

Code of conduct

Date: 19 April 2023
Version: Version 2

Introduction

Inclusive Housing Australia (IHA) is a dedicated provider of Specialist Disability Accommodation (SDA). IHA builds and manages accommodation for people with disability to transform their lives by helping them to live independently. SDA does not refer to the disability support services a person receives, rather the homes in which these services are delivered. While we will help participants to navigate the NDIS system, it will be the responsibility of individuals to negotiate their relationships with other providers.

IHA is committed to best practice in all aspects of service delivery. This Code of conduct supports the people who work with us and empowers all people with disability in relation to their rights. This Code of conduct supports IHA to apply the National Standards for Disability Services.

Responsibility

The Code of conduct outlines IHA's expectations for the standards of behaviour and conduct that is expected from paid staff, contractors, volunteers or business partners. They are expected to be familiar with the Code and use it appropriately. It applies in all circumstances and at all times including when working or otherwise representing IHA.

The Code of conduct supports the IHA Contract of Employment or Contract for Services. This Code is owned by the Board.

Respect

- All staff are expected to conduct themselves in a professional and courteous manner. They must be honest and fair in their dealings with people with disability and their families, carers, co-workers, management and the general public.
- Staff are required to treat everyone with respect and not discriminate against people based on disability, cultural background, religion, age, gender, sexual orientation, marital status, family status, union membership or non-membership.
- Staff should not behave in any way that might offend or embarrass another person.
- Staff are expected to respect company property. This includes use of funds, equipment, technology, records and confidential information.

- They must respect the information of others and keep information confidential while working at IHA and afterwards into the future.
- No staff is to upload, download, use, retrieve or access any materials which are deemed inappropriate and/or offensive. This includes but is not limited to content that is sexual or illegal, copyrighted or defamatory.

Professionalism

- Staff are expected to ensure their appearance is neat and tidy.
- If a staff is late or cannot report for work, they must telephone and let the appropriate supervisor or manager know as soon as possible.
- If a staff is required to leave the work premises for personal reasons, they should advise their manager by telephone as soon as possible.
- Staff must not use work time for private gain. They must ensure all personal activities including phone calls and meetings are arranged outside of working hours. Managers need to be advised if staff receive a gift. Anything over the value of \$20 must be refused or donated to a registered charity. Staff must not seek gifts or benefits in relation to their work.
- While employed at IHA, staff cannot work in a paid or unpaid capacity for any another person or organisation without prior approval from the Chief Operating Officer.
- Staff must not make any statements to the media or on social media about IHA's business. Requests for statements should be referred to the Chief Operating Officer.

Safety

- Staff must not use any form of physical or verbal abuse in the workplace. Do not use inappropriate language in the workplace.
- They must not perform work in circumstances where there is a risk to your safety, or which may compromise the health or safety of others. Report any workplace risks to the Chief Operating Officer as soon as possible.
- Staff must not smoke during working hours unless it is during prescribed breaks and within designated areas.

Leadership and management

- Managers and supervisors should ensure team members are familiar with the Code and that they have sufficient skills, knowledge and ability to meet the requirements.
- Managers and supervisors are expected to lead by example and not condone, permit, or fail to report any suspected breaches of the Code.
- In the event of a suspected breach, staff must maintain confidentiality and limit information sharing during grievances and disputes.

- Staff should ensure support is available to all parties during an investigation process.

Legal requirements

- All staff must be truthful in all declarations they make and comply with all laws, policies, procedures, rules, regulations, contracts and all lawful and reasonable directions from IHA.
- Any violations of law, ethical principles, policies and this Code of conduct must be promptly reported to the Chief Operating Officer.

Breaches

Staff who breach this Code or break the law may be subject to disciplinary action including termination of employment or contract for service.

Accessibility

The Code of Conduct is available in accessible format. Participants can access the Easy Read version on the IHA [website](#).

Language Interpreting Services are available to NDIS participants and carers at no charge. Call TIS National direct on 131 450 or call the NDIS on 1800 800 110. Information on the service can be found on the NDIS [website](#).

Approvals

Date of approval:

Date of review:

Signature of the Chief Operating Officer:

Signature of Board Chair: