

1. Purpose

Pacific Link Housing (PLH) and its wholly owned subsidiaries Key2 Realty and Renew Projects (PLH Group) is entrusted by the government, the community and tenants to manage its services and assets efficiently, fairly, impartially and with integrity. We hold an important position in the community that requires transparency, honesty, respect and fairness for all people we support and serve. We make decisions each day that affect the lives of others, many of whom are vulnerable people. In everything we do, we are expected to act and be seen to act in the interest of those we are here to serve.

The Code of Ethical Conduct policy aims to provide a framework outlining the PLH Group's organisational culture, and the values and attitudes that underpin this culture. Working together with ethical, non-discriminatory and professional behaviour will facilitate successful outcomes and quality in all aspects of our work.

2. Scope

This policy applies to all PLH Group employees. The obligations under this policy also apply to PLH Group contractors as outlined in contractual arrangements.

All employees are asked to read and sign the Code of Ethical Conduct Declaration each year and on commencement of employment (Appendix A). A signed copy is retained on file. All employees will be asked to read, sign and commit to the Code when it is updated.

This policy does not apply to Directors' of the PLH Group. This is because obligations to the governance and integrity of the organisation are different from those of employees and are documented in the Director Protocol and Code of Ethical Conduct.

3. Conduct

All persons captured within the scope of this policy are required to act professionally and in the best interests of the PLH Group.

Employees must act in accordance with legislation, regulations and standards. Employees are expected to read and follow PLH Group policy and procedure, including on privacy and confidentiality of information, workplace safety, discrimination and harassment. When procuring goods and services, employees must ensure value for money. The PLH Group Delegation of Authority must be followed at all times as well as our policies that require conflicts of interest, gifts and donations to be declared.

Contractors are required to act with courtesy and respect in their dealings with tenants, as detailed in their contract agreement.

4. Breaches of the Code of Ethical Conduct

Breaches of the Code of Ethical Conduct will be investigated by management having regard to the nature of the breach which may include considerations under the Fraud Control Policy and Whistleblower Policy.

Related Policies

CP47 Governance Policy

CP54 Fraud Control Policy
CP55 Whistleblower Policy

Policy Owner	Group Executive Manager, Governance, Policy & Advocacy
Approval Authority	Board
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Website published	Yes

Persons working for the PLH Group (including contractors) are required to work to a code of ethics. This is fundamental because our work is with some of the most vulnerable and marginalised people in our society. The Pacific Link Housing Group Code of Ethical Conduct sets the benchmark for work practices in how we operate day to day and all employees, and contractors are required to demonstrate adherence to the Code in every aspect of their professional life.

Responsibilities to Clients

Confidentiality – respect privacy and treat all information concerning clients as confidential, except where the client gives permission for referrals or where failure to disclose information would breach legal obligations.

Accountability – utilise all available skills, information and knowledge to provide clients with quality services and assist clients to maximise their opportunities, participation and personal development, while preserving clients' dignity and autonomy.

Fairness, Courtesy and Respect – respect the well-being of all clients regardless of ethnicity, gender, beliefs, age, social status or other individual differences. Treat clients with honesty, dignity, sensitivity and a non-judgemental attitude.

Responsibilities to Colleagues

Respect and Honesty – respect the skills and abilities of others and do the job with empathy and sensitivity.

Minimise Risks – follow workplace health and safety policy and safe work procedures to keep each other safe. Manage stress and seek help from others or counsellors, where appropriate.

Accountability – provide loyalty and support, but report unprofessional or unethical conduct to managers or key contacts.

Professionalism – refrain from any personal behaviour which may constitute harassment or discrimination, act with honesty, diligence and transparency in decision-making.

Teamwork – work collaboratively and flexibly with colleagues to achieve best possible outcomes for our tenants, stakeholders and PLH Group.

Responsibility to Employer

Best Practice – strive to comply with and contribute to developing continuous improvement in the delivery of services and organisational management.

Customer Service – understand and implement PLH's Customer Service & Expectations Charter to provide prompt, courteous, respectful and efficient service, while ensuring clients understand PLH's expectations.

Acting in Best Interest – do not use position for inappropriate purposes. Declare actual and perceived conflicts of interest, comply with mitigation plans and gifts policy.

Competence – understand policy, procedures and law relevant to role. Seek clarification as needed and attend training.

Propriety – comply with policy, procedures, law and terms of engagement and take steps to report and rectify breaches. Employ due care with PLH Group funds and assets and do not inappropriately use resources or information.

Reputation – promote PLH Group aims and protect its reputation.

Responsibility to the Sector

Standards – maintain proper, professional standards of practice and uphold the code of ethics at all times.

Development – maintain standards of knowledge, skill and learning appropriate to professional development.

Promote – promote understanding of the role and skills of community housing providers.

Declaration & Commitment

I have read and understood the Pacific Link Housing Group Code of Ethical Conduct and I agree to perform my duties in accordance with it. I understand that any breach of the Code will be taken very seriously and may lead to disciplinary action, including dismissal.