

Code of Practice for “Troy Mansfield Civil Celebrant”

Trading Under - Troy Richardson Mansfield (Civil Celebrant)

Introduction

Troy Mansfield, Civil Celebrant, is committed to providing a professional, respectful, and inclusive service to all clients. This Code of Practice outlines the principles and standards that guide our operations.

1. Maintaining a High Standard of Service

I believe in delivering exceptional service to all my clients. This includes:

- **(a) Appropriate Personal Presentation:** I will dress professionally and appropriately for all ceremonies, respecting the formality and theme chosen by the couple.
- **(b) Punctuality:** I understand the importance of your wedding day and I will arrive at the ceremony location before time, ensuring a smooth and stress-free experience.
- **(c) Accuracy in Preparation of Documents and Ceremonies:** I take meticulous care in preparing all legal documents and conducting ceremonies accurately and flawlessly.

2. Compliance with the Law

I operate within the legal framework governing Civil Celebrants in Australia. This includes:

- **(a) Marriage Act and Regulations:** I strictly adhere to the requirements outlined in the Marriage Act 1961 and the Marriage Regulations 2017.
- **(b) Commonwealth and State/Territory Laws:** I comply with all relevant laws of the Commonwealth, as well as the specific state or territory where the marriage is solemnised.
- **(c) Non-discrimination:** I provide my services inclusively and avoid any unlawful discrimination based on factors such as, race, religion, gender, sexual orientation, or cultural background.

3. Respecting Privacy and Confidentiality

I understand the sensitive nature of the information I receive from clients. All personal details and discussions are treated with the utmost respect and confidentiality. Information will only be shared with third parties when necessary and with the express consent of the client(s).



4. Equal Opportunity and Anti-discrimination

I embrace diversity and celebrate love in all its forms. I am committed to providing equal opportunities to all couples regardless of their background or beliefs. I do not tolerate any form of discrimination in the provision of my services.

5. Open Diversity and Respectful Communication

- **Open Dialogue:** I encourage open and honest communication with all clients, fostering a collaborative atmosphere where your vision and ideas are valued.
- **Understanding Diverse Traditions:** I take the time to understand your heritage and unique cultural or religious traditions and incorporate aspects that are meaningful to you, within legal boundaries.
- **Sensitivity and Respect:** I treat all clients with respect and sensitivity, using inclusive language that acknowledges and celebrates your individual identities and love story.

6. Professional Development and Continuing Education

I am committed to continuous learning and improvement. I actively participate in professional development opportunities to stay current with legal requirements, best practices, and evolving cultural distinctions. This ensures I deliver the most up-to-date and informed services to my clients.

7. Complaint Resolution

I provide an exceptional service. However, if you encounter any issues with my services, please communicate them directly to me. I have a clear and accessible complaints process in place to investigate your concerns and strive for a fair and timely resolution.

Conclusion

I, Troy Mansfield, the celebrant, am passionate about creating meaningful and personalised ceremonies that reflect your love story. I am committed to upholding the highest professional standards while celebrating diversity and inclusivity. By following these principles, I aim to create a positive and memorable experience for every couple I serve.