



Code of Conduct Agreement

This Code of Conduct provides guidelines and outlines standards of acceptable behaviour and ethical practices while performing duties for and on behalf of Regional Housing Limited (RHL).

The Code of Conduct incorporates existing RHL policies and describes what is expected of an employee, volunteer, a representative of RHL and a member of the Board of Directors. It aims to reduce confusion and any possible conflict of ideas, opinions and behaviours within the workplace. Failure to abide by this Code of Conduct may lead to disciplinary action.

RHL is also committed to upholding and protecting the safety and wellbeing of children and young people accessing our services. A child safe culture is embedded throughout the organisation through the development and implementation of our policies, procedures, Code of Conduct and staff training.

Regional Housing Limited Code of Conduct

While performing duties for, on behalf of and when representing RHL, I will:

- act with integrity and carry out my responsibilities and duties in accordance with professional principles, guidelines and organisational policies.
- abide by the philosophy of RHL as described in the Mission Statement and Values.
- observe all the rules and protocols of RHL, including those described in the RHL Constitution and all other requirements as determined by RHL's Board of Directors.
- adhere to all legal and financial accounting procedures of RHL and report any questionable practices within the organisation to the appropriate officer or Board of Directors.
- represent RHL as requested and in accordance with directions and protocols.
- not discuss or enter into discussions of a confidential nature concerning RHL, including customer information, with any person outside of the organisation, unless directed otherwise by the Executive Management Team, the Board of Directors or unless requested by the funding bodies.
- maintain the privacy and confidentiality of all personal information collected by RHL and in accordance with QP 2010: Privacy and Confidentiality Policy.
- provide an all-round holistic service, including friendly, helpful and professional customer service to all customers of the organisation, to the best of my ability.
- treat staff, customers, stakeholders and community organisations with courtesy, respect and consideration.
- act on complaints and appeals in accordance with QP 1003: Complaints and Appeals Policy.
- not be under the influence of illegal drugs or alcohol during working hours.
- wear neat clothes appropriate to the workplace environment, which cannot be considered offensive to other staff and customers.
- not harass, bully, intimidate or slander, in any form, any staff member, Director, committee member, volunteer, stakeholder or customer. This includes abuse either emotionally, physically or verbally.
- not abuse my position within the organisation to disempower vulnerable persons, nor to accept gifts, payments or special favours.

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- not coerce, be coerced or willingly enter into a special or sexual relationship with a staff member, Director, stakeholder, volunteer, committee member, or customer that could be considered unethical, improper or outside the boundaries of professional behaviour.
- avoid the use of language which is loud, abrupt, aggressive or offensive, including discriminatory and slanderous comments and will avoid the use of swearing and derogatory language towards other staff, Directors, stakeholders, volunteer, committee member, or customers.
- follow QP 6006: Grievances Policy as set by the Board of Directors, and try to resolve any conflicts with others through internal mediation mechanisms.
- encourage at all times participation by customers when receiving services from RHL.
- ensure customer feedback is sought and received without prejudice.
- aim to expand choices and opportunities for all persons accessing the organisation, working to ensure services are open to all eligible people regardless of gender, race, ethnicity, age, disability, religion or sexuality.
- encourage respect for the diversity of cultures which constitute Australian society and will act to prevent practices that are inhumane or discriminatory against any person or group.
- encourage informed participation by members of the community in addressing relevant social and/or personal issues. I understand that it is the role of an employee of RHL to empower and work with members of the community, not to decide what is best for the customer.
- abide by QP 1001: Access and Equity Policy in that all members of the community, inclusive of target groups, low income earners and those in need of support, can access the services of RHL.
- participate proactively and professionally when attending internal and external meetings and forums etc. and when representing the RHL brand and values.
- be responsible for any content published, shared, posted, endorsed or forwarded in my personal use of social media and maintaining my behaviour in line with this Code of Conduct.
- respect, protect and promote the human rights of individuals and act in a way that is compatible with human rights obligations when delivering services and interacting in the community.
- reflect person opinions, values and beliefs contrary to those stated in the organisation's values and relevant acts must not be exercised during any service delivery nor at any time during employment or when representing the organisation.

Child Safety Code of Conduct

While performing duties for, on behalf of and when representing RHL, I will:

- respect all children and young persons, and will support their interests and wellbeing. I will commit myself to the RHL's practice of duty of care to provide the highest possible standard of service so that children and young people are safe and free from harm, whilst acting in accordance with RHL's Child Safety and Wellbeing policies and procedures at all times.
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and wellbeing of all children involved with RHL.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children.

Initials: _____

- Create an environment that promotes and enables children’s participation and is welcoming, culturally safe and inclusive for all children and their families.
- Involve children in making decisions about activities, policies and processes that concern them wherever possible.
- Contribute, where appropriate, to RHL’s policies, discussions, learning and reviews about child safety and wellbeing.
- Identify and mitigate risks to children’s safety and wellbeing as required by RHL’s risk assessment and management policy or process.
- Respond to any concerns or complaints of child harm or abuse promptly and in line with RHL’s policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child harm or abuse as required by *Criminal Code (Child Sexual Offences Reform) and Other Legislation Amendment Act 2020* and by RHL’s policy and procedure on internal and external reporting.
- Comply with RHL’s protocols on communicating with children, the *Privacy Act 1988 (Cth)*, *Information Privacy Act 2009 (Qld)* and RHL’s policies and procedures on record keeping and information sharing..

I will NOT:

- Engage in any unlawful activity with or in relation to a child.
- Engage in any activity that is likely to physically, sexually or emotionally harm a child.
- Unlawfully discriminate against any child or their family members.
- Be alone with a child unnecessarily.
- Arrange personal contact, including online contact, with children I am working with for a purpose unrelated to RHL’s activities.
- Disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless I am required to do so by RHL’s policy and procedure on reporting.
- Use inappropriate language in the presence of children, or show or provide children with access to inappropriate images or material.
- Work with children while under the influence of alcohol or prohibited drugs, or ignore or disregard any suspected or disclosed child harm or abuse.

If I think this Code of Conduct has been breached by another person in RHL, I will:

- Act to prioritise the best interests of children and take prompt action to ensure children are safe.
- Promptly report any concerns to my manager, the Chief Executive Officer or another manager or leader in RHL.
- Follow RHL’s policies and procedures for receiving and responding to complaints and concerns.
- Comply with legislative requirements on reporting if relevant, and with RHL’s policy and procedure on internal and external reporting.

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Declaration

I have read Regional Housing Limited's Code of Conduct Policy, Procedure and Agreement and agree to abide by and maintain the stated requirements during my period of service with Regional Housing Limited.

I understand that a breach in my conduct can result in disciplinary action by Regional Housing Limited and/or relevant authority.

Full name		Signature		Date	
Witness full name		Signature		Date	

Initials: _____