

1.0 Code of Conduct Policy

2.0 Identification Grid

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3.0 Purpose

- 3.1 Launch Housing recognises and respects the dignity and rights of all employees, volunteers, clients and the general community, as well as its legal, ethical and financial responsibilities.
- 3.2 This policy sets out Launch Housing's expectations of its staff in relation to conduct and probity and informs clients, funding bodies, other agencies and the wider community of those expectations.
- 3.3 The policy seeks to promote a culture of positivity where people feel valued. It describes the way all employees at Launch Housing should work together, and align their behaviour, interactions and work ethic with the organisation's mission and values of Empowerment, Fresh Thinking, Agility, Leadership and Courage.

4.0 Definitions

Conflict of Interest	Conflict of interest can be described as any situation in which an employee is in a position to exploit their capacity in some way to provide a personal, professional or business benefit.
Duty of Care: To Employees: To Clients:	The obligation to ensure the safety or well-being of others. <ul style="list-style-type: none"> To ensure the health and safety of self and colleagues in the workplace. Employees have a responsibility to clients not to be careless or negligent and to work responsibly. Employees must take all reasonable care to prevent harm to a client or not place a client at risk.
Gender	Gender is part of a person's internal sense of self. Gender can be female, male, neither, a combination of the two, or exist completely outside of that. A person's relationship with their gender can also change over time.
Non-binary	Non-binary is an umbrella term people use to describe gender that does not fit squarely into male or female. This can include people who feel their gender is a mix of both, changes often, is something totally separate, or have no strong sense of gender at all.
Sexual orientation	Sexual orientation refers to a person's emotional, romantic or sexual attraction to other people. Identifying as lesbian, gay, bisexual, asexual

	or heterosexual are examples of sexual orientation. Gender and sexuality are two different things.
Trans and gender diverse	Trans and gender diverse (TGD) describes a person who does not exclusively identify with the gender they were assigned at birth.

5.0 Policy Details

5.1 Scope

5.1.1 The policy applies to everyone who works at Launch Housing in any capacity, including all employees, students and volunteers. For the purpose of this policy, any reference to 'employee', 'staff' or 'worker' is deemed to include all of the above groups and applies in the following circumstances but is not limited to:

- in the workplace (even outside normal working hours);
- during work or volunteer activities; and
- during work-related events such as conferences and work social functions.

5.1.2 Launch Housing provides a workplace that is welcoming, and has a strong sense of shared purpose and values that people enjoy being part of.

All employees are entitled to:

- a workplace free from discrimination, bullying, sexual harassment, racial and religious vilification, and
- the right to raise concerns, issues, or make an enquiry or complaint in a reasonable and respectful manner, free of repercussions.

5.1.3 To this end this policy complies with:

- all federal, state & local laws and regulations,
- all Launch Housing policies and procedures, and
- organisational values and performance expectations.

5.2 Policy Principles

5.2.1 Personal & Professional Conduct

Employees will uphold the values of Launch Housing which underpin the standards of conduct and behaviour in this policy by acting in the following way.

- Maintaining a high standard of conduct and work performance and demonstrating courtesy, equity and fairness in dealing with staff, contractors, clients, visitors and members of the public. At all times the rights, duties and aspirations of others will be respected.
- Behaving with honesty, integrity, care and diligence in the course of their work and complying with all Launch Housing policies and procedures.
- Respecting the opinions and beliefs of others.
- Behaving in a professional, cooperative and collaborative manner. Being aware of the impact of their actions, behaviour and attitudes on other employees, and endeavouring to minimise any negative impact on colleagues.

- Working inclusively with other people regardless of their own, or another person's gender identity or expression, age, ethnicity, cultural background, disability, religion or sexual orientation. Discrimination, harassment, homophobia, biphobia, transphobia and/ or bullying of any kind will not be tolerated.
- Engaging in open and constructive communication with co-workers and management.
- Fulfilling their work obligations as outlined in their job description and/or work plans, and complying with lawful and reasonable directions given by Launch Housing supervisors and managers.
- Staff in supervisory positions will provide and maintain (so far as is reasonably practicable) a work environment that is safe and without risks to health (including psychological health).

5.3 Relationships with Clients

5.3.1 Staff establish respectful relationships with their clients, by adhering to the following principles.

- Staff establish and maintain appropriate professional boundaries between employees and clients.
- Staff never act in a manner which exploits or could be seen to exploit the power imbalance inherent in employee and client relationships.
- Staff do not develop personal relationships with clients. It is inappropriate for staff to have contact with clients outside of performing their work duties.
- Any sexual acts, sexual activity or sexual relationships between a staff member and a client are a serious breach of responsibilities and professional boundaries.
- Staff will deliver quality, inclusive services regardless of a client's gender identity or expression, age, ethnicity, cultural background, disability, religion or sexual orientation. Discrimination, harassment, homophobia, biphobia, transphobia and/ or bullying of any kind will not be tolerated.

