

Haven; Home, Safe's
CODE OF CONDUCT
Policy



haven
HOME, SAFE

CONTENTS

Purpose 3
Scope..... 3
Policy.....3

Code of Conduct.....3-6
Conflict of Interest.....6-7
Breaches of this Code.....7-8
Related Policies.....8
Legislation and standards 8
Transparency and accessibility..... 8

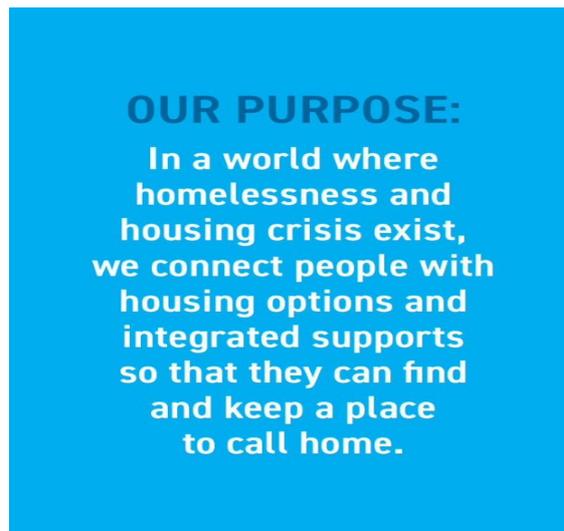


PURPOSE

This policy sets out a code of conduct for all staff and board members of Haven; Home, Safe (HHS).

SCOPE

HHS staff, contractors, students on work placement, board members and volunteers must all follow this policy.



POLICY

The HHS Code of Conduct clarifies the organisation's purpose and values and links them to behaviours and standards of professional conduct.

HHS is committed to the guiding principles of Equity, Integrity, Accountability, Team work, Respect

CODE OF CONDUCT

Accountability

Behaviours which support this value:

- I lead by example and provide a positive role model
- We hold each other to account
- I am accountable for best use of resources
- I understand the impact of others when my behaviours are aligned with HHS values
- We actively seeking to continuously improve service performance
- We plan and deliver quality programs, projects and services that are relevant to our external /internal clients



Standards of Conduct:

- 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.
- Actively participate in performance appraisals for the basis of individual development and quality assurance.
- Observe a reasonable duty of care to clients, colleagues and the general public in carrying out the work of HHS.
- Report to an appropriate person in authority any behavior by colleagues that may violate an act of legislation or body of standard; is in conflict with organizational policies and procedures; or represents misconduct and/or mismanagement.
- Refrain from any misuse of alcohol or drugs.
- Maintain a child-safe environment for children and young people

Responsibility

Behaviours which support this value:

- I take responsibility for my decisions and actions
- I strive for excellence
- I do what I say I will, when I said I would

Standards of Conduct

- Undertake the responsibilities of your position to the best of your abilities
- Undertake tasks and responsibilities as delegated by line management to the best of your abilities
- If any medical treatment or medication you are receiving could endanger your own safety or that of others whilst undertaking your duties, ensure that all precautions and adjustments are undertaken, in consultation with your line manager.
- Refer all media requests and initiations to speak publicly to the CEO or the Corporate Services Team

Integrity

Behaviours which support this value:

- I act with honesty, openness and trustworthiness
- I model high standards of professional and personal conduct
- I listen and respond with authenticity and sincerity
- I make informed decisions with transparency, consistency and fairness

Standards of Conduct:

- Always act professionally and be consistently truthful and honest.
- Be open and transparent when making decisions
- Refrain from non work-related activities during working hours and using organisational resources and equipment for personal gain, interest or enjoyment.



- Seek to develop mutually trustful relationships between staff, clients and other stakeholders
- Comply with all organisational policies, procedures and relevant acts of legislation.
- Report to an appropriate person in authority any behaviour by colleagues that may violate an act of legislation or body or is in conflict with organisational policies and procedures or represents misconduct or mismanagement.
- Observe the confidentiality of non-public information acquired in our roles with HHS
- Maintain a strict sense of integrity in all financial matters and a clear separation between all work and financial related matters

Innovation

Behaviours which support this value:

- I demonstrate a proactive approach to problem solving
- I suggest new ideas and ways to improve effectiveness of the organisation
- We are leading with best practice
- I actively champion new ideas and encourages innovative solutions across the organisation

Standards of Conduct:

- Work towards innovative solutions and continuous improvement of systems and services.
- Be pragmatic and well informed with regard to problem and their underlying causes
- Seek realistic solutions and answers within the constraints beyond our control

Challenge

Behaviours which support this value:

