



# Code of Conduct and Conflict of Interest Policy

## Purpose

Servants Community Housing is passionate about housing vulnerable individuals with dignity and respect. Our Code of Conduct and Conflict of Interest Policy outlines the expectations of staff members and residents regarding their behaviour. Creating an environment of mutual respect and harmony in each house can only be achieved if both staff and residents hold themselves and one another to a high standard.

We are committed to our Code of Conduct and Conflict of Interest Policy being aligned with the Victorian Charter of Human Rights and Responsibilities.

## Definitions

**Staff member** - the CEO, Tenancy Manager, Housekeeper, Operations Manager or Asset Manager

## Policy

Servants Community Housing has developed this policy to ensure that people are offered a safe environment in which to live, with a strong sense of community and belonging.

## How Servants staff members will behave

As a prospective or current resident, you can expect the Servants staff members to behave in the following way. We will:

- Make it easy for you to contact us
- Provide information that is clear and easy to understand
- Protect your personal privacy
- Make you feel welcome
- Talk to you politely
- Listen respectfully to your requests and concerns
- Treat you fairly and according to our written policies
- Work with you to try to find a solution
- Be open and honest with you about what we can do and what we can't do
- Follow through and do what we say we will do including getting back to you when we say we will
- Provide opportunities for you to be involved in decisions about your housing
- Be mindful of your cultural needs

## How Servants residents will behave

As a prospective or current resident, we expect that you will:

- Talk to staff members politely
- Listen to staff members respectfully
- Carefully read the information we give you
- Give us honest and accurate information
- Work with us in trying to find a solution
- Let us know if something is unclear for you
- Get back to us when we make a request for information
- Give us feedback so we can improve what we do
- Honour the Resident's Agreement

## Conflict of interest

A conflict of interest may arise if a staff member has a personal interest in a matter that could improperly influence, or appear to improperly influence, the way they perform their duties. Therefore, staff members are required to disclose these relationships immediately where it may affect or be seen to affect Servants' integrity, efficiency or reputation. The following are circumstances where conflicts may arise:

- Employing or terminating employees
- Making development decisions
- When selecting consultants, contractors or suppliers
- When allocating rooms and making other decisions regarding residents' residencies
- When giving some residents preferential treatment due to a personal interest

Staff members must aim to avoid these situations. If they are unavoidable, they will declare the interest to the CEO to make sure that their duties are carried out properly.

Offers of gifts, benefits, travel or hospitality (meals, accommodation or entertainment) will be declined from residents or people involved with particular residents which benefit or could benefit from the services provided by us. If there is no opportunity to decline, or if it is rude to decline, the gift or benefit will be disclosed to the CEO.

## Complying with the code

If a resident deems a staff member or other resident to not have complied with the behaviour outlined in the Code of Conduct and Conflict of Interest Policy, they are within their rights to lodge a complaint. Please see our [Complaints and Appeals Policy](#) to find out more.

## Legislation and standards

This policy implements the obligations of Servants under:

- Residential Tenancies Act 1997

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- Housing Act 1983 (Vic)
  - [Guidelines for Registered Housing Agencies published by DHHS](#)
  - Performance Standards for Registered Housing Agencies

## **Transparency and accessibility**

This policy will be available on the Servants Community Housing website [www.servants.org.au/policy](http://www.servants.org.au/policy).

## **Review**

This policy was written in April, 2019. It is rescheduled for review in April, 2021.