

## Code of Ethical Conduct

### 1. Purpose

Pacific Link Housing (PLH) is entrusted by the government, the community and our tenants to manage its services and assets efficiently, fairly, impartially and with integrity. We hold an important position in the community that requires transparency, honesty, respect and fairness for all people we support and serve. As a community housing provider, we make decisions each day that affect the lives of others, many of whom are vulnerable people. In everything we do, we are expected to act and be seen to act in the interest of those we are here to serve.

The Code of Ethical Conduct policy aims to provide all employees with a framework outlining Pacific Link's organisational culture, and the values and attitudes that underpin this culture. Working together with ethical, non-discriminatory and professional behaviour will facilitate successful outcomes and quality in all aspects of our work.

Pacific Link will undertake a review of the Code of Ethical Conduct at least every three years<sup>1</sup>.

### 2. Scope

All employees, including the CEO, are asked to read and sign the Code of Ethical Conduct each year and on joining the company (Appendix A). A signed copy is then placed on personal files. All employees will be asked to read, sign and commit to the Code when it is updated.

Directors' obligations to the governance and integrity of the organisation are different from those of employees and are documented in the Director Protocol and Code of Ethical Conduct that all new directors are required to sign and all directors are to re-sign annually.

### 3. Conduct

All employees are required to act professionally and in the best interests of the company. Employees must act in accordance with legislation, regulations and standards. Employees are expected to read and follow company policy and procedure, including on privacy and confidentiality of information, workplace safety, discrimination and harassment. When procuring goods and services for PLH, employees must be responsible with the company's money and ensure good value for money. The PLH Delegation of Authority must be followed at all times as well as our policies that require conflicts of interest, gifts and donations to be declared.

### 4. Breaches of the Code of Ethical Conduct

Breaches of the Code of Ethical Conduct will be investigated by Pacific Link management in accordance with the procedures outlined in Fraud Control Policy and Whistleblower Policy.

Policy Owner	Executive Manager, Governance & Compliance
Approval Authority	Board
Approval Date	February 2022
Next Review	February 2025
Website published	Yes

<sup>1</sup> NRSCH requirement

## Code of Ethical Conduct

Professionals in the community housing sector are required to work to a code of ethics. This is fundamental because our work is with some of the most vulnerable and marginalised people in our society. The Pacific Link Housing Code of Ethical Conduct sets the benchmark for exemplary work practices in how we operate day to day and all employees, and contractors are required to demonstrate adherence to the Code in every aspect of their professional life.

### Responsibilities to Clients

**Confidentiality** – respect privacy and treat all information concerning clients as confidential, except where the client gives permission for referrals or where failure to disclose information would breach legal obligations.

**Accountability** – utilise all available skills, information and knowledge to provide clients with quality services and assist clients to maximise their opportunities, participation and personal development, while preserving clients' dignity and autonomy.

**Fairness, Courtesy and Respect** – promote the well-being of all clients regardless of ethnicity, gender, beliefs, age, social status or other individual differences. Treat clients with honesty, dignity, sensitivity and a non-judgemental attitude.

### Responsibilities to Colleagues

**Respect and Honesty** – respect the skills and abilities of colleagues and do the job with empathy and sensitivity.

**Minimise Risks** – follow workplace health and safety policy and safe work procedures to keep each other safe. Manage stress and seek help from colleagues or counsellors, where appropriate.

**Accountability** – provide loyalty and support, but report unprofessional or unethical conduct to managers.

**Professionalism** – refrain from any personal behaviour which may constitute harassment or discrimination, act with honesty, diligence and transparency in decision-making.

**Teamwork** – work collaboratively and flexibly with colleagues to achieve best possible outcomes for our tenants, stakeholders and PLH.

### Responsibility to Employer

**Best Practice** – strive to comply with and contribute to developing continuous improvement in the delivery of services and organisational management.

**Customer Service** – understand and implement PLH's Customer Service & Expectations Charter to provide prompt, courteous, respectful and efficient service, while ensuring clients understand PLH's expectations.

**Acting in Best Interest** – do not use position for inappropriate purposes. Declare actual and perceived conflicts of interest, comply with mitigation plans and gifts policy.

**Competence** – understand policy, procedures and law relevant to role. Seek clarification as needed and attend training.

**Propriety** – comply with policy, procedures, law and terms of employment and take steps to report and rectify breaches. Employ due care with company funds and assets and do not inappropriately use PLH resources or information.

**Reputation** – promote PLH aims and protect its reputation.

### Responsibility to the Sector

**Standards** – maintain proper, professional standards of practice and uphold the code of ethics at all times.

**Development** – maintain standards of knowledge, skill and learning appropriate to professional development.

**Promote** – promote understanding of the role and skills of community housing providers.

**Declaration & Commitment**

I have read and understood the Pacific Link Code of Ethical Conduct and I agree to perform my duties in accordance with it. I understand that any breach of the Code will be taken very seriously and may lead to disciplinary action, including dismissal.

**Signed:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_