

Code of Conduct

People and Culture

Document Owner

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Version

7/06/2024

Next Review Date

20/07/2021

Date Published

3 Years

Review Period

Purpose

The purpose of this Code of Conduct is to establish clear guidelines for professional conduct that are consistent with HCA's mission, vision and values.

This Code of Conduct does not replace or modify any HCA policies or procedures and should be read in conjunction with other referenced documents and policies and procedures relevant to individual roles. If there is an inconsistency between this Code of Conduct and an applicable policy or procedure, then this Code of Conduct will prevail.

Scope

This policy applies to all employees, including contractors, casual employees and volunteers across all HCA entities (as defined in the Policy and Procedure Management Policy).

This Code of Conduct also applies to all non-executive Directors of the HCA entities and all Member Directors of the Member Companies. Particular duties of Directors are set out in the Director's Duty Statement.

In this document, 'employees' and 'HCA people' refers to all persons described above.

1 Scheduled Review

This Code of Conduct will be reviewed every 3 years as delegated by the responsible Executive. HCA may amend or vary this Code, in its absolute discretion, from time to time.

2 Policy Statement

HCA is committed to responsible social and ethical behaviour in all of our dealings and operations and operating with high standards of professional conduct.

We are committed to universal human rights and the principles of natural justice. We recognise the inherent value of each person, regardless of their background, country of origin, living situation, appearance, thinking styles and belief system.

HCA supports that the principles of dignity, equality and mutual respect are shared across cultures, religions and philosophies and are about being treated fairly, treating others fairly and having the ability for people to make genuine choices in their daily lives.

The Code of Conduct outlines the expected standards of conduct and behaviour for all HCA people to assist them in performing their duties in any circumstance and or situation to professional and respectful standards.

The Code of Conduct also outlines the way all HCA people are expected to treat and relate to each other, to residents, customers, partners, visitors and all HCA stakeholders.

3 Values

Our values are our beliefs and guiding principles that drive how we do our business. They set our clear intentions as to how we achieve our Vision and deliver on our Mission.

Our values underpin decision making and our everyday interactions.

All HCA people are expected to approach their work and act in accordance with our values:

We put people first

Our people are central to everything we do. We listen and respond with open and honest communication and a flexible approach.

We work together

We work collaboratively and in partnership to achieve our mission

We trust and are trusted

We keep promises, are accountable and transparent in our actions

We learn and adapt

We aim to inform the policy environment, support our actions with evidence, encourage innovation and continually adapt to a changing environment

We strive to be better

We aim to regularly reflect and improve in everything we do. From maintenance to management, we always strive to be better.

4 Commitment to HCA people

HCA welcomes employees, consultants and volunteers from all backgrounds, cultures, ages and experiences.

We are committed to ensuring HCA people are treated with honesty, transparency, integrity, dignity and respect.

HCA is committed to ensuring employees and volunteers have access to learning and development experiences and opportunities relevant to their roles and to extend individual learning experiences to help reach their potential.

4.1 Diversity, Inclusion and Workplace Behaviour

HCA is committed to having a diverse and inclusive workforce that is respectful of and responsive to cultural and other differences. HCA Diversity, Inclusion and Equity Policy provides more information on this important issue.

At HCA, we are all responsible for creating a positive work environment and taking respectful steps to discuss and resolve any issues or concerns.

HCA does not tolerate any form of discrimination, bullying or harassment in the workplace or in any work-related activity.

HCA people are expected to comply with HCA's Diversity, Inclusion and Equity Policy and procedure which includes steps for raising and resolving any workplace issues.

4.2 Workplace Health, Safety and Wellbeing

HCA is committed to providing HCA people with safe working conditions that are conducive to both working effectively and ensuring a positive, engaging work environment.

HCA people must undertake their work in a safe and competent manner in accordance with HCA's Health, Safety and Wellbeing Policy.

HCA people must complete health and safety training as directed and follow all lawful and reasonable directions in relation to personal and workplace safety.

5 Professional Conduct

HCA trusts HCA people to professionally represent HCA and acknowledges their role as ambassadors for our work in the community.

HCA provides guidance as outlined in this Code of Conduct, the HCA Employee Guide and other relevant policies and procedures.

5.1 Values and Behaviours in action

HCA people must:

- Act in accordance with HCA values;
- Treat others with courtesy, dignity and respect;
- Act honestly and in good faith at all times;
- Act in the best interest of the organisation complying with all applicable legislation and all applicable policies, procedures and lawful directions of HCA;
- Safely and respectfully perform their duties to the best of their abilities and be accountable for their performance and actions;
- Ensure that all stakeholders, especially our residents, are treated fairly and in accordance with their rights, in a way that is respectful, is sensitive and with an understanding of the issues affecting socially disadvantaged groups and demonstrates cultural sensitivity.

- Take appropriate steps to resolve conflict that arises in the workplace to ensure a healthy and harmonious work environment

5.2 Qualifications and Checks

Employees must ensure they maintain all required qualifications, licenses (including drivers license), accreditations and employment checks (including working with children checks) where applicable.

Employees must notify the People and Culture team immediately of any changes, loss or suspension of same.

Employees may be required to undertake further employment checks in accordance with new legislation or to have employment checks renewed periodically as requested by HCA.

