# PEOPLE & CULTURE: Code of Conduct Policy

## POLICY STATEMENT

*Haven Home Safe (HHS) expects all staff and directors, contractors and consultants (collectively 'employees') to conduct themselves in the performance of their duties and interactions in the workplace in a manner that reflects our values, demonstrates honesty and integrity, treats others with respect and dignity, adheres to the HHS' legislative, regulatory and policy environments, and is collaborative and accountable.*

### Guiding Principles:

The HHS Values inform the *Code of Conduct* (the *Code)*:

1. INCLUSION & BELONGING: A people-centred culture where everyone can bring their true selves, experiences, identities and ideas to do their best work.
2. COLLECTIVE IMPACT: Choose to collaborate with each other, our stakeholders, partners and communities to create meaningful change and increase impact.
3. EMPOWERING LEADERSHIP: We are all leaders – self-aware, brave, humble, resilient and accountable, understanding our personal impact, empowering others, leading by example, and reflecting, learning and improving.
4. CHANGING LIVES: Look for opportunities, embrace challenges, strive for continuous improvement and make positive impact, changing people's lives through our work.

HHS expects all employees to be, at all times:

1. People-centred
2. Accountable and collaborative
3. Understanding of your personal impact
4. Embracing change and continuous improvement

*Employees or contractors who breach the Code, or who fail to demonstrate behaviours consistent with the Code may face disciplinary action, which can include termination of employment or contract, or cessation of engagement with HHS.*

### Purpose

This Level 1 *Policy* outlines HHS' expectations in relation to the behaviour of staff and Directors of HHS, and contractors and consultants engaged on behalf of HHS (collectively, 'employees'). The *Respectful Workplace Policy and the Disciplinary Policy* are subordinate to the *Code of Conduct*.

### Scope

This *Policy* applies to all employees of HHS and all contractors working for or on behalf of HHS.

### Roles & Responsibilities

- The Chief Business Services Officer (CBSO) is the executive owner of this *Policy*.
- The Head of People & Culture is responsible for the implementation of the *Policy* and any disciplinary action/s.
- All people leaders are responsible to hold their direct reports to account for their work and to meet the expectations of the *Policy.*
- All employees are responsible to abide by the expectations outlined in this *Policy.*

### Expectations Aligned to Values

Employees of HHS are held to a high standard of respectful and accountable behaviour, acting in a manner consistent with HHS' Values.

1. Inclusion and Belonging (People-centred)

*We believe in a people-centred culture where everyone can bring their true selves, experience, identities and ideas to do their best work.* Employees are expected to:

a. Promote a work environment that is culturally safe and encourages respect, compassion, and is free from discrimination, harassment and bullying.
b. Adhere to HHS' *Charter of Consumer Rights, a*cknowledging the rights of clients to control their own lives and inform them of the choices they can make about the services they receive.
c. Exercise respect, ethics, fairness, equality, courtesy, consideration and sensitivity when interacting with all HHS employees, clients and stakeholders.
d. Maintain an environment that is safe for children and young people, respecting and valuing their ideas and opinions and acting as a positive role model for them.
e. Value and promote diversity of gender identities and all-abilities in decision making, program and policy development.
f. Speak up if you see or hear things that are not in the spirit of our commitment to fairness, equity and inclusivity

**Recommended by:** Heads of Governance & Business Services and People & Culture **Endorsed by:** CBSO
**Scheduled review:** June 2025 **Policy level: 1 Version 2.1** **Risk Rating:** HIGH
*This policy has been approved by Haven Home Safe's Executive.*
Signed: **Name/Position:** Trudi Ray, CEO 25 06 2024

or if you are concerned about discriminatory behaviours.

2. Collective Impact (Accountable and Collaborative)

*We believe we can have greater impact when we choose to collaborate with each other, our stakeholders, partners and communities to create meaningful change.* Employees are expected to:

a. Act with care and diligence, and be mindful of HHS' 'duty of care'
b. Contribute to a respectful workplace
c. Only make public comment about HHS when authorised
d. Comply with all HHS policies, procedures, and undertake reasonable and lawful directions, and seek advice if uncertain
e. Report actual or potential risks (including OHS related to your safety or that of others)
f. Do not attend work or drive HHS vehicles when affected by alcohol or other drugs, or by prescribed medication
g. Accept responsibility for actions and outcomes
h. Do not act in a way that is discriminating, bullying, harassing, or victimising

