

## **Shelter WA Code of Conduct**

This Code of Conduct is developed to meet the obligations outlined under the Shelter WA EBA (2005). The parties were to 'develop an agreed Code of Conduct setting out appropriate roles and standards of behaviour for both staff and the Committee of Management'. This process was been undertaken between April and August 2007. The code stands alongside other relevant workplace requirements including Occupational Health and Safety and Anti-discrimination legislation.

The Management Committee of Shelter WA is responsible for the overall governance of the organisation including financial management, monitoring the achievement of tasks and activities identified in contracts and workplans, performance management, recruitment and selection of the Executive Officer and Management Committee succession planning. Shelter WA staff are responsible for carrying out the tasks identified in their Job Descriptions and workplans in order to meet the policy objectives of Shelter WA - advocating for and representing the interests of low income housing consumers.

Employers and employees have shared obligations for creating respectful and courteous workplaces. Employers want an effective, efficient and productive workforce that manages its performance and achieves results. Employees want to work in a place where:

- they know what is expected of them
- the workplace is safe and they are treated fairly
- their skills and contribution are recognised and valued
- training and development support career progression
- they can work harmoniously with others.

A staff representative attends Management Committee meetings and is invited to raise any issues in this forum.

The Shelter WA code of conduct is a commitment to the shared values of Shelter WA and activities are measured against these values. The values are;

- Valuing diversity and employing an overall policy of non-discrimination
- Respect for the inherent worth of all people
- Honesty, integrity, independence and transparency in all information disseminated, representation performed and actions undertaken by Shelter WA staff and Management Committee members in the performance of their duties
- Consciousness of the natural environment and the employment of sustainable practices that are not wasteful of precious natural resources
- Commitment to a workplace that is safe from harassment, where performance is recognised and rewarded and advancement is based on merit
- The avoidance of conflicts of interest, both real and perceived, and an absence of personal gain from Shelter WA work in other than recognised and sanctioned ways
- Communication that is timely, accurate and without bias
- Use of Shelter WA resources in a proper manner for the purpose of Shelter WA
- Respecting the privacy and confidentiality of all stakeholders

Shelter WA has a grievance procedure outlined in the EBA and staff supervision policies and practices are revised and implemented as necessary. Where performance issues or disagreement requires discussion, or communication between members of the Management Committee and staff is sensitive, staff are able to utilise the support of an independent mediator including a representative of the union or professional body or the Executive Officer of Shelter WA as they choose.

Key principles	How Shelter will relate to the Individual and Community	How Shelter will relate to Work and Sector Colleagues	How Shelter will relate to Network Agencies	How Shelter will relate to the Public Sector and Government
Respect	<ul style="list-style-type: none"> <li>• Respect for the inherent worth of all people</li> <li>• Respect for the privacy and confidentiality of individuals</li> <li>• Act without favour or bias</li> <li>• Honesty</li> <li>• Courtesy</li> <li>• Integrity</li> </ul>	<ul style="list-style-type: none"> <li>• Respect for the skills, knowledge and experience of colleagues</li> <li>• Respect for the individual circumstances and particular interests of colleagues</li> <li>• Timely consultation and information sharing</li> </ul>	<ul style="list-style-type: none"> <li>• Respect for the expertise and specialisation of other agencies</li> <li>• Respect for the values and position of other agencies, even if these perspectives are not shared</li> </ul>	<ul style="list-style-type: none"> <li>• Respect for the positions of elected representatives</li> <li>• Respect for the role of public office and for the political necessities for priority setting</li> </ul>
Non discrimination	<ul style="list-style-type: none"> <li>• Valuing diversity</li> <li>• Encouraging inclusion</li> <li>• Consulting broadly particularly including people from marginalised groups</li> <li>• Encouraging equity</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter will share any information or knowledge it holds that may assist others</li> <li>• Shelter will seek to include broad representation in any activities</li> </ul>	<ul style="list-style-type: none"> <li>• Seek to establish shared goals where shared values are not evident</li> <li>• Seek to include other perspectives for critical examination and awareness raising</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter will provide the same information to any inquirer irrespective of political alignment or sphere of government</li> </ul>
Responsibility	<ul style="list-style-type: none"> <li>• Managing human, natural, and financial resources efficiently and effectively</li> <li>• Minimise or prevent the risk of injuries or harm</li> <li>• Maintain accurate records</li> <li>• Minimise personal use of Shelters resources</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter will act appropriately in joint activities and public forums</li> <li>• Shelter will be mindful of the cost and use of others resources</li> </ul>	<ul style="list-style-type: none"> <li>• Seek partnerships and collaboration wherever possible and appropriate</li> <li>• Value add to other work wherever possible</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter will undertake high quality research and representation within it's capacity without favour or bias</li> </ul>
Justice	<ul style="list-style-type: none"> <li>• Transparency</li> <li>• Accountability</li> <li>• Timeliness</li> <li>• Act with fairness recognising this may require differential treatment in some cases</li> <li>• Act promptly to resolve complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter will represent colleagues fairly and accurately</li> <li>• Shelter will respond to requests promptly particularly if unable to assist</li> </ul>	<ul style="list-style-type: none"> <li>• Acknowledge the contribution and references of others</li> <li>• Actively support the efforts of other agencies where these are congruent with Shelter's goals</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter will maintain accurate records and cooperate with any scrutiny or review</li> </ul>
Independence	<ul style="list-style-type: none"> <li>• Objectivity</li> <li>• Accuracy</li> <li>• Act without favour or bias</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter will provide factual relevant and accurate information</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure Shelter's vision and efforts are not compromised through risk or misconduct</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter will maintain a politically impartial and non-partisan position</li> </ul>