
CODE OF CONDUCT



Mount Tamborine Convention

ABN 36 459 541 472

Staff, Volunteers and people involved with MTC

Aug 2022

Mount Tamborine Convention

Who are we?

Mount Tamborine Convention (MTC) is the holder of Letters Patent which is a form of corporate identity granted under the Religious Educational and Charitable Institutions Act 1861(Qld) (“the Act”). As such, Mount Tamborine Convention is a Charitable Not-for-Profit organisation registered with the Australian Not-for-profits Commission (ACNC) and exists for the advancement of religion as a “Basic Religious Charity”.

“MTC is a charitable not-for-profit organisation which exists for the advancement of religion”

MTC has chosen to operate under two Business Names, and these are:

Mount Tamborine Conference Centre (MTCC) which refers to the property at 237 Beacon Road, Tamborine Mountain, 4272 and 42 Keswick Road, North Tamborine, Tamborine Mountain, 4272 and to the use of that property,

and

Mount Tamborine Christian Convention (MTCC) which refers to the Christian Conventions operated by and on behalf of MTC.

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1. Letter from the Board of Directors

Mount Tamborine Convention (MTC) is a Christian ministry that exists in order to see people's lives changed by Christ through the preaching of God's word, by His Spirit. The preached word needs to be a lived word not just for the delegates who attend conventions, but for all those involved in the MTC ministries. We are keenly aware of the continued integrity of life before God required from all involved: "Be holy because I am Holy" (1 Peter 1:16).

We are aware of how easily this ministry, and the gospel of the Lord Jesus Christ, may be called into disrepute by our own sin. As fallen human beings we are all weak, and liable to sin in thought, word and deed. At times we consciously and wilfully enter into certain behaviours that are disobedient, displeasing to God, unworthy of Him and dishonouring to His Name. We are therefore never without need of God's grace, mercy and forgiveness as we continue to work out our salvation and seek to be conformed to the likeness of His Son (Acts 3:19-21; Rom. 10:9-10; 1 Cor. 6:9-11).

This Code of Conduct sets out guidelines for behaviour for all people involved in the ministry of MTC. God does not leave us without instructions concerning His expectations for His people. In His kindness Scripture provides instruction and guidelines on how one should live in the Kingdom of God as the Spirit of God brings the truth of His word to bear upon our lives. Given the increasing ignorance of God's word even among people of faith, and the many changes in our society, it is no longer appropriate to assume that every Christian will think alike concerning what is acceptable behaviour. Grounded in Scripture as our final authority in all matters of life and faith, this Code seeks to clarify and articulate our understanding of appropriate Christian behaviour to ensure a common understanding of MTC's expectations.

It is the hope and prayer of the MTC Board that every person engaged in the ministries of MTC will honour the Lord Jesus in every aspect of life and so willingly abide by this Code of Conduct.



Bill Vine
Chairperson, on behalf of the MTC Board

2. MTC: Our Vision, Mission & Values

Vision

Our Vision is to see MTC widely recognised for trusted Bible teaching, meaningful and relevant for today's world.

Mission

Our Mission is to partner with Evangelical Churches and Colleges, Mission organisations and other ministries, to equip Christians to live effectively in Christ Jesus and provide opportunities for anyone to consider the claims and contemporary relevance of the Gospel.

Core Values

- We value
- Personal transformation by Word and Spirit
- The careful exposition of the Bible, meaningful and relevant to both Christians and inquirers alike
- The dignity and worth of all human beings as special creations by God
- "All one in Christ Jesus", connoting evangelical unity across denominations, generations, and ethnicities
- Collaboration with evangelical churches and ministries

3. About MTC

The Convention which eventually found its way to Mt Tamborine was a local expression of a world-wide movement. The Keswick Movement was establishing conventions with the express purpose of deepening the spiritual lives of Christians. The first and possibly the best known of these was held at Keswick, England, in 1875 and that tradition has continued ever since. Because of this history, these conventions are often referred to as Keswick Conventions. With the examples already established by Belgrave Heights Convention in Victoria and Katoomba Christian Convention in NSW, the South Queensland Christian Convention committee sought to find a quiet, rural and cooler location for locals from south east Queensland to come for times of refreshment and enrichment.

Having relocated the Christmas/New Year Convention from Margate and joining in with the pre-existing Mt Tamborine Convention (which had been operating under the leadership of returned China Inland Mission (CIM) missionary Jack Mathewson from the early 1930s), the event was regularly held at Eagle Heights on hired premises utilising tents and local guest-houses as well as a marquee for the main meetings. The Convention Committee discovered that a 50-acre dairy farm at the end of Beacon Rd was for sale and the committee became convinced that this would be an excellent location for the growing ministry. The property was purchased, a water bore was sunk and the old farmhouse and associated buildings were utilised as the caretaker's residence and basic kitchen and lodgings. Each year, over tens of thousands of hours of volunteer and paid staff work make the MTC ministry possible. From those who help with every aspect of maintaining the property and of facilitating the running of conventions through to our Board, a great deal of effort is invested in the MTC ministry every year.

MTC presently runs several conventions each year at Mt Tamborine and facilitates the running of other conventions by like-minded organisations.

MTC Conventions	Supported/facilitated Conventions
Easter Convention	Mission Matters
Seniors' Get-Away	QCCA SPUR and Y Conference
SALT Conference	CMS Summer School
Men's Ministry	CWCI
	AFES
	Capernwray

4. Statement of Faith

Outlined below is an elucidation for today of our original and official constitutional doctrinal Statement of Faith in the essential truths of Christianity, as revealed to us in the Bible, which we desire to shape every aspect of our ministry.

This Statement of Faith does not exhaust the extent of our beliefs. The Bible itself, as the inspired and infallible Word of God that speaks with final authority concerning truth, morality, and the proper conduct of mankind, is the sole and final source of all that we believe. For the purposes of MTC's faith, doctrine, practice, policy, and discipline, our Board is MTC's final interpretive authority on the Bible's meaning and application.