3. Empowering Leadership (Personally Impactful)

*We believe we are all leaders – self-aware, brave, humble and resilient and accountable. We understand our personal impact, empower others and lead by example. We are willing to reflect, learn and improve.* Employees are expected to:

a. Always act with honesty, integrity and in a lawful manner
b. Avoid actual or potential conflict of interest
c. Maintain financial integrity
d. Maintain privacy and confidentiality, ensuring consent to share is obtained (unless appropriate MARAM or legal request applies)
e. Report behaviour that may violate legislation, regulation or standards; conflicts with HHS' policies and procedures; actual or suspected fraud / conflict of interest; or represents misconduct or mismanagement.
f. Do not use HHS' time or resources for personal gain or interest.
g. Lead by example and be open to feedback
h. Be self-aware, brave, humble and resilient
i. Empower others, leading by example and self-reflecting

4. Changing Lives (Embracing Change and Continuous Improvement)

*We believe when we look for opportunities, embrace challenges, strive for continuous improvement and make a positive impact, we can change people's lives through our work.* Employees are expected to:

a. Actively participate in learning and professional development to improve knowledge and skills as it applies to the role
b. Actively participate in performance appraisals as the basis of individual development and quality assurance
c. Undertake mandatory training as required
d. Work towards innovative solutions and commit to continuous improvement of systems and services
e. Commit to active participation in organisational meetings or processes that contribute to decision-making

## Particular Areas of Focus

Accountability

HHS expects that all staff will perform their duties and meet their responsibilities in relation to their role to the best of their ability. Line managers will hold their direct reports accountable to meet this expectation.

Conflict of Interest

A conflict of interest arises when an employee, or someone acting on behalf of HHS, has a private interest that could improperly influence, or be seen to influence, their decisions or actions in the performance of their duties for HHS. Conflict of interest may compromise an individual's ability to make impartial decisions and/or damage public confidence in HHS. The HHS *Fraud and Corruption Control Framework* states that:

> *"All employees will avoid any actual, perceived, or potential conflict of interest with the primary responsibility being to disclose these relationships immediately where it may affect or be seen to affect financial probity, efficiency or reputation of HHS."*

Prescribed Medication, Alcohol and Illicit Substances

Employees have a responsibility to be fit for work and to meet the inherent job requirements and standards of conduct as outlined in the *Code*. Conduct in breach of the *Code* includes, but is not limited to:

- bringing into the workplace, consuming or holding in the workplace, any illicit substances

- sharing any prescribed medication or illicit substances with others in the workplace, which is unlawful
- where work performance, including driving vehicles, is affected by the consumption of prescribed medication, alcohol or illicit substances
- where the affected employee is in a state that endangers their own safety, the safety of clients or consumers, or the safety of any other person at work.

Disclosure of Court Outcomes

Employees must disclose any relevant disclosable court outcomes, charges or pending charges (i.e. those with the potential to impact on the employee's employment or which may adversely impact on HHS's reputation) to the CBSO in writing. (**includes, but is not limited to, drug trafficking, possession of drugs, assault, theft, violence and sexual offences.)* The disclosure of court outcomes, charges or impending charges will be treated as sensitively and discreetly as possible in the circumstances. The matter may only be pursued further where, in the reasonable opinion of HHS, the offence or alleged offence affects the employee's employment. An employee who fails to report any disclosable court outcomes or serious current or pending charges against them may be subject to disciplinary action including termination of employment.

Loss or suspension of a driver's license must be reported if employees are appointed to a position where a current driver's license is required. An employees' obligation to notify their manager does not extend to parking fines or other minor traffic offences (unless driving an HHS vehicle at the time).

Privacy and Confidentiality

All employees must ensure that the affairs of HHS, its clients, residents, stakeholders and employees remain private, secure and strictly confidential and are not disclosed to any third party, except where authorised or required by law. Further information regarding responsibilities can be found in the *Privacy Policy* and *SOP.*

Dress Code

All employees are required to dress professionally and appropriately for the role which they perform. Personal presentation, including personal grooming and hygiene, should always be of a high standard. Work attire should be clean, tidy and professionally appropriate.

Use of HHS' Resources

All employees should treat HHS's property, whether material or intangible, with respect and care, protecting HHS' facilities and other material property (e.g. company laptops, mobile phones, monitors and keyboards etc.) from damage and vandalism, whenever possible. When damage to property occurs, it must be reported immediately to the relevant line manager.

