



Aboriginal Housing Victoria

Code of Conduct for Contractors

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1. Purpose

This document outlines the standard of behaviour expected of Contractors, their employees and their subcontractors when they are conducting work on behalf of Aboriginal Housing Victoria (AHV).

The Code of Conduct for Contractors¹ promotes integrity and ethical behaviour consistent with AHV's purpose and values and to guide contractor conduct when interacting with AHV staff and clients.

This Code of Conduct aligns with AHV's, the Principal's, major commitment to:

- a consistent and quality tenant service;
- the support of its employees in the ongoing management of that service; and
- ensuring a high level of Contractor performance.

2. Scope

The Code of Conduct applies to:

- the conduct of the Contractor, its Personnel and visitors;
- any Subcontractors' and Suppliers,' and their Personnel and visitors; and
- the Principal and its Personnel.

The Code of Conduct must be observed at all times when working on or visiting AHV properties and in dealings with tenants and employees. The Contractor must draw the provisions of this Code of Conduct to the attention of its personnel, and ensure that they understand and comply with the requirements of the Code.

3. AHV Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered, including contracted services. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community. The Contractor is expected to undertake works/activities on behalf of AHV in a manner which is consistent with AHV values.

AHV's values are:

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

¹ Throughout this document the term "Contractor" applies to the Contractor, its personnel and/or its subcontractors, suppliers and their personnel.

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion, courtesy and dignity in our relationships with our clients, our stakeholders and with each other

4. Relevant legislative frameworks

- Equal Opportunity Act 2010 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)
- Fair Work Act 2009 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Age Discrimination Act 2004 (Cth)
- Occupational Health and Safety Act 2004 (Vic)
- Privacy Act 1988 (Cth)
- Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015 (Vic)
- Crimes Act 1958 (Vic)

5. Related AHV documents

- Privacy Policy
- Human Resources Policy
- Child Safe Policy
- IT Security Policy

6. Respective responsibilities

The Principal has a duty to the Contractor to:

- act fairly;
- maintain high ethical standards in its dealings;

- honour agreements and undertakings and act in good faith;
- establish a fair and equal basis for relationships; and
- be courteous at all times.

The Contractor has a duty to:

- act fairly and in good faith;
- adopt high ethical standards in its dealings with the Principal;
- honour agreements and undertakings;
- be courteous to the Principal's employees and its tenants at all times; and
- perform all agreed works and activities in accordance with the Contract (including this Code of Conduct) and all other processes and requirements outlined within the Contract.

7. Zero tolerance to violence of any form

The Contractor must adhere to AHV's mandate of a zero tolerance approach to violence in any form.

In undertaking works/activities on AHV's behalf, the Contractor must maintain a safe workplace, free from physical violence, racist behaviours, sexist behaviours, bullying or harassment.

8. Personal safety, health and wellbeing

In situations where the Contractors consider that during the course of performing works/activities for the Principal, they have become involved in or could face a situation concerning their personal safety, health or well being, or their property, materials and equipment are endangered, they have the right to:

- leave the property;
- not perform the works/activities; and
- not suffer or incur a liability under the terms of the Deed/Contract for not performing the works/activities (subject to the Deed/Contract).

The Contractor must inform the Principal of any concerns immediately upon leaving a property.

It is not possible to define every event where a Contractor might consider it necessary either to not enter a property or to leave after entering. However, examples where decisions of this nature might reasonably be made include:

- where a tenant or other people at the property appear affected by alcohol or other substances and entry to or remaining on the property may provoke an undesirable or unsafe situation;
- where there are groups of people at or near a property and their demeanour and general attitude is one of menace;

- if a tenant is agitated and/or is displaying erratic or other inappropriate behaviour which may pose a threat to personal safety;
- where aggression is displayed and directed towards the Contractor, including an aggressive animal or pet owned by the tenant; and
- in any instance (whether caused by or contributed to by the Contractor) where the Contractor determines that the safety of the Contractor, its machinery, equipment and other property, is either in danger or under threat of danger, or where an unsafe situation has developed.

In all such instances representing a personal threat or menace, the Contractor, must:

- not enter the property or withdraw from the property immediately;
- leave the property if a situation becomes unmanageable or if a dispute arises with a tenant, which will significantly affect progress of required works;
- politely decline to engage in non-essential discussion;
- not respond or argue; and
- collect their equipment, leave the premises and immediately inform the Principal of the situation.

9. Illegal activity

If during the course of the Contract the Contractor comes across or views or otherwise sees an illegal act or a crime in progress, the Contractor must immediately inform Victoria Police.

10. Language and general behaviour

The Contractor must and must procure that its Personnel must:

- not use bad language in the presence or hearing of any tenant, visitor, guest or Principal employee;
- not behave in a loud and boisterous manner as this can be threatening and offensive to tenants, especially the elderly and infirm, and those suffering illness;
- not act in a manner which interrupts or threatens the general quiet enjoyment by tenants and residents of their home and surrounding environment;
- not make comments or act in a manner which may be interpreted by the tenant, resident or guest as judgemental, discriminatory, offensive or demeaning; or
- not offer unnecessary opinion on the work of others, who may have serviced the Tenant's home or on faults or problems the Contractor has been engaged to rectify.

11. Child safety

Aboriginal Housing Victoria (AHV) is committed to promoting and protecting the interests and safety of children and have zero tolerance to all forms of child abuse.