If you are unable to affirm this statement for any reason, then please speak to an appropriate MTC representative. A list of appropriate MTC representatives can be found at the end of this document.

I believe in:

1. The divine inspiration, authority and sufficiency of the Holy Scriptures as all that is necessary for faith and life.

(Psalm 19:7-11; 2 Timothy 3:15-17; 1 Peter 1:10-12; 2 Peter 1:20-21)

2. The unity of the Godhead with the distinction of Persons in that unity namely the Father and the Son and the Holy Spirit to Whom equal honour is due.

(Genesis 1:2, 26; Deuteronomy 6:4; John 1:1, 2; 5:17, 22-23; 14:25-26; 16:7, 27, 28; Philippians 2:6; Hebrews 1:1-3)

3. (a) That the Son of God truly became man being begotten of the Holy Spirit and born of the Virgin Mary. (Matthew 1:20-25; Luke 1:35; John 1:14; Romans 8:3; Galatians 4:4)

(b) That His death was a sacrifice to God and a turning away of God's wrath for the remission of sins. (Romans 4:25; 2 Corinthians 5:21; Hebrews 9:24-28; 10:12-14)

(c) That He was raised bodily from the dead. (Matthew 28:5-7; 1 Corinthians 15:20)

(d) That He ascended to the right hand of God and is now the all-sufficient High Priest of His people. (Mark 16:19, 20; Luke 24:50, 51; Acts 1:9; Ephesians 4:8-10; Hebrews 4:14-16; 7:25)

(e) That He will come again to receive His people unto Himself and to consummate His Kingdom. (Isaiah 9:6, 7; Daniel 2:44, 45; 7:13, 14; John 14:3; 1 Thessalonians 4: 13-18; Luke 1:32, 33)

4. That in consequence of the fall of Adam, all mankind became "lost" and at "enmity against God"; that all mankind is also "without strength" to do the will of God.

(Psalm 53:2, 3; Luke 19:10; Romans 3:19; 5:6; 12:19; 8:5-7)

5. The work of the Holy Spirit in regeneration, sanctification and assurance.

(John 3:5-8; 16:8-11; Titus 3:4-7; 2 Thessalonians 2:13, 14; 1 Peter 1:2)

6. (a) That the justification of the sinner before God is by faith alone.

(Romans 3:21-26; 4:4, 5; 5:1; Galatians 2:16)

(b) That every justified person is united to Christ and also born of God. (John 1:12, 13; James 1:18; 1 Peter 1:23)

(c) That such new birth results in and is made evident by holiness of life and good works. (Ephesians 2:10; 4:24; Titus 3:4-8)

(d) That holiness of life and good works are summed up in the law of love for God and neighbour. (Matthew 22:36-39; Galatians 5:14; James 2:8)

(e) That Godly love restricts sexual intimacy to the marriage union of a man and a woman for life to the exclusion of all others (Genesis 2:24; 1 Corinthians 6:9-20); **and love values all human life as sacred and defends and protects it from conception through to natural death.** (Genesis 1:26-27; Psalm 139)

7. (a) That with the bodily resurrection and ascension of Christ and the sending of His Spirit, the resurrection age has begun. (Matthew 28:16-20; Acts 2:14-36)

(b) That through their union to Christ in the Spirit, believers participate now in the resurrection age by faith. (2 Corinthians 5:17; Colossians 3:1)

(c) That believers live also in this age of sin and death, and groan along with the whole creation as they wait eagerly for adoption to sonship, the redemption of their bodies. (Romans 8:9-23; 2 Corinthians 5:17; Colossians 3:1)

(d) That at the end of this age the dead will be raised either to life or to condemnation and that the blessedness of the righteous and the punishment of the unrighteous will be alike eternal. (Daniel 12:2; Matthew 25:46; 1 Corinthians 15:51-57; Acts 17:31; Romans 14:9-10; 2 Corinthians 5:10; Philemon 3:20-21; Revelations 20:11-15)

8. We believe that the true church is that which will ultimately be gathered around Christ in heaven, and all who share in Christ are united in sitting under the authority of His Word irrespective of denomination or class group: “All One in Christ Jesus”. (Galatians 3:28; Ephesians 4:4-16)

5. Code of Conduct

Purpose

This Code of Conduct affirms MTC's requirement for responsible social and ethical behaviour from all involved in the MTC ministry. This guideline clarifies the standards of behaviour that MTC expects from all employees, volunteers, speakers and others involved in MTC. In addition, MTC Board members are required to sign an Annual Affirmation Statement as described in para. 5.8 of the MTC Board Standing Policies Manual.

Principles

Mount Tamborine Convention (MTC) is a Christian organisation that seeks to glorify God by proclaiming Christ through the organisation of its ministries. The principles behind this code are biblically based and are seen as the requirement for all who belong to Christ.

They have been outlined in this document because, as sinners being made perfect in Christ, Christians can fail to resist temptation and behave in a manner that dishonours Christ and brings the gospel into disrepute.

Policy

Our Code of Conduct applies to all paid staff, volunteers and anyone involved in the MTC Ministry and provides the framework of principles for conducting ministry as well as dealing with one another. Paid staff should recognise that the Code of Conduct does not replace legislation and if any part of it is in conflict with the Law, then the legislation takes precedence.

Any person who in good faith raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be subject to disadvantage or prejudice as a result of their complaint or disclosure. All reports will be dealt with in a timely and confidential manner.

MTC expects co-operation from all involved in the MTC ministry by conducting themselves in a professional, ethical and socially appropriate manner of the highest standards. Any staff member in breach of these guidelines may be subject to disciplinary action, including termination of their contract of employment. Volunteers and others involved in the MTC ministry may be asked to step down from their position immediately.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the MTC CEO.

