




CODE OF CONDUCT

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APPROVAL – BOARD OF MANAGEMENT	
CHAIR	
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1. RATIONALE

The Intellectual Disability Accommodation Association Inc (IDAA) recognises the importance of a work environment which actively promotes best practice. The purpose of this Code of Conduct is to describe the standards of behaviour and conduct expected from staff and Board Members in their dealings with tenants, families, suppliers, contractors, staff from government and non-government organisations, co-workers, management and the general public.

IDAA expects staff and Board Members to observe the standards set out in this Code of Conduct. Compliance with this Code is expected and non-compliance may result in disciplinary action, which may include termination of employment or Board Membership.

2. SCOPE

This policy applies to all IDAA staff and to the IDAA Board.

3. PRINCIPLES BEHIND THE CODE OF CONDUCT

All staff are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment with IDAA. This Code provides an overview of IDAA's values. It is by no means exhaustive, but summarises some of our most important policies, which are based on standards that underlie our business ethics and professional integrity, standards that apply to all staff.

As representatives of IDAA, all staff are expected to conduct themselves in a professional and courteous manner to ensure integrity and accountability, and to maintain public confidence through the delivery of high quality services. All staff are required to abide by a set of standards (both inside the workplace and outside the workplace) where the staff member can be perceived as representing IDAA.

4. STANDARDS

- Comply with all laws, policies, procedures, work instructions, regulations and contracts.
- Comply with all lawful and reasonable directions from management and from the Board of Directors.
- Be honest and fair in dealings with all stakeholders - tenants, suppliers, contractors, staff from government and non-government organisations, co-workers and the Board of Management.
- Use good judgement, to adhere to high ethical standards and to avoid situations that create an actual or potential conflict between a staff members personal interests and the interests of IDAA.
- Never use your position, influence and knowledge of confidential IDAA or tenant information, or access to IDAA assets for personal gain or the perception of personal gain.
- Display the appropriate image of professionalism at the workplace by dressing and acting in a professional manner.
- Treat all stakeholders in a non-discriminatory manner with proper regard for their rights and dignity.
- Promptly report any violations of: law, ethical principles, policies, procedures and this code.
- Not use work time for private gain. If a staff member is required to leave work for personal reasons they need to advise their Manager or the CEO.
- Maintain the knowledge, skills and qualifications necessary to perform the duties of your appointed role.
- Comply with IDAA workplace health and safety policies, procedures, work instructions and obligations.
- Take reasonable care of your own health and safety.
- Take reasonable care of the health and safety of others and ensure that your actions do not place others at risk.
- Never demand or request any gift or benefit in connection with employment. It is unacceptable to accept any gift when it can be perceived that the person offering the gift may derive a benefit if the gift is accepted, however, in some cases gifts of nominal value may be accepted particularly where the rejection may cause unnecessary distress or offence to a tenant, supplier or contractor.
- For all gifts or benefits with an estimated fair value of \$20 or more, a description of the gift, value, name of donor, name of recipient and reason for accepting or declining the gift must be disclosed to the CEO who will keep a register.
- Respect IDAA's ownership of all its funds, equipment, supplies, records and property by ensuring that funds are appropriately managed, equipment is properly maintained, records are stored appropriately and any property is treated respectfully and is maintained in accordance with any service guidelines provided.
- Maintain the confidentiality of any confidential information, records or other materials acquired during the course of employment.

- While employed at IDAA, not accept any employment with another organisation that is another community housing organisation or supplier, or any other activity that is in conflict with your position at IDAA. Secondary employment could potentially, or be perceived to, compromise a staff member's duties. Employees must request permission from the CEO prior to taking up secondary employment. Permission will not be unreasonably withheld.
- Not make any unauthorised statements to the media about IDAA's business. Any requests for media statements should be referred to the CEO.
- Not attend the workplace under the influence of drugs or alcohol.
- Not swear or use inappropriate language.
- Not smoke within the workplace or in IDAA vehicles.

Issues for the CEO

The CEO will:

- Promote a team spirit;
- Maintain sensitivity, confidentiality and procedural fairness when conducting investigations into grievances and disputes;
- Ensure compliance with IDAA policies, procedures and work instructions when conducting counselling and performance management.

Decision Making

- IDAA will always endeavour to make decisions within an agreed and documented framework. These processes and decisions will be recorded and open to scrutiny.

Complaints and Appeals

- IDAA will ensure that all tenants are able to make a complaint or appeal a decision without retribution.

Use of Public Resources

- IDAA staff and Board Directors will always be mindful that IDAA resources are funded by tenants and government and should be used efficiently and appropriately.

Political and Personal Activities

- Staff will be mindful that their involvement with external activities is not perceived to reflect badly on their ability to contribute to the organisation. Staff will bring to the attention of the CEO any activity that may impact on the organisations reputation.

Public Comment

- Staff will not publically comment on behalf of IDAA unless authorised by the CEO to do so. Public comment on behalf of IDAA will only be made by the CEO or Chairperson of the Board.

Confidentiality

- IDAA will ensure that confidential information is shared on a 'need to know' basis only. Employees will be mindful that their employment will expose them to information, particularly personal information about individuals and contracts which is confidential.

- Information will not be released to external parties unless with permission or because of legislative requirements.

Fraud and Maladministration

- Employees will under no circumstances, participate in any activities that are fraudulent or give the perception of being fraudulent. Employees will notify the CEO if they suspect any fraudulent activity

Disclosing Breaches of the Code of Conduct

- Every staff member has a responsibility for ensuring that IDAA maintains the highest level of probity and that IDAA is not brought into disrepute. As such every employee has a responsibility to report possible breaches of the Code of Conduct to the CEO so that it can be investigated.
- Where it is not appropriate for the CEO to investigate an allegation, as a result of being included in the allegation, or having a close relationship with the person against whom the allegations have been made, then the Chair shall take on the responsibility

Notifying the Office of the Registrar of Community Housing

- IDAA will notify the Registrar of Community Housing in a timely manner, in accordance with the Registrar's Guidelines, of any incidents relating to its operations that, in its opinion, seriously damages or may damage the reputation of the community housing sector.

Quality Assurance

- Signed Code of Conduct will be placed in the file of Board Directors and staff members.
- Possible breaches of the Code of Conduct will be investigated in a timely manner.
- The Registrar of Community Housing will be notified of relevant incidents.