5.4 Conflict of Interest

5.4.1 Staff must not allow conflicts of interest to interfere with their obligation to act in the best interests of Launch Housing when carrying out their duties.

5.4.2 Staff will avoid where possible, conflicts of interest that may arise in the workplace. If an employee is in doubt as to whether a conflict of interest exists, they should raise the issue with their supervisor.

5.4.3 In the event that a conflict of interest cannot be avoided it must be disclosed and recorded in the Conflicts of Interest register. Both Launch Housing and the employee must ensure that no unethical or inappropriate act arises from that conflict of interest.

A conflict of interest may occur in the following, and other, situations.

- The recruitment of friends or family into the organisation as employees, volunteers, students or contractors.
- The provision of a service to family or friends.
- Using Launch Housing propriety information, assets or resources for the benefit of another business, for friends, family or for personal interests.
- Engaging in other employment.

- Holding a substantial financial interest in any enterprise with which Launch Housing has business dealings (e.g. competitors, suppliers or customers).

5.5 Privacy & Confidentiality

5.5.1 Employees must not disclose or release to any unauthorised person, any information relating to the business of Launch Housing, without the appropriate consent. Client files are the property of Launch Housing and are confidential and employees will ensure the privacy and confidentiality of past and present clients, employees, volunteers and contractors is maintained at all times.

Disclosing information: Exceptions:

- Information as to the affairs of a client may be disclosed with the prior written consent of the client (or their legal guardian).
- Disclosure may also occur when there is a statutory imperative to release the information or a duty of care responsibility to a client, an employee or the community. In these cases the requirement for prior approval does not apply.

5.6 Attendance and Wellness at Work

5.6.1 Employees are required to be punctual and fit to undertake their normal work duties.

If an employee is unwell and unable to undertake their normal work duties they should contact their line manager at their first opportunity. Entitlements and required actions are contained in the Personal Leave section of the Enterprise Agreement.

5.6.2 Launch Housing will take relevant action where it reasonably considers that there are issues with an employee's health and/or wellbeing that is impacting performance or poses a duty of care risk to clients. Relevant action can include, but is not limited to, suspending the employee from duty, referring the employee for a medical assessment, or engaging the services of external support agencies to assist with the matter.

5.7 Drug & Alcohol Use

5.7.1 Launch Housing's Duty of Care extends to ensuring that employees who use such substances do not injure or harm themselves or others whilst undertaking their work duties. Therefore employees must not do any of the following at any time.

- Allow the consumption of alcohol and/or other drugs to adversely impact their work performance or official conduct.
- Allow the consumption of alcohol and/or other drugs to bring discredit on the organisation.
- Break any laws whilst working such as driving under the influence or using prohibited drugs.

5.7.2 An employee must notify their manager if they suspect a fellow employee is affected by drugs or alcohol.

5.8 Dress Code

5.8.1 To help ensure that Launch Housing presents as a competent and respectful agency, it is expected that staff be neat and presentable at all times.

5.8.2 Standards of dress may vary according to an employee's duties, environment, level of client service and visibility to the public, but staff should always dress in a way that will not cause offense to others.

5.8.3 Additionally, staff should be mindful that their dress and presentation are not safety risks. Workplace safety issues must be considered, for example, footwear should give an appropriate level of protection.

5.8.4 When staff represent Launch Housing at official functions or meetings, for example with government representatives, business attire should be worn.

5.9 Smoking

5.9.1 Launch Housing maintains a smoke free environment in order to protect the health of all employees from the ill effects of cigarette smoke.

5.9.2 Smoke free areas

Launch Housing has identified the following mandatory smoke free areas:

- All inside areas occupied by Launch Housing.
- All Launch Housing owned/leased Motor Vehicles.
- Any area directly in front of any Launch Housing premises.

5.9.3 Smoke free areas: Exceptions

- A limited number of rooms at some sites, where clients have sole occupancy.
- A limited number of designated public rooms at Southbank.

5.9.4 Smoking Breaks

Smoking breaks during work hours are a privilege and not a right. Employees are encouraged to reduce their smoking by refraining from smoking during work hours.

5.10 Acceptance of Gifts

5.10.1 To avoid any implication that a gift or benefit could compromise or influence staff performance in their official functions or duties, staff are not permitted to solicit gifts or benefits or to offer or provide benefits to others in exchange for gifts.

5.10.2 Where offers are made, or gifts are received, they should be disclosed by the employee to their line manager, who will determine the appropriate response and action to be taken. This may include recording the gift in the Launch Housing Gift Register.

5.10.3 Employees may accept modest hospitality and token gifts which it would be rude or inappropriate to refuse, or gifts that are part of a general promotion and not specifically targeted at Launch Housing.