These guidelines will be reviewed every three years by the MTC Board and any necessary changes will be implemented by the MTC CEO.

1. Professional Conduct Guidelines

- Hold firm to the Statement of Faith and avoid any behaviour (in thought, word or deed) that dishonours God.
- Obey God as he calls us to in His word and obey the law of the land.
- Maintain a high standard of integrity and professionalism in all actions.
- Be responsible and scrupulous in the proper use of MTC information, funds, equipment and facilities.
- Be considerate and respectful of the environment and others.
- Exercise fairness, equality, courtesy, consideration, grace and sensitivity in dealing with others.
- Perform duties with skill, honesty, care and diligence, as unto the Lord.
- Abide by policies, procedures and lawful directions that relate to your involvement with MTC. For paid staff, this will include lawful directions in the carrying out of your duties.
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts.
- Under no circumstances may employees offer or accept money beyond their legal remuneration.

2. Personal Conduct

MTC is a Christian ministry that exists in order to see people's lives changed by Christ through the preaching of God's word and by His Spirit at conventions. It is a ministry that, in God's providence, has been fruitful for over 80 years. We both rejoice and are humbled before God for such a privilege and responsibility.

As stewards of this ministry, we are keenly aware of the continued integrity of life before God required from all involved: "Be holy because I am Holy" (1 Peter 1:16).

We are aware of how easily this ministry, and the gospel of the Lord Jesus Christ, may be called into disrepute by our own sin. As fallen human beings we are all weak, and liable to sin in thought, word and deed every day. We each need God's grace, mercy and forgiveness as we continue to work out our salvation and as we are being conformed to the likeness of His Son.

Yet, even though we are God's children, we can at times consciously and wilfully enter into certain behaviours that are disobedient, displeasing to God, unworthy of Him and dishonouring to His Name. We can also permit these behaviours to continue in our lives until they become entrenched habits, routines and addictions. They may establish such a hold over us that alone we cannot defeat them. We require God's help together with the help of God's people.

We believe that God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ (Acts 3:19-21; Romans 10:9-10; 1 Corinthians 6:9-11).

We believe that in order to preserve the function and integrity of MTC as a Christian organisation, and to provide a Biblical role model to MTC members and the community, it is imperative that all persons employed by MTC in any capacity, or who serve as volunteers, agree to abide by this Code of Conduct indicated by their signature on the declaration at the end of this document.

By signing this document you declare that you are not involved in any behaviour that, if it was publicly exposed, would result in you:

- Becoming the subject of scandal or defamation;
- Being stood down from your position of ministry; and/or
- Facing charges by law enforcement authorities and possible conviction that would be punishable by penal servitude or imprisonment;
- Bringing the gospel of the Lord Jesus Christ into disrepute.

Such behaviours may include (but not be limited to) such things as:

- Sexual misconduct, such as:
 - Marital unfaithfulness
 - Promiscuity
 - Addiction to pornography, including child pornography and production and/or distribution of the same
 - Sexual abuse
- Drunkenness;
- Addictions to alcohol or other legal or illegal drugs;
- Financial malpractice including failure to pay just debts;
- Domestic violence of any type, including verbal, physical, emotional, financial, etc;
- Child abuse of any type, including inappropriate pastoral conduct involving a child.

6. Safe People, Places & Events - Policy

Introduction

Mount Tamborine Convention (MTC) affirms that everyone has the right to be emotionally and physically safe, respected, and have their views and opinions valued. Not only do we live in a country that legislates for people's safety, God also calls His people to show appropriate care for children and vulnerable people who need to be protected because of their powerlessness (Ex 22:21-22, Deut 10:17-19, Jer 22:2-4, James 1:27).

In many of its activities MTC is host to families and their children. At MTC Conventions, MTC provides special ministries for the children. MTC recognises that families have the primary responsibility for the upbringing and development of their children and for participating in decisions affecting their children. They allow their children to participate in MTC activities assuming they are safe. Every effort must be made by MTC to ensure that the parents' trust is not misplaced.

We want all children and vulnerable people who participate in any MTC programs to have a safe and fulfilling experience. Our policy has been developed to help us live out our biblical mandate and our responsibilities under Australian legislation.

MTC's Moral Obligations with regard to Child Protection

MTC's vision, mission, and values statements require us and empower us to do everything that Jesus asks of us; in particular, and as recorded in Mark 9: 36-37:

³⁶ He took a little child whom he placed among them. Taking the child in his arms, he said to them, ³⁷ "Whoever welcomes one of these little children in my name welcomes me; and whoever welcomes me does not welcome me but the one who sent me."

And again in Matthew 19: 13-15:

¹³ Then people brought little children to Jesus for him to place his hands on them and pray for them. But the disciples rebuked them.

¹⁴ Jesus said, "Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these." ¹⁵ When he had placed his hands on them, he went on from there."

And remember Jesus Commandments: Matthew 22: 34-40:

³⁴ Hearing that Jesus had silenced the Sadducees, the Pharisees got together. ³⁵ One of them, an expert in the law, tested him with this question: ³⁶ "Teacher, which is the greatest commandment in the Law?"

³⁷ Jesus replied: "Love the Lord your God with all your heart and with all your soul and with all your mind."^[c] ³⁸ This is the first and greatest commandment. ³⁹ And the second is like it: 'Love your neighbour as yourself.'^[d] ⁴⁰ All the Law and the Prophets hang on these two commandments."

2.2 By Jesus' words we are made strongly aware of what we need to do to keep children safe, and to set an environment in which they can experience the love of God toward them. All people, including children, are made in the image of God. As Christians we believe that God reaches out to us in love and acceptance, and that our relationships with each other should express love, care and respect. Central to living out the gospel is to love God and to love others. As followers of Jesus, we are committed to providing safe environments for all people, including children, so that they may live life in all its fullness. Children are gifts of God to be received, welcomed and cared for responsibly and justly.