The Contractor, its Personnel and Subcontractors must:

- Establish and maintain a child-safe environment in the course of their work;
- Treat children and young people with respect;
- Only enter and remain in AHV properties where children are present, if the tenant or the Tenant's adult representative is also present;
- Ensure that if they are required to undertake works/activities in the presence of a child, that at least one other adult is also present;
- Not engage in any form of physical contact with children;
- Not engage in open discussions of a mature or adult nature, or use inappropriate language in the presence of children;
- Not express personal views on cultures, race or sexuality in the presence of children.

12. Working during Tenant's absence

The Contractor, its Personnel and Subcontractors must:

- not remain at a Tenant's home during the Tenant's absence, unless they have obtained prior written permission to work in a Tenant's home during their absence and arrange access during this time;
- for the purposes of clarity, not enter and / or not remain in a Property where children are present without the presence of the tenant or the tenant's adult representative, irrespective of any prior written permission given by the tenant to the Contractor and its Personnel to enter and / remain at the Property;
- leave the property in a secure state when unattended.

If urgent access is necessary and written permission cannot be obtained (despite reasonable efforts on the Contractor's part), the Contractor must contact the Principal as soon as practicable, and must only enter the property if the Principal's written approval to do so is obtained.

13. Tenants' right to privacy

The Contractor, its Personnel and Subcontractors are required to respect the right to privacy of tenants, residents and visitors to the property. The Contractor, its Personnel and Subcontractors must treat as strictly confidential, and, not discuss or make comment to any other person:

- any personal matters relating to the tenant/resident/visitor, such as their conduct, appearance, gender, race/ethnicity, the appearance of their home, or on any issue relating to their standard of housekeeping; and,

- any personal information provided directly to the Contractor or overheard during the course of carrying out works/activities at the property.

14. Smoking, alcohol and prohibited substances

The Contractor must and must procure that its Personnel must not:

- smoke on any AHV property, including external grounds; or
- be under the influence of alcohol or a prohibited substance while performing works/activities on behalf of AHV or on or prior to entering any Principal property or when returning after lunch or other trips away from a Site.

15. Arrival at a Tenant's home

When arriving at a Tenant's home, the Contractor must and must procure that its Personnel:

- on greeting the tenant identify themselves and identify that they are Personnel of the Contractor undertaking work on behalf of AHV
- seek out the Tenant and ask in a friendly and courteous manner if it is convenient to commence working; and
- not announce their arrival by a loud entry of their vehicles and equipment in the driveway or the front street verge. Their vehicles must be parked in the street or in other properly designated parking areas and then the Tenant's permission obtained before entering the property.

16. Courtesy and general appearance

When visiting or working at a Tenant's home, other areas such as grounds, neighbourhood precincts, and the Principal's offices, the Contractor must and must procure that its Personnel:

- show the Tenants, residents and their visitors full courtesy and respect;
- respectfully comply and identify themselves and produce identification when Tenants request them to do so;
- be of neat and tidy personal appearance and suitably attired in a clean and reasonable standard of dress suitable for the work or activity to be undertaken;
- wear footwear and clothing that is clean, free of mud, wet paint, grease, etc. before entering a Tenant's home;
- treat the Tenant's home, personal property and surrounds with due care and respect at all times; and
- give full consideration to the residents' comfort, wellbeing, health, welfare, safety, and security – any disruptions to the household must be kept to a minimum.

17. Use of a Tenant's services and facilities

The Contractor, its Personnel and Subcontractors must:

- not use a Tenant's power, gas, or water, without prior permission;
- reimburse the tenant for all costs incurred where permission is given;
- not use the Tenant's toilet, washbasins, stoves, and hot water or eat food in the Tenant's home without prior permission; and

If the Tenant's permission is not given in these situations, respect the Tenant's decision in good grace and make alternate arrangements.

18. Use of a Tenant's telephone

The Contractor, its Personnel and Subcontractors must not use, nor seek permission to use a Tenant's telephone to make or receive calls except in the case of an emergency.

Calls must not be diverted to a Tenant's phone from the mobile or other communication service of the Contractor.

19. Parking and storage of materials

The Contractor, its Personnel and Subcontractors must:

- obtain permission from the tenant before parking or placing any vehicle, building supplies, site office, storage container or other facility on the grounds of their home, or on any verge;
- not obstruct any driveway, crossing or roadway, or pathways and access ways in the grounds of apartments and in neighbourhood properties; and
- strictly adhere to any requirement of a local authority regarding the use of roadways, verges or pathways, including any requirement or instruction to pay for footpath crossings and/or repair damage.

20. Protection of Tenant's property

The Contractor must take all reasonable precautions when carrying out work/activities to maintain the Tenant's security and protect against theft, breakage or damage of the Tenant's property and goods in the immediate vicinity of the site.

21. Removal of rubbish

The Contractor must remove all rubbish resulting from works/activities and leave the property in a tidy, clean and liveable state at the end of each working day.

22. Visitors

Apart from delivery people or others required to assist in the progress or completion of the works/activities, personal visitors of the Contractor are not permitted to enter an AHV property and surrounding areas. This includes in the front and rear yards, neighbourhood precinct areas, apartment common areas and community areas, inside tenants' homes, or on any other property.

In the case of emergency, a message may be delivered to the Contractor, its Personnel and Subcontractors with the prior permission of the tenant.

23. Animals

The Contractor, its Personnel and Subcontractors must not bring any animal or pet onto any AHV property.

Animals and pets owned by tenants must not be antagonised or mistreated by the Contractor, its Personnel and Subcontractors.

24. Communication with tenants, residents and visitors

The Contractor, its Personnel and Subcontractors must not under any circumstances, comment on any matters relating to the Deed/Contract, or the Principal's operations. This includes discussion and comment on the condition of AHV properties or the Principal's policies and processes.