5.3 Leading and Managing Others

Employees who are responsible for managing others are expected to:

- Role model professional conduct expectations at all times
- Enable and maintain an inclusive, genuinely positive and connected workplace
- Provide clear performance expectations to teams and individuals and provide ongoing support and feedback to help everyone perform at their best
- Be open and responsive to feedback, questions and concerns
- Take appropriate action if a breach of code of conduct or any other policy or procedure occurs.
- Take appropriate steps to resolve conflict that arises in the workplace to ensure a healthy and harmonious work environment

6 Commitment from HCA people

At all times in the course of our business, we strive to provide services that are fair, consistent, transparent, valued by residents and flexible enough to take into account individual requirements.

HCA people must;

- behave in a way that upholds HCA integrity and good reputation of the organisation;
- act ethically;
- act in good faith and for a proper purpose;
- act in the best interests of HCA;
- act with care and diligence;
- treat everyone with respect and courtesy, recognising social and cultural differences;
- recognise, value and respect the diversity, heritage, knowledge, cultural property and connection to land of Aboriginal and Torres Strait Islander peoples;
- treat people fairly, equitably and with due consideration;
- be politically impartial and neutral;
- perform duties competently and with professionalism, rigour, honesty and integrity;
- be familiar with, and comply with, all applicable laws and regulations and HCA policies, principles and procedures relating to the position and area of work;

HCA people must not:

- make improper use of their position to gain, or seek to gain, benefit or advantage for themselves or any other person or organisation;
- provide false or misleading information;
- bully, victimise or discriminate; or
- behave in a way that intimidates, offends, degrades, insults or humiliates another person.

HCA will provide a safe and respectful environment for all residents and people including:

- Young people and children
- People with disabilities
- Aboriginal and Torres Strait Islander peoples
- People from culturally diverse backgrounds
- The advocates and representatives of all the above

6.1 Working with Children and Young People

HCA is committed to embedding a child safe culture throughout our organisation.

For all children who come in contact with our services, we will:

- Provide a warm, welcoming and safe service
- At all times act in the best interests of children and work proactively to help prevent child abuse and neglect in our communities
- Appropriately address issues of potential or perceived child abuse and neglect in compliance with our policies and applicable laws

More detailed information is provided in our Child Safety Framework and Child Safety Policy and procedure which includes how to report a concern or incident.

HCA will comply with Reportable Conduct Scheme and HCA employees will comply with mandatory reporting requirements.

6.2 NDIS Code of Conduct

In alignment with the NDIS Code of Conduct, HCA People are required to

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

7 Privacy & Confidentiality

HCA is committed to protect the privacy of personal and sensitive information about its customers, employees, suppliers, partners and supporters in accordance with the Privacy Act, the Australian Privacy Principles, and any other relevant state-based privacy laws.

More detailed information is provided in HCA's Privacy Policy and Privacy Statement.

HCA people must at all times abide by the requirements set out in the above mentioned Acts, Principles, Policy and Statement to:

- Protect the private and personal information of individuals and groups
- Maintain confidentiality in relation to information collected, stored or owned by HCA

8 Conflicts of Interest

HCA people must take reasonable steps to avoid any personal, financial or other interest which may be in conflict with their duties or terms of employment. This includes acceptance of gifts.

Employees must read and comply with HCA's Conflict of Interest Policy and Gift Policy.

9 Company Assets, including Intellectual Property (IP)

HCA property, including assets and equipment, including IT equipment, phones and cars, must be treated respectfully, used responsibly and in the interests of HCA in accordance with relevant policies.

HCA' property should only be used for private purposes when permission has been given from an authorised person.

HCA IP, including any IP developed by employees in the course of their employment must be protected and will remain the property of HCA.

Any damage, loss or mis-use must be reported immediately.

10 Communication, social media and use of IT

HCA expects its employees to maintain high standards of behaviour when using Social Media for work or personal purposes.

Only authorised Housing Choices employees can engage in Social Media as a representative or on behalf of Housing Choices and must comply with relevant policy.

HCA expects all employees to use technology, including internet and email, responsibly and in alignment with policies and guidelines.

Use of Technology and social media platforms must not be used in any way that could cause offence or create reputational risk for HCA.

11 Reporting Misconduct

Employees are expected to act responsibly in the event of becoming aware of any actual or suspected unethical behaviour or wrongdoing which includes immediately reporting the matter.

HCA will support employees who, in good faith report concerns about the conduct of other employees. Employees who report conduct concerns must not be victimised.

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- Breaches of Code of Conduct or HCA Policies should be made to an appropriate manager who is independent of the allegations being made.
- If an employee is unsure whether a conduct matter would be a breach or should be reported they can confidentially discuss their concern with the People and Culture Team.
- All allegations must be treated confidentially and in alignment with HCA's Whistleblower Policy and Grievance Policy.

12 Breach of Code of Conduct, Policies or Procedures

A breach of this Code of Conduct or any HCA policy or procedure may lead to disciplinary action up to and including termination of employment.

Line managers must take appropriate steps to address any breaches of Code of Conduct or HCA policies as soon as they become aware of it in alignment with relevant policies and procedures.

13 References:

13.1 Standards and legislation

Child Safety Standards

NDIS Code of Conduct

13.2 Related processes

[Diversity, Inclusion and Equity Policy](#)

[Health, Safety and Wellbeing Policy](#)

[Child Safety Framework and Child Safety Policy](#)

Employee Guide

[Privacy Policy](#)

[Conflict of Interest Policy](#)

[Gift Policy](#)

[Media Policy](#)

[Whistleblower Policy](#)

[Grievance Policy](#)

English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرند. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, faadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.