



Code of Conduct and Ethics Policy (ESRHC)

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1. Purpose

Eastern Suburbs Rental Housing Co-operative (ESRHC) aims to maintain a high standard of ethical behaviour at all times and expects its **directors, members and employees** to treat others with fairness, honesty and respect.

The purpose of this Ethics Standard is to:

- Articulate the high standards of honesty, ethical and legal behaviour expected of directors, members and employees;
- Encourage the observance of those standards so as to protect the interests of all stakeholders; and
- To guide directors and employees as to practices thought necessary to maintain confidence in ESRHC's integrity.

2. Basis for Policy

Housing Act 1983 - Performance Standards for Registered Agencies
National Community Housing Standards Manual - Good Governance

3. Policies and Procedures

3.1. Compliance with laws, regulations, policies and procedures

ESRHC expects its directors and employees to:

- comply with all laws, rules and regulations applying to the Co-operative;
- comply with all contractual obligations and undertakings; and
- abide by all protocols, policies and procedures of the Co-operative.

3.2. Honesty and Integrity

ESRHC expects its directors, members and employees will:

- deal fairly and consistently;
- be respectful in dealings with others;
- not behave in a manner that is fraudulent, corrupt or unlawful;
- refuse all payments from third parties that may compromise decisions or judgements; and
- behave in a manner that is not only lawful but also complies with current moral and community standards.

3.3. Excellence in Performance

ESRHC is committed to improving the quality of the service delivered to tenants and applicants, with the aim of providing appropriate, secure and affordable housing.

To achieve this aim, the directors and employees and members need to ensure that the ESRHC has available an adequate body of knowledge to support the service delivery requirements and acknowledges that they have a responsibility to continue to develop the required expertise and knowledge through continued professional development.

3.4. Proper Use of Position

ESRHC requires its directors, members, employees and fiduciaries (i.e. anyone acting on behalf of the Co-operative) to comply with all legal, statutory and fiduciary duties to the Co-operative.

In general, directors, members, employees and fiduciaries, are expected to:

- act in good faith and in the best interests of ESRHC;
- act with due care and diligence;
- act for proper purposes;
- avoid conflicts of interest or duty;
- refrain from:
 - making improper use of information;
 - taking improper advantage of their position;
 - soliciting for gifts or benefits.

3.5. Gifts and Entertainment

Directors, members, employees and fiduciaries are not to accept gifts or otherwise placing themselves in a position of conflict by accepting any favours. Occasional gifts of appreciation may be accepted if they are less than \$50 in value.

3.6. Confidentiality and Privacy

Refer to separate Privacy Policy

3.7. Conflicts of Interest

Refer to separate Conflict of Interest Policy

3.8. Fair Dealing

ESRHC will respect the rights of members, tenants and all employees by providing:

- fair, open, honest, dignified and non-discriminatory treatment;
- a safe and healthy work place;
- training and development;
- the opportunity for all stakeholders to give and receive feedback on work and service provision.

3.9. Compliance with Code of Conduct and related policies

ESRHC is committed to promoting and maintaining a culture of honest, ethical and law-abiding behaviour. To fulfil this commitment ESRHC needs to ensure that:

- violations of the standards are detected and reported;
- appropriate action is taken.

ESRHC encourages members, tenants and employees to promptly report violations or suspected serious violations of this code of conduct. Reports should be directed to the Chairperson or the Independent Director. If there is a conflict, reports should be directed to any other director of ESRHC.

ESRHC undertakes to fully investigate any reports received and may establish an appropriate sub-committee to investigate and report to the Board.

If a serious breach of the Code of Ethics is established, the person will be disciplined and counselled, and depending on the seriousness of the breach, member expulsion may ensue or if an employee; legal action or dismissal.