3. MTC's Legal Obligations:

3.1 Unfortunately not all children are protected from harm. Abuse occurs across all areas of society. Some adults will look to find opportunities to form special relationships with children which may become exploitative. Whilst children, parents and the community at large should be aware of 'stranger danger', most people who sexually abuse children are known to the victim through family, friends, school, sports groups, church and other community-based activities.

3.2 There have been many inquiries in recent years conducted by various Parliamentary bodies both Commonwealth and State.

3.3 The findings of these various commissions and inquiries have led to Parliaments enacting various pieces of legislation to which MTC is now subject.

3.4 MTC also needs to be advised by the Report of the Royal Commission of Enquiry into Institutional Responses to Child Sex Abuse and particularly the Key Elements of Child Safe Organisations – Research Study Final Report.

4. MTC Policy:

4.1 In response, the MTC Board has adopted the policy - "Children, Young People and Vulnerable People Protection Policy" as detailed at para. 4.11 of the MTC Board Standing Policies Manual. As well, every person, paid staff or volunteer, involved in the day to day operations of Mount Tamborine Convention trading as Mount Tamborine Christian Convention and Mount Tamborine Conference Centre, has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children, young people and vulnerable people is at the forefront of all that they do and in every decision they make.

4.2 Accordingly and in accordance with section 6.1 of the MTC Board Standing Policies Manual, the MTC CEO has established the following:

MTCC Management Policy and Procedures Statement dealing with Safe People, Places and Events:

Scope

This policy applies to all people (paid or volunteer) engaged with Mt Tamborine Convention (MTC) trading as Mt Tamborine Conference Centre (MTCC) and Mt Tamborine Christian Convention (MTCC) and who conduct and/or oversee Child-related activities or engage with Vulnerable Persons as part of their ministries and employment.

Purpose

A safe place begins and ends with the knowledge that God's love is for all people. We are called to love all others, but God also has a special concern for the poor, the marginalised and the oppressed.

This policy aims to:

- *Embed safeguarding of Children and Vulnerable People in the leadership, governance and culture of MTCC.*
- *Reduce the risk of abuse occurring, especially to Children and Vulnerable People, and to ensure that a caring and appropriate response is taken should abuse occur. We have a zero tolerance for any type of abuse and;*
- *Ensure MTCC has processes in place to act in an appropriate and timely manner to identify Abuse and/or respond to allegations of Abuse and reports of suspected Abuse or Grooming.*

The Safe People, Places and Events policy, processes and associated resources are informed by the requirements of:

- *The Australian Human Rights Commission, National Principles for Child Safe Organisations*
- *The Working with Children (Risk Management and Screening) Act 2000 (Qld) (the Act) and the Working with Children (Risk management and Screening) Regulation 2011 (Qld) (the Regulation)*
- *Work Health and Safety 2011 (Qld)*
- *The Privacy Act 1988 • MTC Constitution*
- *The Royal Commission into Institutional Responses to Child Sexual Abuse, Research Papers and Final Report*
- *Other relevant and emerging research and literature reviews and annual audits*

In endorsing the Safe People, Places and Events policy, the board of MTC endorses the National Principles for Child Safe Organisations, and exhorts adherence to the policy and its related documents to ensure alignment with these Principles:

1. *Child safety and wellbeing is embedded in organisational leadership, governance and culture.*
2. *Children and young people are informed about their rights, participate in*

decisions affecting them and are taken seriously.

3. Families and communities are informed and involved in promoting child safety and wellbeing.

4. Equity is upheld and diverse needs respected in policy and practice.

5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.

6. Processes for complaints and concerns are child focused.

7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.

8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.

9. Implementation of the national child safe principles is regularly reviewed and improved.

10. Policies and procedures document how the organisation is safe for children and young people.

These policies and processes are supported by a suite of tools and forms to assist in implementation and ensure that insurance requirements for conducting safe activities are met.

Statement of Commitment

MTCC is committed to ensuring that Children and vulnerable people are safe, happy and empowered. We support and respect all Children and Vulnerable People and have a zero tolerance of Child abuse.

Policy

1. Policy Statement

- All Children and Vulnerable People who are involved in any MTCC activities, events or programs have the right to feel and be safe. MTCC is committed to providing safe environments where Children and Vulnerable People are cared for, respected, nurtured and listened to.*
- Abuse thrives on secrecy. To prevent all forms of abuse across MTCC, we are committed to developing and maintaining an open and aware culture.*
- MTCC clearly affirms its commitment to upholding the law. This includes the requirement to report abuse and allegation of abuse.*

2. Roles and Accountabilities

- Where MTCC has identified that an Employee or Volunteer has previously committed a violent or sexually related offence against or in the presence of a Child, they cannot, under any circumstances,*

be considered for the role of Employee or Volunteer where they might provide any form of care or services to Children.

- **MTCC staff and volunteers** will be held directly accountable to their overseeing leadership and ultimately accountable to the Board of MTC for their compliance or otherwise with this policy and associated statutory compliance.

- **Individuals will be held accountable** for their actions, and issues of concern are to be referred for appropriate corrective or legal action on every occasion.

a) **MTC** will provide Safe People, Places and Events Policy and processes as MTCC's 'Child and Youth Risk Management Strategy' in line with the obligations of the Act and Regulations. MTCC employs people whose roles support and promote safe people, places and events, including:

- to review and update the policy, processes, and related resources annually in line with the requirements of the Act and Regulation,
- to assist with enquires and audit requests from the Government Regulator, Blue Card Services,
- to raise awareness, support learning and the development of capacity/training,
- to provide advice and guidance about planning, managing risk, and responding to incidents,
- to provide guidance and response to matters with legal consequence and to ensure statutory compliance,

b) **All Employees and Volunteers** engaged in child-related activities will:

- be subject to screening processes upon entry
- adhere to **safe people, places and events policy** and processes
- receive induction and training appropriate to their context on:
 - o Content and application of this policy and processes.
 - o Awareness Workshop/Refresher or equivalent training.
 - o Reporting procedures and the associated legal requirements.
- keep appropriate records as required
- attend additional supplementary training as required for their role
- be issued with a copy of this policy
- sign and abide by the code of conduct

c) **The MTC CEO** is responsible for ensuring that this policy is communicated to all Employees and Volunteers in all programs and activities.

