



# Code of Conduct and Ethics Policy

## Overview

This code of conduct explains the minimum standards of behaviour that we expect from our Trustees.

## Scope

This policy applies to Adelaide Workers' Homes (AWH) Trustees and members of the Executive.

## Our values and expected behaviour

Our values set the standard for the behaviour that we expect from our Trustees and the Executive members. We also use our values to make decisions that align with our purpose.

Our values are:

### **Innovation**

Innovation means our Trustees and members of the Executive will:

- Find new and better ways of working to deliver the most impact for our tenants

### **Support**

Support means our Trustees and members of the Executive will:

- Model collaborative behaviours which promote high quality service with tenants.

### **Accountability**

Accountability means our Trustees and members of the Executive will:

- Set clear standards, deliver on their commitments, and make sure that their actions are focused on achieving organisational outcomes
- Take ownership of their actions in an honest and open manner, showing up on time and being present
- Respectfully give and receive feedback and learn from their mistakes

### **Respect**

Respect means our Trustees and members of the Executive will:

- Listen with care and kindness to understand others and respond with good intent in a timely manner
- Value difference and diversity and the perspective that it brings
- Treat everyone politely and listen to others, encouraging them to express their opinions and ideas

## **Integrity**

Integrity means our Trustees and members of the Executive will:

- Keep their word and behave in an honest, ethical and professional way
- Speak out against misconduct, illegal and inappropriate behaviour and report apparent conflicts of interest
- Support a culture of honesty and professionalism
- Respect the confidentiality of client information and workplace information

## **Our Code**

### **Acting in our interests**

Our Trustees and members of the Executive must always act in our interests. This includes supporting on a professional level all formal decisions we make.

### **Obeying the law**

Our Trustees and members of the Executive must follow all relevant laws, regulations and standards.

### **Workplace behaviour**

The members of the Executive must treat others in the workplace fairly and must not discriminate against them, sexually harass or harass (including on the grounds of sex), bully or vilify them, or engage in conduct that is unwelcome or inappropriate.

### **Acting professionally**

The members of the Executive must act professionally and provide good service to the tenants. The members of the Executive must make sure that:

- They communicate clearly, promptly, politely and must be courteous, fair, respectful and professional

### **Use of your position**

The Trustees and members of the Executive must not use their position to get any improper benefit for themselves or another.

### **Disclosure of Gifts and Benefits**

AWH does not encourage or expect gifts from tenants, contractors or business associates but we understand that small gifts/benefits may be offered or received as a token of appreciation.

Gifts must not influence or seem to influence our decisions.

The Trustees and members of the Executive must declare any gift or benefit they receive or are offered.

### **Conflicts of Interest**

A conflict of interest is where someone's personal interests conflict with their responsibility to act in our best interests. A personal interest isn't just your own interests and could include the interests of family, friends or other organisations or companies that you are involved with. Conflicts of interest include actual or perceived conflicts, or potential conflicts that could exist in the future.

The Trustees and members of the Executive must disclose conflicts of interest as outlined in our Conflicts of Interest Policy.

## **Our information and confidentiality**

Our information must only be used for our purposes and not for personal benefit. Our information that has not been released to the public via our website, the annual report or media releases, should be considered confidential unless otherwise stated by our CEO.

Confidential information can include paper files, physical and electronic records, electronic documents, internal reports, and internal emails. The Trustees and members of the Executive must not make or appear to make public comments on our behalf of AWH unless specifically authorised.

The Trustees and members of the Executive have a responsibility to make and keep accurate records.

## **Misconduct**

Trustees and members of the Executive must act appropriately in all situations, not engage in any misconduct and report any misconduct that they become aware of. Misconduct includes:

- fraud or misappropriation of funds
- negligence
- wilful default of obligations and duties of the team member or on our behalf
- breach of duty
- financial irregularities
- offering or accepting a bribe
- corrupt conduct, maladministration, and waste of resources
- illegal conduct, such as theft, dealing in, or use of illicit drugs, violence or threatened violence, and criminal damage against property
- serious failure to comply with any legal or regulatory obligations
- sexual harassment
- unethical or other serious improper conduct, including serious breaches of company policies and procedures
- engaging in, or threatening to engage in, detriment as defined in our Whistleblower Policy
- systemic issues that a relevant regulator should know about

Team members should refer to our Whistleblower Policy for more information about making a Protected Report.

## **Alternative employment**

The Trustees and members of the Executive must not undertake any employment with another organisation that is a supplier or competitor or any other employment that conflicts with their position with AWH unless authorised by the Chair and CEO.

## **Breaches of the Code**

The Trustees and members of the Executive must follow this Code of Conduct and report any breaches of the Code as early as possible.

If any Trustees or Executive members believe that a fellow Trustee or Executive member is or may be, in breach of this code, they should report the breach or suspected breach. If a Trustee or Executive member reports behaviour which they honestly believe is a breach, it will be treated confidentially and will protect the person from any retaliation.

However, if any Trustees or Executive members make reports which they know is false to annoy or cause harm to another person, we may consider taking disciplinary action against them, which may include terminating their arrangement with AWH.

AWH does not accept misconduct and is committed to addressing any inappropriate behaviour and making sure that Trustees or Executive members are not penalised for making a genuine report or complaint.

## Reporting and Investigation

If a breach relates to misconduct as defined in our Whistleblower Policy, a Protected Report can be made under that Policy.

If the breach does not relate to misconduct, Trustees and Executive members are encouraged to discuss their concerns with the the Chair to resolve and address any concerns. If their concerns involve the Chair, or they do not feel comfortable discussing their concerns with the Chair, the matter can be discussed with a Whistleblowing Protections Officer.

If a Trustee or Executive member is unsure whether their concerns relate to misconduct, they should refer to our Whistleblowing Policy for more information or speak to a Whistleblower Protections Officer under that Policy.

## Policy information

<b>Version:</b>	1
<b>Approved:</b>	April 2023
<b>Amended:</b>	
<b>Reviewed:</b>	
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<b>Responsible team/position:</b>	Culture & Governance Committee
<b>Approval required</b>	Board