

PURPOSE

This policy sets out a code of conduct for all staff of Salvation Army Housing (Victoria) [SAHV].

SCOPE

This policy applies to all staff of SAHV, this includes employees and volunteers. Contractors are also expected to comply with this code of conduct.

GUIDING PRINCIPLES

SAHV is committed to the principles of:

- Integrity
- Compassion
- Respect
- Diversity
- Collaboration

Integrity

- Our behaviour will consistently be honest and ethical
- We will at all times will act professionally
- We will accept responsibility for our actions and outcomes and be transparent in our actions.
- We will carry out our duties in a lawful manner and ensure that SAHV carries out its business in accordance with the law.
- We will all observe a reasonable duty of care to clients, colleagues and the general public in carrying out the work of SAHV
- We will observe the confidentiality of non-public information acquired in our roles with SAHV and not disclose to any other person such information. See Privacy Policy.

Compassion

- In carrying out our duties we will offer care and compassion.

Respect

- We uphold the worth and dignity of all people regardless of their circumstances.
- All our communication with clients, colleagues, staff and managers will be in a manner that is:
 - Respectful
 - Non-judgmental
 - Without discrimination
 - With sensitivity to cultural, linguistic and religious background.

Diversity

- We will embrace diversity and at all times act in an open and fair manner ensuring equal access to opportunities for clients, partners and staff.
- We will always operate in a manner that provides sufficient support and access to information to sustain service delivery
- We will promote fair, non-discriminatory behaviour and actively discourage behaviour that is discriminatory.

Collaboration

- We will work in a manner that provides support to one another while working towards a common goal.

BREACHES OF THIS CODE

The behaviours listed in this code that reinforce our values outline an expected standard of behaviour. Behaviours which are contrary to the spirit or the stated requirements of this Code may result in the provision of counselling and/or guidance. In severe or repeated cases of behaviour which disregard the code, disciplinary action may be taken in accordance with SAHV's disciplinary procedures which may result in:

- verbal or written warnings
- undertakings to correct behaviour, attending training or mentoring to improve behaviour
- where necessary, termination of employment or cessation of engagement with the organisation, in accordance with any relevant policies/procedures and current employment legislation.