- I take a longer term / big picture view
- I think strategically
- I embrace change as an opportunity for continuous improvements and growth

Standards of Conduct:

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

Learning

Behaviours which support this value:

- I commit to continuous learning and development
- I share knowledge
- I value, and provide, regular and constructive feedback
- I seek emotional intelligence
- See mistakes as an opportunity to learn and develop

Standards of Conduct:

- Continue to learn and develop new skills and competencies

Respect

Behaviours which support this value:



- I treat others how I would like to be treated
- I communicate respectfully
- I am professional and treat others with courtesy
- I raise issues and concerns considerately
- I behave professionally
- I recognize and embrace diversity and inclusion

Codes of Conduct

- Uphold the worth and dignity of all people regardless of their circumstances.
- Show this respect in our communication with clients, colleagues, staff and managers whether in person, in writing or on the phone.
- Value and promote diversity and inclusiveness.
- Refrain from all behavior that is overtly or covertly indicative of discrimination, harassment, bully and victimisation.
- Treat children and young people with respect and value their ideas and opinions.
- Listen to clients and stakeholders and explore alternative views and perspectives.

Listen

Behaviours which support this value:

- I commit to continuous learning and development
- I am an active listener
- I listen to customers / colleagues and their needs
- I test my understanding and reflect the messages back to the sender to ensure accuracy

Standards of Conduct:

- Listen to colleagues, clients and stakeholders and explore alternative views and perspectives

Collaborate

Behaviours which support this value:

- I work with others to build trust and credibility
- I consult and share knowledge with others
- I proactively engage across the organisation
- I create working relationships of value
- We work together to provide great service outcomes
- We work together to make a difference in our community

Standards of Conduct:

- Seek to make a difference in our community
- Work collaboratively to value and sustain partnerships both internally and externally

BREACHES OF THIS CODE

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 a severe or repeated case of behaviour which disregard



the code, disciplinary action may be taken in accordance with our disciplinary policy (or other outline of disciplinary procedures) and, where appropriate, their 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.

CONFLICTS OF INTEREST

The common law requires disclosing potential conflicts of interest as soon as they arise. This includes financial, political or personal benefit from:

- other business or professional activities;
- other commitments or interests;
- employment or accountability to other people or companies;
- membership of other companies;
- ownership of property or other assets;
- staff, contractors or board members entering into an agreement which benefits them personally or results from a position of conflict and HHS suffers;
- staff, contractors or board members, or their families, receive services from HHS where they are involved with decisions about the services.

HHS performs a range of functions, many of which could present the potential for a conflict of interest, including:

- employment and selection of staff
- selection of a contractor for services or purchases
- allocation of properties, tenant selection
- delivery of goods and services
- authorisation of expenditure
- where an employee of HHS holds secondary employment that may compromise their responsibilities with HHS.

Real or perceived conflicts of interest will be guarded against by:

- ensuring that no special treatment or favours are granted to people, or their relatives or friends as a result of their positions
- ensuring that they do not receive payments or personal gifts as a result of their position
- not entering into agreements which benefit them personally
- not participating in decisions where they may have a conflict of interest
- if necessary, removing themselves from discussions or decisions; and



- ensuring that they do not, as a staff member, use insider information about the organisation or job or spreading information about a client gained as a staff member. See Privacy and Information Sharing Policy.

Personal relationships are not to influence work behaviours. It could be a conflict of interest if an employee acts on the basis of personal friendship or personal animosity to advantage or disadvantage a fellow employee, supplier, service provider, customer or tenant.

Employees who are uncertain whether they are placed in a situation where a potential or actual conflict of interest exists should seek advice from their supervisor or manager.

RELATED POLICIES

Privacy and Data Security Policy; Client Privacy and Confidentiality Policy; Consumer Access to Records Policy; Duty of Care Policy; Feedback, Complaints and Appeals Policy; Neighbour Nuisance Complaints SOP; Equal Opportunity Policy; Whistleblower Policy

LEGISLATION AND STANDARDS

This policy implements HHS obligations where they exist under:

- Privacy Act 1988 (C'wlth)
- Privacy and Data Protection Act 2014 (Vic)
- Housing Act 1983 (Vic) Part VIIIA – Social Housing
- Performance Standards for Registered Housing Agencies
- DHHS Victorian Housing Register Operational Guidelines
- Charter of Human Rights and Responsibilities 2006
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Equal Opportunity Act 2010
- Human Services Standards
- Aged Care Quality Standards
- Child Safe Standards

TRANSPARENCY AND ACCESSIBILITY

This policy will be available on the HHS website

