include setting clear expectations, maintaining consistent routines, using positive reinforcement and addressing issues calmly to create a positive learning environment where students can thrive.

In the case of consistent inappropriate behaviour, the student is referred to the Social Worker. She will talk to the child to determine the circumstances around the behaviour. If they admit to their inappropriate behaviour, they will have time out of class and the Social Worker will give guidance to the student. If in the case the student denies their behaviour, the parent will be rung to come to the school. If the child still denies the behaviour, they will be sent home with the parent and cannot return to school for one week.

Students who display recurrent challenging behaviours, particularly unsafe behaviours, must be referred to the Social Worker. An individual student support plan should be developed for difficult/challenging students, then communicated to the teachers and parents and implemented consistently.

## 11. Commitment to the Community

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Staff should support families with kindness and respect, help families access information and services when appropriate, and promote the values of education, health, and wellbeing.

## 12. Working with Volunteers

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There will be occasions when there is a volunteer in your classroom. You are an important contact person and you will need to discuss with your volunteer what is expected of them in the classroom. Be sure they understand the weekly schedule and the topic that is being covered (and math topic). Show them the resource room and the sports room. Be aware that you are not to accept personal gifts from your volunteer and that they do not give gifts to individual students. If you have any concerns regarding child protection and your volunteer, you must contact the Social Worker or the Project Manager immediately.

## 13. Agreement

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All staff must read, understand, and follow this Code of Conduct. By working at Grace House Community Centre, staff agree to uphold these standards at all times.

## Signature Page

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I acknowledge that I have understood and agreed to the Staff Code of Conduct and conditions of employment.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employer (Project Manager) Name: \_\_\_\_\_

Employer Signature: \_\_\_\_\_ Date: \_\_\_\_\_