- The MTC Board will annually and formally adopt the Safe People, Places and Events policy as their 'Child and Youth Risk Management Strategy' to meet the requirements of the Act and Regulation.

- *The MTC CEO is responsible for the oversight of all activities with Children and Vulnerable People within the activities, events or programs it runs or operates, and will oversee a local structure which is appropriate for the activity size, considering availability of suitable leaders, local need and demographic.*

- *The MTC CEO will ensure that agreed processes are followed in the conduct of all activities and ministries with/for Children and Vulnerable People within their oversight.*

This includes:

- *PEOPLE: selecting, overseeing and supporting Employees and Volunteers*
- *PLACES: ensuring venues are safe and in good repair*
- *EVENTS: reviewing and approving planned activities and events prior to commencement*
- *PROBLEMS: issues and concerns addressed, and relevant information evaluated and acted on*

- *The MTC CEO is responsible to ensure that records of screening, Working with Children blue cards, training and program approvals are kept. Guidance notes, templates and registers are available.*

- *The MTC CEO may delegate authority to carry out tasks in relation to these responsibilities but ultimately remains responsible for ensuring accurate and correct documentation. All approvals and delegations of authority are to be acknowledged in writing by the person receiving the delegation.*

*Specific guidance relating to the oversight of activities with Children and Vulnerable People is provided in **Overseeing safe people, places and events**.*

3. Code of Conduct

- *A **code of conduct** will be agreed to by all people in paid or voluntary positions conducting and overseeing Child-related activities, regardless of gender, age, cultural background or role.*

The conduct of all individuals engaged in activities with Children and Vulnerable People shall be free from abuse including neglect, emotional, psychological and spiritual abuse, grooming behaviour and sexual abuse.

- *Leaders must ensure Children are made aware of their rights and of acceptable and unacceptable behaviour and its consequences.*

- *All individuals within MTCC, including Children, should be encouraged to adopt the same behaviours outlined in a code of conduct so that the culture of safety is embedded and developed.*

4. Confidentiality and Privacy

MTCC abides by legal and ethical obligations in relation to protecting and upholding the confidentiality and privacy of all Employees, Volunteers and Participants.

5. Safety and Protection

To reduce the risk of abuse occurring and to ensure that a compassionate and suitable response is taken should abuse occur, MTCC will:

- *Adhere to all relevant State and Federal legislation.*
- *Maintain up-to-date reporting and recording processes, including escalation procedures for handling allegations of Abuse.*
- *Store all records relating to an allegation of abuse in a secure environment in perpetuity.*
- *Ensure all Employees and Volunteers have access to information on recognition of Abuse and receive training relevant to their roles.*
- *Ensure that all people engaged in Child related activities and those overseeing such events within MTCC, both paid and Volunteer, have undergone the relevant suitability checks and positive notice requirements prior to providing services to Children and Vulnerable People.*

6. Inclusion and Participation

- *Adults cannot guess what is important for Children or Vulnerable People; they should ask them and listen to the answer.*
- *Community expectation is that all people who participate in MTCC activities will be safe.*
- *Particular attention should be paid to the needs and views of Children and Vulnerable People from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds and those with disability.*

7. Addressing Concerns

Any processes to respond to complaints and concerns should be child focused.

MTCC actively encourages the reporting of all Abuse including Sexual Abuse and is committed to building an environment where either a victim or employee, volunteer or participant feels able to report such Abuse.

- *Any disclosures by a person of Abuse, reports of suspected Abuse or Grooming or other related details provided will be documented promptly and the documents will be held in a secure location where a breach of privacy cannot occur.*
- *Where a disclosure of Abuse has been made, the person who receives the disclosure will:*
 - o *Treat disclosures, suspicions or knowledge of Abuse seriously and not attempt to deny the allegation or minimise its impact on the alleged victim.*
 - o *Report to Statutory Authorities and MTCC Officials immediately.*

-
- o Assure the person that their disclosure is being taken seriously and that they are correct in reporting the incident.*
 - o Maintain confidentiality.*
 - o Not undertake their own investigation of the allegation.*

MTC CEO will be responsible for any and all notifications to the insurance company.

8. Definitions

Abuse – *can consist of one or more of, but is not limited to, the following:*

Elder Abuse – *a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person. It can take various forms such as physical, psychological or emotional, sexual and financial abuse.*

Physical Abuse – *any non-accidental use of force that results in bodily injury, pain or impairment and may include being slapped, kicked, burned, bitten, cut, punched, bruised or improperly physically restrained.*

Sexual Abuse – *any assault or abuse of a sexual nature, sexual molestation, indecent exposure, sexual harassment or intimidation, whether such act is the subject of criminal investigation or not.*

Emotional Abuse – *occurs when a person is subjected to behaviours or actions (often repeatedly) aimed at preventing or controlling their behaviour with the intent to cause them emotional harm or fear through manipulation, isolation or intimidation. Behaviours may include: Insulting, bullying, ignoring, manipulating, rejecting, isolating, terrorising or other extreme acts in the vulnerable person's presence.*

Financial Abuse – *is the illegal or unauthorised use of a person's property or money and may include: Misappropriation of money, valuables or assets, Forging signatures on cheques, Denial of access to personal assets, Accessing a person's funds electronically and/ or Unauthorised or forced changes to legal documents, such as an Enduring Power of Attorney.*

Child/Children – *any person under the age of 18.*

Child and Youth Risk Management Strategy – *This Safe People Places and Events policy and processes are supported by a suite of tools and forms provided and reviewed regularly. **This Policy is to be formally and annually adopted by The Board of MTC.***

Employee – *any person employed by MTC.*

Grooming –actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child, and sometimes the family or community, to lower inhibitions in preparation for sexual activity with a child. Grooming is a criminal offence in Queensland.

