

THE HAVEN FOUNDATION

ETHICS AND CODE OF CONDUCT POLICY

Purpose

THF aims to maintain a high standard of ethical behaviour at all times and expects its **directors and employees** to treat others with fairness, honesty and respect.

The purpose of this Ethics Standard is to:

- Articulate the high standards of honesty, ethical and legal behaviour expected of directors and employees;
- Encourage the observance of those standards so as to protect the interests of all stakeholders; and
- To guide directors and employees as to practices thought necessary to maintain confidence in THF's integrity.

Basis for Policy

Housing Act 1983, Performance Standards

National Community Housing Standards Manual Good Governance

Policies and Procedures

Compliance with laws, regulations, policies and procedures

THF expects its directors and employees to:

- comply with all laws, rules and regulations applying to THF;
- comply with all contractual obligations and undertakings; and
- abide by all protocols, policies and procedures of THF.

Honesty and Integrity

THF expects its directors and employees will:

- deal fairly and consistently;
- be respectful in dealings with others;
- not behave in a manner that is fraudulent, corrupt or unlawful;
- refuse all payments from third parties that may compromise decisions or judgements; and

- behave in a manner that is not only lawful but also complies with current moral and community standards.

Excellence in Performance

THF is committed to improving the quality of the service delivered to tenants and applicants, with the aim of providing appropriate, secure and affordable housing.

To achieve this aim, the directors and employees and members need to ensure that THF has available an adequate body of knowledge to support the service delivery requirements, and acknowledges that they have a responsibility to continue to develop the required expertise and knowledge through continued professional development.

Proper Use of Position

THF requires its directors, employees and THF representatives (i.e. anyone acting on behalf of THF) to comply with all legal, statutory and fiduciary duties to THF.

In general, directors, employees and THF representatives, are expected to:

- act in good faith and in the best interests of THF;
- act with due care and diligence;
- act for proper purposes;
- avoid conflicts of interest or duty;
- refrain from:
 - making improper use of information;
 - taking improper advantage of their position;
 - soliciting for gifts or benefits.

Gifts and Entertainment

Directors, employees and THF representatives are to avoid accepting gifts or otherwise placing themselves in a position of conflict by accepting any favours.

Confidentiality and Privacy

Refer to separate Privacy Policy

Conflicts of Interest

Refer to separate Conflict of Interest Policy

Fair Dealing

THF will respect the rights of members, tenants and all employees by providing:

- fair, open, honest, dignified and non-discriminatory treatment;

- a safe and healthy work place;
- training and development;
- the opportunity for all stakeholders to give and receive feedback on work and service provision.

Compliance with Code of Conduct and related policies

THF is committed to promoting and maintaining a culture of honest, ethical and law-abiding behaviour. To fulfil this commitment, THF needs to ensure that:

- violations of the standards are detected and reported;
- appropriate action is taken.

THF encourages tenants and employees to promptly report violations or suspected serious violations of this code of conduct. Reports should be directed to the Chairperson. If there is a conflict, reports should be directed to any other director of THF.

THF undertakes to fully investigate any reports received and may establish an appropriate sub-committee to investigate and report to the Board.

If a serious breach of the Code of Ethics is established, the person will be disciplined and counselled, and depending on the seriousness of the breach, , legal action or dismissal may follow.