IT Security

Employees must always ensure that their use of IT resources and equipment is reasonable and appropriate and ensure the security of HHS's information and IT resources. Employees are prohibited from accessing, downloading, transmitting or otherwise storing content, information or images that is unlawful or may be deemed offensive, pornographic or not in the interests of HHS. Refer to the *Acceptable Use Policy, Digital Information Security Policy* and *CCTV Acceptable Use Policy* for more information.

Any personal use of IT resources including email, internet and mobile phones must be kept to a minimum.

Responsibilities After Leaving HHS

Former employees must not store, use, take advantage of, or disclose personal, confidential or official information that they have obtained during the course of their employment. All employees must not use their position to advance their prospects for future employment or allow their work to be influenced by plans for, or offers of, external employment which would conflict or compromise in any way the best interests of HHS.

## Suspected or Actual Breach of the *Code*

Employees have a duty to observe and comply with the *Code* and any other lawful direction and ensure that no breaches occur. Breaches require immediate attention and employees have a duty to report known or suspected breaches of the *Code*. Where there is an allegation of a breach of the *Code*, HHS will proceed according to the relevant procedures and in line with the relevant industrial instruments. Criminal activity will be referred to the Police.

Where employees are suspected of breaching the *Code* (or any other HHS policy) HHS will take action which may involve an investigation, and which may lead to consequences up to, and including, termination of employment or contract. During the investigation, depending on its nature, the employee may be stood down with pay / contractor terms may be suspended. This will be the decision of the CBSO.

If disciplinary action is required, the level of disciplinary action will depend upon the severity of the offence and can result in an immediate dismissal, final warning or termination of employment (refer to the *Disciplinary Policy* and Contract of Employment /Employment Agreement or services contract for further information). In the case of alleged serious misconduct, an employee may be suspended / stood down (on full pay) while the breach of the *Code* is investigated.

Employees who are subject to an investigation and stand-down provisions will be provided with advice in writing outlining the commencement of the investigation, and later the conclusions of that investigation. Employees will be afforded procedural fairness throughout the process. Employees who are subject to an investigation must not contact witnesses during the investigation.

Failure to meet any conditions of an investigation provided to an employee in writing may be considered as serious misconduct.

## Relativities

*Legislation & Regulation:*

Federal

- Age Discrimination Act 2004
- Anti-Discrimination and Human Rights Legislation Amendment (Respect at Work) Act 2022
- Australian Human Rights Commission Act 1986
- Australian Human Rights Commission Regulations 1989
- Disability Discrimination Act 1992
- Equal Opportunity for Women in the Workplace Act 1999
- Fair Work Act 2009
- Fair Work (State Referral and Consequential and Other Amendments) Act 2009 (further legislative references included)
- Fair Work Regulations 2009
- National Employment Standards (NES)
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Health & Safety Act

State

- Equal Opportunity Act 2010
- Occupational Health & Safety Act 2004
- Privacy and Data Protection Act 2014
- Housing Act 1983 Part VIIIA – Social Housing
- Residential Tenancies Act 1997
- Children, Youth & Families Act 2005
- Mental health Act 2014
- Criminal Act 1958
- Child Well-Being and Safety Amendment Act 2015
- Disability Act 2006
- Performance Standards for Registered Housing Agencies
- DHHS Victorian Housing Register Operational Guidelines
- Charter of Human Rights and Responsibilities 2006
- Human Services Standards
- Aged Care Quality Standards
- Child Safe Standards

*Full HHS suite of policies, including:*

- *Respectful Workplace Policy*
- *Disciplinary Policy*
- *Grievance Policy*
- *Performance Management Policy*
- *Privacy Policy*
- *Fraud & Corruption Control Framework* and *Policy*
- *HHS Whistleblower Policy*
- *Integrity Policy*
- *Operational Instrument of Delegation*
- *Corporate Credit Card Policy*
- *CCTV Acceptable Use Policy*
- *Acceptable Use Policy*
- *Digital Information Security Policy*
- *Enterprise Risk Management Framework* and *Policy*
- *Feedback, Complaints & Appeals Policy*
- *HHS Charter of Consumer Rights*
- *HHS Reflect RAP*
- *Safety Screening Policy*
- *Child Safety and Wellbeing Policy*
- *Social Media Policy*
- *Travel, Expenses and Reimbursements Policy*

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