MTC – Mount Tamborine Convention and its employees

MTC Board - refers to the main governing group of MTC

MTCC – Mount Tamborine Conference Centre and Mount Tamborine Christian Convention

Neglect / Abuse – is a deficit in meeting basic needs, including the failure to provide adequate health care, supervision, education, clothing, nutrition and/or housing as well as their physical, emotional social and safety needs.

Participant – all MTC members, visitors or any other person who associates with MTC.

Statutory Authorities – Police Child Protection Unit, Department Child Safety, Youth and Women. see Reporting Abuse FAQs

Volunteer – any unpaid person over the age of 18, who freely offers to take part in an activity, program or task to assist MTCC.

Vulnerable People – any person who is or may be in need of social support and/or community care services by reason of intellectual or other disability, age or illness.

7. Safe People Places and Events Code of Conduct.

Code of Conduct

All paid and unpaid staff, including volunteers, interns or trainees of Mount Tamborine Convention (MTC), Mount Tamborine Conference Centre (MTCC) and Mount Tamborine Christian Convention (MTCC) are responsible for the safety and wellbeing of children and young people who engage with MTCC. All paid and unpaid staff are required to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

I will:	<ul style="list-style-type: none">• Act in accordance with MTCC's child safety and wellbeing policies and procedures at all times.• Behave respectfully, courteously and ethically towards children and their families and towards other staff.• Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.• Promote the human rights, safety and wellbeing of all children in MTCC's Safe People, Places and Events policy.• Demonstrate appropriate personal and professional boundaries.• Consider and respect the diverse backgrounds and needs of all children.• Create an environment that promotes and enables children's participation and is welcoming, safe and culturally inclusive for all children and their families.• Involve children in making decisions about activities, policies and processes that concern them wherever possible.• Contribute, where appropriate, to MTCC's policies, discussions, learning and reviews about child safety and wellbeing.• Identify and mitigate risks to children's safety and wellbeing as required by MTCC's risk assessment and management policy or process.• Respond to any concerns or complaints of child harm or abuse promptly and in line with MTCC's policy and procedure for receiving and responding to complaints.• Report all suspected or disclosed child harm or abuse as required by the National Principles for Child Safe Organisations and by MTCC's policy and procedure on internal and external reporting.• Comply with MTCC's protocols on communicating with children.• Comply with National Principles for Child Safe Organisations and MTCC's policies and procedures on record keeping and information sharing.
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<p>I will not:</p>	<ul style="list-style-type: none"> • Engage in any unlawful activity with or in relation to a child. • Engage in any activity that is likely to physically, sexually or emotionally harm a child. • Unlawfully discriminate against any child or their family members. • Be alone with a child unnecessarily. • Arrange personal contact, including online contact, with children I am looking after at MTCC for a purpose unrelated to MTCC’s activities. • Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by MTCC’s policy and procedure on reporting. • Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material. • Work with children while under the influence of alcohol or prohibited drugs. • Ignore or disregard any suspected or disclosed child harm or abuse.
<p>If I think this Code of Conduct has been breached by another person in MTCC I will:</p>	<ul style="list-style-type: none"> • Act to prioritise the best interests of children. • Take actions promptly to ensure that children are safe. • Promptly report any concerns to my Team Leader, MTCC’s Child Safety Officer, the Chief Executive Officer or another manager or leader in MTCC. • Follow MTCC’s policies and procedures for receiving and responding to complaints and concerns. • Comply with legislative requirements on reporting if relevant, and with MTCC’s policy and procedure on internal and external reporting.
<p>I agree to abide by this Code of Conduct during my employment, volunteering, or assisting at MTCC. I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment, volunteering or assisting with MTCC.</p>	<p>..... Signature</p> <p>..... Full Name (Printed)</p> <p>..... Date</p>

8. Professional Use of Social Media

MTC expects its staff, volunteers and others involved in the ministry to maintain a certain standard of behaviour when using Social Media.

This policy applies to all at MTC who contribute to or perform duties such as:

- maintaining a profile page for MTC on any social or business networking site (including, but not limited to LinkedIn, Facebook, Instagram, Twitter, MySpace, Bebo or Friendster);
- making comments on such networking sites for and on behalf of MTC;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of MTC; and/or
- posting comments for and on behalf of MTC on any public and/or private web-based forums or message boards or other internet sites.

MTC does not seek to censor people's opinions, but asks that those not in paid positions at MTC discuss opinions that may be opposed to MTC's mission and vision directly with the MTC Board Chair or the MTC CEO. Paid staff are expected to comply with this policy as outlined in the procedure set out below.

Procedure

No staff member, volunteer or other person involved in the Ministry of MTC is to engage in Social Media as a representative or on behalf of MTC unless they first obtain written approval from the MTC Board Chair.

If any staff member, volunteer or other person involved in the Ministry of MTC is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of MTC.

All staff members, volunteers or other persons involved in the Ministry of MTC must ensure they do not communicate any:

- confidential information relating to MTC;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of MTC without obtaining prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to MTC and related bodies, clients or businesses, which is not in the public domain. This includes, but is not limited to

information relating to delegates, speakers, financial details or reports, and other internal information otherwise available to you due to your relationship or involvement with MTC.

