

Code of Conduct Policy

Policy Description

This policy sets out a code of conduct for all staff and Board members of SouthEast Housing Co-operative Ltd.

Scope

SouthEast Housing Co-operative staff, Board members, contractors, volunteers and students on work placement.

Relevant policy statements and/or principles

SouthEast Housing Co-operative is committed to the principles of:

Equity

- We will embrace diversity and at all times act in an open and fair manner ensuring equal access to opportunities for clients, partners and staff.
- We will ensure our relationships are one of equality and always operate in a manner that provides sufficient support and access to information to sustain service delivery.
- We will promote fair, non-discriminatory behaviour and actively discourage behaviour that is discriminatory.

Integrity

- We will at all times act professionally
- Our behaviour will consistently be truthful and honest.
- We will carry out our duties in a lawful manner and ensure that SouthEast Housing Co-operative carries out its business in accordance with the law.
- We will observe the confidentiality of non-public information acquired in our roles with SouthEast Housing Co-operative and not disclose to any other person such information. See Privacy and Information Sharing Policy.

Accountability

- We will accept responsibility for our actions and outcomes and we will disclose the results in a transparent manner.
- Staff will be diligent, attend Staff meetings, supervision meetings and other scheduled organisational meetings and devote sufficient time to prepare for these meetings to allow for full and appropriate participation to contribute to any decision-making process.
- Board members will be diligent, attend Board meetings and devote sufficient time to prepare for Board meetings to allow for full and appropriate participation in the Board's decision making.

- Staff will actively participate in their performance appraisals as the basis of their own development and quality assurance. Individual staff will be given the opportunity to review their own performance with the person to whom they report, with a view to ensuring a suitable contribution to SouthEast Housing Co-operative and input for decision-making. It is expected that if their performance is found lacking, they will pursue training to improve their performance.
- We will all observe a reasonable duty of care to clients, colleagues and the general public in carrying out the work of SouthEast Housing Co-operative.

Teamwork

- We will work in a manner that provides support to one another while working towards a common goal.

Respect

- We uphold the worth and dignity of all people regardless of their circumstances.
- We will show this respect in our communication with clients, colleagues, staff and managers whether in person, by written communication or by phone communication.

Procedure

The behaviours listed in this code that reinforce our values, outline an expected standard of behaviour. Behaviours which are contrary to the spirit or the stated requirements of this Code may result in the provision of counselling and/or guidance. In severe or repeated cases of behaviour which disregard the code, disciplinary action may be taken in accordance with SouthEast Housing Co-operative's disciplinary policy (or other outline of disciplinary procedures) and, where appropriate, its Complaint Management policy. Actions could include:

- verbal or written warnings
- undertakings to correct behaviour, attending training or mentoring to improve behaviour
- where necessary, termination of employment or cessation of engagement with the organisation, in accordance with any relevant policies/procedures and current employment legislation.

Related Legislation, SEHC Documents and Other Documents

Legislation / Standards:	<ul style="list-style-type: none"> • Privacy Act 1988 (C'wlth) • Privacy and Data Protection Act 2014 (Vic) • Housing Act 1983 (Vic) Part VIIIA – Social Housing • Health Records Act 2001 (Vic) • Performance Standards for Registered Housing Agencies • DFFH Victorian Housing Register Operational Guidelines • Charter of Human Rights and Responsibilities 2006 • Children, Youth and Families Act 2005 (Vic) (effective 2020 for CHOs)
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	<ul style="list-style-type: none"> • Child Wellbeing and Safety Act 2005 (Vic) (effective 2020 for CHOs)
Organisational Documents:	<ul style="list-style-type: none"> • Privacy and Information Sharing Policy • Privacy and Data Protection Policy • Complaints Policy
VHR Documents / Guidelines:	<ul style="list-style-type: none"> • Allocations Eligibility • Rent Setting • Privacy • Complaints and Appeals Policy and Procedures

Policy Management

Policy owner (role title):	Board
Role responsible for implementing:	Board and CEO
Review arrangements:	Every 3 years via internal review
Next Review Date:	25 June 2027

7. Document History

Date	Controlled Version Number	Author	Approved by	Comment
24 June 2022	1.	S. Morrissey (CEO)	Board	Board approved version migrated for display on SEHC website
25 June 2024	2.	S. Morrissey (CEO)	Board	