

Code of Conduct

CEO Introduction

Housing Plus will only succeed in achieving our corporate objectives where we have the respect of our stakeholders and the communities in which we operate. Our reputation is dependent on a company culture and behaviour of every one of us where everyone acts with the highest level of integrity, confidentiality, and honesty, and takes responsibility for our actions. Our Board is committed to ensuring our company operates with the highest level of integrity and expects all staff, volunteers and contractors to do likewise.

The Housing Plus Code of Conduct for staff, volunteers and contractors, and the Code of Conduct for directors and their associated strategic policies sets out the ethical behaviour expected of us. It will assist staff, volunteers and contractors in solving ethical dilemmas they may face in their working environment.

It is up to all of us to ensure the Code becomes part of the operational fabric of our company. Successfully implemented, the Code of Conduct will result in:

- a) More effective compliance with relevant legislation, laws and company policy;
- b) More effective management and service delivery; and
- c) Maintenance of the integrity and reputation of Housing Plus.

The Housing Plus Code of Conduct outline our key values and our expectations of you and each other in our workplace. We expect every person within our organisation to uphold the key values and expectations of the Code when acting on behalf of or representing Housing Plus.

David Fisher
Chief Executive Officer
Housing Plus

PURPOSE

To ensure all staff, volunteers, and contractors of Housing Plus uphold the highest standards of professional and personal conduct and behave in a manner that is consistent with our Vision, Mission and Values, and our Staff Charter.

OUR VISION

Thriving people, vibrant communities.

OUR MISSION

To empower people and communities through affordable accommodation, integrated support services and achieving social justice.

OUR VALUES

Empowerment - To respect our stakeholders and provide quality client care and services through engagement and empowerment. We will be transparent, approachable and accountable.

Excellence - To provide skilled and professional staff and Directors who are diligent, ethical, and committed to the business objectives and are leaders within the sector.

Diversity - To be an organisation committed to diversity and equality by delivering ethical, non-discriminatory, and culturally aware services.

OUR COMMITMENT

- We will provide a consistent positive service experience
- We will be flexible and responsive
- We will work in partnership
- We will provide a safe, respectful, and culturally sensitive environment
- We will provide opportunities
- We are committed to learning and continuous improvement
- We are committed to maintaining strict confidentiality

Staff Charter - Our staff charter outlines how we will deliver on this commitment and reflects and embodies these organisational values by utilising the following:

Professionalism, Respect, Integrity, Dedication, Empathy

The Code is consistent with and is to be read in conjunction with our:

- Diversity and Inclusion Policy;
- Discrimination, Harassment and Bullying Prevention Policy;
- Fraud and Corruption Policy;
- Confidentiality Policy;
- Privacy Policy;
- Conflict of Interest Policy;
- Code of Ethics and Equal Opportunity (under review);
- External Communications and Social Media Policy; and
- Whistleblower Policy.

The Code

All Housing Plus staff, volunteers and contractors are expected to:

1. Act honestly, fairly and in good faith in our relationships with colleagues, clients, contractors, and stakeholders, in a way that upholds the good reputation of Housing Plus.
2. Treat everyone with respect and courtesy and without harassment of any kind. Respect the opinions, beliefs, and cultural heritage of others. Ensure the use of appropriate

language and behaviours. Deliver quality, inclusive services regardless of a person's gender identity or expression, age, ethnicity, cultural background, disability, religion, or sexual orientation. Work inclusively and sensitively.

3. Behave in a professional, diligent, cooperative, and collaborative manner, and strive for best practice at all times.
4. Provide equal opportunity in employment and service delivery and demonstrate a commitment to social justice.
5. Comply with all applicable laws, reasonable directions, and administrative requirements.
6. Comply with all Housing Plus Policies and Procedures.
7. Always provide accurate, timely and true information and not engage in unfair, deceptive, or misleading practices.
8. Maintain appropriate confidentiality. Respect the privacy of all employees, clients and stakeholders. Protect the Company's information at all times, including outside of the workplace and working hours, and even after employment ends.
9. Effectively manage potential conflicts of interest by following Housing Plus policies and procedures including the Conflicts of Interest Policy, Gifts and Benefits Policy, and the Fraud and Corruption Policy.
10. Use Housing Plus resources and assets in a proper and efficient manner. Protect our assets and use those assets in the manner intended.

Assurance

All Housing Plus staff, volunteers and contractors are required to read, adopt and understand the Code of Conduct and make a declaration on our Intranet system to attest their understanding, acceptance and adoption of the Code.

Failure to Comply with the Code of Conduct

If it is established that an employee, contractor or volunteer has breached or failed to comply with the Code of Conduct, they may (at the discretion of Housing Plus) be subject to disciplinary action which could extend to termination of their employment or relevant contract/agreement.

Document Control

Action	Responsible Person	Date	Approved By (if req'd)
Initial Version	Karen Andrews	13/03/2015	CEO
Reviewed & updated	Vanessa Evans (HR), Anthea Basha (Governance Manager), David Fisher (CEO)	6/04/2021	CEO

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