Guidelines

1. We only use social media when we have a written strategy.

Social media without a strategy is like pulling out of your driveway without a destination - you're moving, but you don't know where. Prior to each convention, we create a plan for what channels we'll use, how we'll use them and who will be responsible for creating the content, and only under these circumstances will we pursue the use of social media.

2. We will use Buffer to upload social media content.

This content will be approved by the Convention Coordinator prior to going live. This is to act as an extra check on the accuracy of content, and also ensure that content is spread out across the week and during the times that our customers are most likely to engage with it.

3. We resolve complaints offline.

If a customer makes a complaint on social media it is up to MTC staff to communicate their desire to resolve the issue and request their contact details (via Direct Message/PM). We then promptly follow up with a phone call. To maintain accountability, volunteers cannot respond to complaints without prior approval by MTC staff.

4. We only post content that is edifying and unifying.

Our motto is 'All One in Christ Jesus', and we therefore won't use our social media channels to post content that criticises or critiques other believers or organisations. This doesn't mean we always agree with other believers (is there any Christian we agree with entirely!?), but we won't communicate this on social media.

5. We will serve our customers and put their needs first.

This means sharing content that is valuable (not just promoting our events), accurate and responding promptly and courteously to any queries we receive.

6. We don't post photos of children.

Unless we have explicit, written approval from both parents to post to the specific social media channel.

9. Workplace Health & Safety

Policy

MTC will, as far as practicable, provide a safe work environment for the health, safety and welfare of staff members, volunteers or other persons involved in the MTC Ministry, as well as members of the public who may be affected by our work.

To do this, MTC will:

- develop and maintain safe systems of work, and a safe working environment
- consult with staff and volunteers on safety
- provide information and training for employees
- remove unacceptable risks to safety
- provide staff members, volunteers or other person involved in the Ministry with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone is responsible for ensuring health and safety when working at MTC.

All persons responsible for the work activities of others are accountable for:

- Identifying practices and conditions that could injure staff members, volunteers, and members of the public or the environment;
- Controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to the MTC CEO.

MTC demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all those involved in the MTC ministry.

10. Grievance & Whistleblower Policies

MTC recognises that despite our efforts to work well in partnership and act at all times in Christ-like ways and observe the agreed MTC Code of Conduct, there will be occasions where MTC staff members or volunteers may have a grievance or serious legal/ethical concerns with another MTC staff member or MTC volunteer. We read of such disputes and difficulties between believers in the New Testament (Acts 15:39, Phil 4:2ff). Therefore we ought to not assume that such issues might not arise within our ministries despite our best intentions. Our ideal is unity and peace between brothers and sisters in Christ as we labour in the Lord (Ps 133:1).

These policies set out briefly how MTC will handle any such grievances or legal/ethical concerns. It is informed by the Scriptures (especially the principles outlined in Matthew 18:15-17), in keeping with our core values. In any dispute or grievance the individuals directly involved should, as appropriate, discuss the question, dispute or difficulty as soon as practicable as brother or sister in Christ (Matt 18:15). It is far better to have matters resolved quickly if possible. The Christian virtues of humility, repentance, forbearance, love, generosity, forgiveness and justice ought to drive our responses in reconciling differences (Matt 18, Eph 4:1-3, Gal 5:22-23).

10.1 Grievance Policy

1. If the initial discussions do not result in a settlement, the question, dispute or difficulty will be referred to the MTC CEO or the Chairman of the Board in keeping with the model from Matt 18 of asking an elder or someone in authority to help mediate. The MTC CEO/Chairman of the Board will endeavour to resolve the matter between the parties if possible ideally by all parties meeting together. If the dispute involves the MTC CEO or the Chairman of the Board, the MTC Vice Chairman will hear the matter. Parties to the dispute are welcome to have a support person present for these discussions.
2. If this attempt at resolution does not result in a settlement of the matter, at the request of either party the matter will be considered by the full Board. The complaint or grievance must be made in writing and given to the Chairman of the Board. If the dispute involves a Board member, the Complainant can ask that the dispute or grievance be heard and resolved with reference to an outside mediator such as Peacewise or Resolve Counselling. This formal written complaint must be received by the Board or mediator within three (3) months of the initial raising of the question, dispute or grievance between the parties. The written complaint must be given to the Board and the other party involved.
3. MTC will make its best endeavours to get the report of the mediator or the deliberations of the MTC Board, hearing the dispute, finalised within three (3) months of receiving the written complaint

and the determination provided in writing to the parties involved. The Board will consider the dispute in light of the MTC Code of Conduct.

4. All investigations and outcomes will be confidential and disclosed only to the various parties at the discretion of the MTC Board.

10.2 Whistleblower Policy

1. Mount Tamborine Convention (MTC) requires Board directors, officers and employees, whether paid or volunteer, to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of MTC, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

2. Reporting Responsibility

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that MTC can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of MTC's code of conduct or suspected violations of law or regulations that govern MTC's operations.

3. No Retaliation

It is contrary to the values of MTC for anyone to retaliate against any Board member, officer, and employee or volunteer who in good faith reports a code of conduct violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of MTC. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

4. Reporting Procedure

MTC has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the MTC Board Chair. Supervisors and managers are required to report complaints or concerns about suspected code of conduct and legal violations in writing to the MTC CEO, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to the MTC Chair.

5. Compliance Officer

The MTC Compliance Officer (the person occupying the position of MTC CEO) is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Compliance Officer will advise the MTC Board of Directors of all complaints and their resolution and will report at least annually to the Chair of the Audit and Compliance Committee on compliance activity relating to accounting or alleged financial improprieties.

6. Accounting and Auditing Matters

The MTC Compliance Officer shall immediately notify the Audit and Compliance Committee of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

7. Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary matter.

