

Code of Conduct Policy



Service/Area: Probity

Applicable Entity: HCAL, HCSA, HCT, HCNSW, DHL, SEHL, UCP, EHT, DHT, ICSHT

Approver: Board

Approval Date: 29 April 2019

Executive Lead: General Counsel/Company Secretary

Purpose:

Housing Choices Australia Group and Affiliated Entities (Housing Choices) is committed to ethical conduct and observing the highest standards of behaviour to provide the best possible service to our clients and the community.

Housing Choices Code of Conduct is developed to outline expectations of behaviour and conduct standards of all individuals within Housing Choices, including Board Directors, Staff, Contractors/Consultants and Volunteers. Standards expected are high and these standards must be adhered to by all individuals within Housing Choices.

An ethical environment relies on individuals within Housing Choices to take responsibility for their professional behaviour and in turn, the same is expected from staff in management roles and Board Directors who will lead by example by promoting and complying with the Code.

Scope:

The Code of Conduct will cover all individuals, including Board Directors, Staff, Contractors/Consultants and Volunteers, within Housing Choices.

The Code of Conduct applies to Housing Choices business activities, services and interactions.

The Code of Conduct does not address all situations that may arise. It is a general guideline, rather than a complete set of rules and regulations for all situations and Housing Choices Policies and Procedures will outline more specific requirements and processes in this regard.

Responsibilities:

Housing Choices Managing Director is responsible for the implementation and annual review of this policy and the Code of Conduct.

All Housing Choices Board Directors, Staff, Contractors/Consultants and Volunteers are to ensure they comply with the Code of Conduct, be responsible for their own behaviour and if required, attend relevant training as provided.

Human Resources Manager and Team to provide timely policy-related support and guidance.

Management are to ensure familiarity with this policy, the Code of Conduct and related procedures, leaders at all levels of the organisation have an important role in demonstrating ethical leadership and

role modelling the standards of behaviour outlined in the Code of Conduct. Managers must demonstrate accountability for their own performance and behaviour as well as that of their direct reports.

COMPLIANCE AND BREACHES:

Housing Choices encourage reporting of any difficulties or challenges in complying with or understanding the Code of Conduct to the Managing Director, or the Human Resources Manager and this will inform the annual review of this policy.

Should any member of Housing Choices be unclear whether his/her behaviour or action may breach the Code or otherwise breach trust, he/she should discuss the matter with their immediate Manager or a member of the HR Team. If a Board Director is unclear, he/she should discuss with the Chairman of the Board.

It is the responsibility of all individuals of Housing Choices to report any breach of the Code of Conduct or any matter of concern immediately. Staff, Contractors/Consultants or Volunteers should report any breach or concerns to their immediate Manager. Board Members should report any breach of concern to the Board Chair.

If any person feels unable to discuss a breach matter with their immediate manager (applicable for Staff, Contractors/Consultants or Volunteer) or Board Chair (applicable for Board Members), or is unhappy with the response, then it can be raised with the HCA Managing Director or the Human Resources Manager.

Should any question arise as to the interpretation of a particular principle or situation, or relating to the Code, its meaning and operation, this should be directed initially to the relevant immediate manager (applicable for Staff, Contractors/Consultants or Volunteer), Board Chair (applicable for Board Members) or the Human Resources Manager.

All individuals within Housing Choices must comply and adhere to the expected standards of conduct in the Code.

Failure to observe the Code of Conduct may result in disciplinary procedures following appropriate investigations.

REVIEW PROCESSES:

The HCA Group Code of Conduct will be reviewed annually. Staff will ideally be involved in its development and review.

HCA's Managing Director is responsible for the implementation and annual review of this policy and the Code of Conduct.

Policy Statement

Housing Choices is committed to managing its services and assets effectively, fairly, impartially and with integrity.

Housing Choices hold an important position in the community that requires transparency, honesty, respect and fairness for all people we engage, support and serve.

Housing Choices Code of Conduct is intended to outline the minimum standards of conduct and behaviour expected.

The Code aims to foster and maintain employee and public trust and confidence in the integrity and professionalism of HCA Group by ensuring employees maintain:

- Policies, procedures and rules of the HCA group and other stakeholders: *for example, policies including but not restricted to acceptable workplace behaviour, conflict of interest, gifts, whistleblowing, equal opportunity, partnership or funding agreements;*
- Good practice guidelines, codes and standards: *for example, including but not restricted to Child Safety Framework, HCA Group National Housing Service Standards;*
- Fairness in decision making;
- Behaviours guided by our mission, core values and guiding principles;
- Uphold and enhance the reputation of HCA Group; and
- Adherence to appropriate regulatory compliance, ethical and legal standards.

All individuals will be made aware of and be provided with the Housing Choices Code of Conduct at the earliest appropriate time during the onboarding/induction of the employment/volunteer process.

The Housing Choices Code of Conduct is to be written in a language and format that can be easily understood.

Related Information:

Housing Choices National Housing Service Standards 2018