



THE METROPOLITAN
ORCHESTRA

Code of Conduct and Expectations – Staff, Contractors and Volunteers

The Metropolitan Orchestra (TMO) Code of Conduct applies to all staff, contractors and volunteers, including tutors, teachers and conductors.

The aim is to ensure the safety and wellbeing of all participants at all times, to get the most from their rehearsals, workshops, camps, tutorials and performances with TMO.

The Code of Conduct is designed for the good of all involved in the delivery of TMO programs. This code is applicable when working with all participants regardless of age.

The TMO Code of Conduct requires that staff, contractors and volunteers:

- Treat everyone with respect, honesty, sensitivity, fairness and consistency (this includes staff, volunteers, participants and parents/guardians).
- Remember to be a positive role model to participants in all contact with them and recognize their important role as an ambassador for TMO programs.
- Set clear boundaries about appropriate behaviour between themselves and the participants in the organisation. Boundaries help everyone to carry out their roles well.
- Follow organisational policies, guidelines and procedures for the safety of participants as outlined in the TMO Child Safety Framework.
- Always have another adult present or in sight when conducting one to one coaching, instruction, etc.
- Record and act on serious complaints of misconduct or abuse.
- Report any observations of misconduct or abuse to senior TMO Staff or the MD.
- Protect themselves as a TMO employee as well as protecting the participants.
- Have two staff members present when talking with a participant, in every case possible.
- Have discussions with participants in an open and public place.
- Arrive at all TMO activities prepared, on time, dressed in an appropriate and professional manner and perform all their duties to the best of their ability with honesty and care.
- Protect the privacy of colleagues.
- Protect and promote the positive reputation of The Metropolitan Orchestra.
- Maintain confidentiality about the business of the organisation and not disclose unauthorised or inappropriate information in any public arena, including all social media or any other online forum.
- Abide by reasonable instructions, organisational policies, Workplace Health and Safety Regulations and common law.

PO BOX 625 BALMAIN NSW 2041

Phone: (02) 8004 3472 Email: info@metorchestra.com.au

www.metorchestra.com.au



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The Code of Conduct also requires that staff, contractors and volunteers DO NOT:

- Develop any 'special' relationships with participants that could be seen as favouritism, including offering of gifts and/or special treatment.
- Do things of a personal nature that participants can do for themselves, such as assisting with going to the bathroom or dressing.
- Become involved in the social or personal lives of participants.
- Contact or seek to establish contact and "befriend" participants under the age of 18 outside TMO activities and/or on social media. This is required to remain in place for a minimum of 12 months post participation in TMO programs.
- Communicate with participants over 18 through social media unless by using an official TMO social media account.
- Disclose personal information of participants to other participants.
- Disclose personal information about another staff member to participants.
- Perform any action that could be construed as beyond what would be considered appropriate professional boundaries with participants.
- Use TMO computers or internet to access material which by its contents is considered pornographic.

The Metropolitan Orchestra has a zero-tolerance policy towards the abuse of drugs and alcohol.

SIGN OFF AND REVIEW

Version	Authorised By	Approved Date	Review Cycle	Review Due
1	MD	07/05/2021	2 Years	May 2023

HISTORY

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