5.11 Use of Launch Housing Resources

5.11.1 Launch Housing resources include property, financial resources, material, human resources and donated goods.

5.11.2 Employees will use and manage Launch Housing equipment and resources economically, efficiently and for legitimate purposes and will secure them against theft or misuse.

5.11.3 Employees will not obtain or use any Launch Housing item for a purpose which is unrelated to the work of Launch Housing including the use of stationery with the official letterhead.

5.11.4 All staff are expected to report any inappropriate usage or suspected fraudulent or corrupt activity to their General Manager or Human Resources. Reports will be investigated as per the relevant policy guidelines.

5.11.5 Employees incurring expenditure on behalf of Launch Housing must be authorised to do so and must adhere to Launch Housing’s Delegations Policy and other relevant procedures.

5.12 Intellectual Property

5.12.1 All Intellectual Property (IP), invented or created by employees as a result of employment at Launch Housing shall remain the property of Launch Housing unless otherwise agreed to in writing between Launch Housing and the employee.

5.12.2 Ownership of all inventions, improvements, designs, creations, developments, documents and other IP relating to or deriving from any of the business systems or technology used by us at any time during your employment, or thereafter, is Launch Housing property and shall be deemed as confidential information, unless a written exemption is granted by the CEO.

5.13 Public Speaking/Media Comment

5.13.1 All public speaking and media engagements, materials, presentations and speeches given by an employee, other than the CEO, must have prior approval of the GM Communications & Development.

5.13.2 In cases where staff and Board members are not formally representing the organisation, employees and Board members must make clear that they are expressing a private point-of-view, and that their views are not necessarily those of Launch Housing.

5.14 Breaches of the policy

5.14.1 Breaches of this Code of Conduct will be investigated and managed in accordance with the applicable policies and procedures except in the case of serious misconduct where immediate disciplinary action including possible termination may be taken.

6.0 Responsibilities

CEO	<p>The CEO will:</p> <ul style="list-style-type: none"> • Implement and review this policy. • Suspend employees being investigated for serious misconduct (where appropriate). • Summarily dismiss employees who, after investigation, are found guilty of serious misconduct.
General Managers	<p>General Managers will:</p> <ul style="list-style-type: none"> • Ensure reports of breaches in the Code of Conduct Policy are thoroughly investigated and appropriate action is taken in accordance with this policy. • Ensure Managers/Coordinators are aware of, and carry out, appropriate measures to address breaches,

	<p>and that they develop strategies to prevent these breaches from occurring or re-occurring.</p> <ul style="list-style-type: none"> • Oversee the disciplinary process.
Human Resources	<p>Human Resources will:</p> <ul style="list-style-type: none"> • Provide support, guidance and technical assistance to Line Managers in the handling of breaches of the code of conduct policy. • Conduct investigations as required. • Ensure consistency of approach across the organisation. • Organise relevant training for Line Managers so they may handle issues effectively. • Ensure that organisational policies are applied.
Managers	<p>Managers will:</p> <ul style="list-style-type: none"> • Ensure all supervisory staff are aware of, and carry out, appropriate measures to address breaches, and that they develop strategies to prevent these breaches from occurring or re-occurring.
Supervisory Staff	<p>Supervisory Staff will:</p> <ul style="list-style-type: none"> • Ensure employees have read, and adhere to, the Code of Conduct Policy. • Ensure management and HR are made aware of breaches as soon as they become aware of them. • Work with HR and Management to address the breach, while remaining supportive to employees. • Ensure employees are provided with adequate supervision and training to prevent breaches from occurring or re-occurring.
All Employees/ Volunteers/ Students	<p>All employees, volunteers and students will:</p> <ul style="list-style-type: none"> • Adhere to the Code of Conduct Policy. • Report any breaches they have experienced or witnessed which they consider may put at risk the health and safety of other employees, clients and/or the general public report any breaches they have experienced or witnessed which could adversely impact the reputation of Launch Housing

7.0 Relevant Legislation & External Documents:

- OHS legislation 2004
- Equal Opportunity Act 2010

8.0 Supporting Documents and Implementation Tools

- Launch Housing Mission and Values
- Launch Housing Workplace Issues Resolution Policy
- Launch Housing Workplace Issues Resolution Procedure
- Launch Housing Delegations of Authority Policy
- Launch Housing Delegations of Authority Procedure
- Launch Housing Duty of Care Policy
- Launch Housing Leave Procedures
- Launch Housing Conflict of Interest Policy
- Launch Housing Conflict of Interest Procedure
- Launch Housing Conflict of Interest Disclosure Form
- Launch Housing Acceptance of Gift Policy
- Launch Housing Acceptance of Gift Procedure
- Launch Housing Acceptance of Gift Declaration
- Launch Housing Code of Conduct – Child Safety