8. Confidentiality

Violations or suspected violations may be submitted confidentially by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

9. Handling of Reported Violations

The MTC Compliance Officer will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

10. Compliance Officer: The Compliance Officer is designated by MTC to receive, investigate and respond to complaints and is the MTC CEO – Mr. Ross Dinnar – 0405 581 908 – ross.d@mtcc.org.au

11. Declaration

For all Volunteers, Special Guests & Staff to sign and return to the appropriate MTC representative.

You have been invited to be involved in the ministry of Mount Tamborine Convention (MTC) as a volunteer, speaker, special guest or to be employed as staff. We thank you for your willingness to serve the Lord Jesus Christ and us in this way and ask that you read and sign the following Declaration. This is a non-negotiable requirement for involvement with MTC in the capacities listed above.

We ask for your honesty before God, in considering your response.

If you are unable to sign this declaration we ask that you please decline MTC's invitation for involvement or offer to withdraw from your involvement.

If you are unable to sign due to any issues relating to the Code of Conduct, particularly in the area of personal conduct, we also want to encourage you in the strongest terms to begin to seek help immediately by talking to one person you can trust with this confidence and asking them to begin helping you. In the absence of any such help we encourage you to contact Mr Bill Vine (Chairman of the MTC Board) in this capacity, in the knowledge that any information shared by you will be dealt with in the strictest confidence.

I, _____, the undersigned, hereby declare that I have read and agree to the MTC Code of Conduct in full, including the sections dealing with the **Statement of Faith, Code of Conduct, Professional Use of Social Media, Workplace Health and Safety, Grievance & Whistleblower Policies** and the **Safe People, Places and Events Policies and Procedures Statement**.

1. I affirm the MTC Statement of Faith and will avoid, as far as possible, any behaviour (in thought, word or deed) that dishonours God and misrepresents MTC.
2. I will protect vulnerable people by reporting any concerns or suspicions, regardless of who it might be.
3. I will behave appropriately, be faithful to my appointed tasks, be an example to others, and be careful in how I physically interact with others.
4. I will act transparently, as far as possible, and ensure that another adult is present or within eyesight when I am with a child or vulnerable adult.
5. I will encourage openness and include vulnerable parties in discussions about decisions that will significantly affect them.
6. I will work to ensure MTCC Program spaces and activities are safe and do not put people at risk of significant harm.
7. I will never use physical punishment or abusive language - even as a form of discipline.
8. I will submit to disciplinary steps if I am found to violate these commitments or act in an otherwise inappropriate or illegal manner.
9. I will conduct myself in a manner consistent with the Safe People, Places and Events Policy & Procedures Statement by treating all adults, children and young people with respect and value, without favouritism, and, in particular:

I will:	<ul style="list-style-type: none"> • Act in accordance with MTCC’s child safety and wellbeing policies and procedures at all times. • Behave respectfully, courteously and ethically towards children and their families and towards other staff. • Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well. • Promote the human rights, safety and wellbeing of all children in MTCC’s Safe People, Places and Events policy. • Demonstrate appropriate personal and professional boundaries. • Consider and respect the diverse backgrounds and needs of all children. • Create an environment that promotes and enables children’s participation and is welcoming, culturally safe and inclusive for all children and their families.
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	<ul style="list-style-type: none"> • Involve children in making decisions about activities, policies and processes that concern them wherever possible. • Contribute, where appropriate, to MTCC’s policies, discussions, learning and reviews about child safety and wellbeing. • Identify and mitigate risks to children’s safety and wellbeing as required by MTCC’s risk assessment and management policy or process. • Respond to any concerns or complaints of child harm or abuse promptly and in line with MTCC’s policy and procedure for receiving and responding to complaints. • Report all suspected or disclosed child harm or abuse as required by the National Principles for Child Safe Organisations and by MTCC’s policy and procedure on internal and external reporting. • Comply with MTCC’s protocols on communicating with children. • Comply with National Principles for Child Safe Organisations and MTCC’s policies and procedures on record keeping and information sharing.
I will not:	<ul style="list-style-type: none"> • Engage in any unlawful activity with or in relation to a child. • Engage in any activity that is likely to physically, sexually or emotionally harm a child. • Unlawfully discriminate against any child or their family members. • Be alone with a child unnecessarily. • Arrange personal contact, including online contact, with children I am looking after at MTCC for a purpose unrelated to MTCC’s activities. • Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by MTCC’s policy and procedure on reporting. • Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material. • Work with children while under the influence of alcohol or prohibited drugs. • Ignore or disregard any suspected or disclosed child harm or abuse.
If I think this Code of Conduct has been breached by another person in MTCC I will:	<ul style="list-style-type: none"> • Act to prioritise the best interests of children. • Take actions promptly to ensure that children are safe. • Promptly report any concerns to my Team Leader, MTCC’s Child Safety Officer, the Chief Executive Officer or another manager or leader in MTCC. • Follow MTCC’s policies and procedures for receiving and responding to complaints and concerns. • Comply with legislative requirements on reporting if relevant, and with MTCC’s policy and procedure on internal and external reporting.

I agree to abide by this Code of Conduct during my employment, volunteering, or assisting at MTCC. I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment, volunteering or assisting with MTCC.

Further, by signing this declaration I make the commitment to inform the Chairman of the MTC Board and/or the MTC CEO if:

- Any conduct in conflict with those outlined in the Code of Conduct were to begin at any time, and/or
- I no longer believe any part of the Statement of Faith.

Declaration

Full Name (Printed): _____

Signature: _____

Date: _____

Appropriate MTC Representatives – Contact List

Bill Vine, MTC Board Chair

P: 0412 785 781

E: bill.v@mtcc.org.au

Ross Dinnar MTC CEO

P: 0405 581 908

E: ross.d@mtcc.org.au

SAFE Program

E: safe@mtcc.org.au

On Call (after hours)

P: 0403 082 769

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