

# How We Work

## Launch Housing's Code of Conduct





## Acknowledgement

**We proudly acknowledge the First Peoples of Australia and recognise both their deep spiritual connection to Country, and their unique ability to care for it.**

**We acknowledge we live and work on land that was never ceded and pay our respects to the Elders, past, present and emerging, who ensure the world's oldest living culture continues to grow and thrive.**

First Peoples of Australia maintain that their sovereignty has never been ceded, and have long called for treaty. From time immemorial Aboriginal Victorians have practised their laws, customs and languages, and nurtured Country through their spiritual, cultural, material and economic connections to land, water and resources.

Through the strength, resilience and pride of Aboriginal Victorians, their cultures, communities and economies endure and continue to grow and thrive today. We acknowledge the diversity of Aboriginal Victorians, their communities and cultures, and the intrinsic connection of Traditional Owners to Country.

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# A message from our leaders

## Refreshing our Code of Conduct

Every day, we are inspired by the commitment and dedication of our staff working to end homelessness.

We look out for each other and our clients, and we each have a responsibility to do what's right at work. Whether we are working from home, at a client site or in the office, it's important that we ensure we are keeping safety front of mind, maintaining professional and respectful relationships in every interaction with each other and clients, and living our values.

This refreshed Code of Conduct guides our day-to-day activities, at all levels. It's grounded in our new set of values, which were developed by staff and reflect our shared commitment to building a positive culture of support, safety and trust.

This Code also includes key elements of our Cultural Safety Plan and our obligations under the Child Safe Standards, so that it's truly reflective of all of Launch Housing's new and existing activities focussed on safety, support and wellbeing for all staff, clients and the community.

Our Code of Conduct is about doing what's right. Every decision. Every day.

We know and trust the professionalism of everyone at Launch Housing. That's why we're confident we will all comply with this Code and use our good judgement in how we work and interact with our clients and communities.

Please take the time to study our Code of Conduct and make it part of everything you do here at Launch Housing.



*Bevan Warner*  
**BEVAN WARNER**  
CHIEF EXECUTIVE OFFICER



*Laura Mahoney*  
**LAURA MAHONEY**  
CHIEF IMPACT OFFICER

## Code of Conduct

# Doing what's right. Every decision. Every day.



# About Launch Housing

## OUR MISSION

To end homelessness.

## OUR VISION

We believe housing is a basic human right that affords people dignity. Everyone has the right to a home and it is our job to make this happen.

## OUR VALUES

Our values were developed by staff, for staff. They shape how we work and how we interact with each other, our clients and our communities. We are proud to be guided by the following values.



### Empowering

We meet people where they are at; helping them to realise their strengths and how to build on them.



### Adaptable

We are versatile and resourceful. We work from the best evidence to find fresh ways to inspire lasting change.



### Courageous

We know where we stand and what we stand for. We're not afraid to speak up to achieve our mission.



### Caring

We believe actions speak louder than words. We listen to the needs to others; treating everyone with respect and dignity.

## Find out more

- Launch Housing Values Framework
- Launch Housing Outcomes Framework



# A safe place to work

## Safety. It's everyone's responsibility.

Everyone at Launch Housing is entitled to a safe workplace. Whether you're interacting directly with clients, working from home or onsite, our workplaces need to be safe for everyone. Safety is one of the cornerstones of our culture, and we strive to maintain a culture of safety in everything we do.

It's not just physical safety. At Launch Housing, safety means physical, psychological and cultural safety. We are an inclusive, diverse and respectful organisation, one that values the safety and wellbeing of everyone.

We are all entitled to a workplace that is free from harassment and discrimination of any kind. We also have the right to raise concerns, issues or make enquiries or complaints in a reasonable respectful manner, free of repercussions.

We have a range of policies and procedures in place to make sure safety is owned by every person at every site, including staff, clients, visitors and other third parties. We encourage you to speak up for safety, and raise any concerns to management.

## Find out more

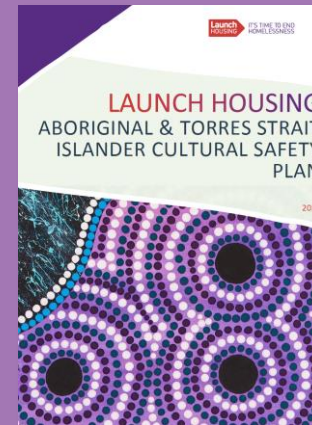
- Launch Housing Occupational Health and Safety Policy
- Launch Housing Respectful Workplace Culture Policy
- Aboriginal & Torres Strait Islander Cultural Safety Plan

## We are a culturally safe workplace.

We celebrate the first peoples, their cultures, languages, connections to Country and heritage.

We are committed to providing culturally appropriate support to our clients and service users, and to providing culturally safe workplaces that are welcoming for staff, clients, students and visitors. We do this by adopting a curious mindset, by continuing to learn and grow as individuals and collectively, and by strengthening our relationships with Aboriginal people and communities.

Our **Aboriginal & Torres Strait Islander Cultural Safety Plan** reflects our commitment to providing culturally safe supports and environment for our people, clients and communities. Our Cultural Safety Plan prioritises the following key focus areas.



View our Aboriginal & Torres Strait Islander Cultural Safety Plan [\[here\]](#).



# Working with children and young people

## Find out more

about our child safety guidelines in the **Launch Housing Child Safe Policy**.

## Launch Housing is a child safe organisation.

We are engaging children and young people as clients more than ever before. As we open the doors of Viv's Place, an Australian first apartment building for at-risk women and children, we are providing wrap around services to more than 60 women and 140 children escaping family violence and homelessness. We also run specific children's services, family crisis support and youth foyers.

Beyond direct service delivery, children and young people are also beneficiaries of our work and often interact with our sites and services. That's why it is important that our organisation has the right structures, systems and culture in place to keep children and young people safe.

Launch Housing supports the rights of children to be safe from abuse in all its forms. We are all required to take a proactive role in embedding and maintaining child safety in everything we do and across all our locations.

Launch Housing acts to ensure that the Child Safe Standards are fully implemented, and to support the criminal laws relating to the offences of grooming, failing to disclose, and failing to protect children.

Everyone at Launch Housing — including our staff, Board members, volunteers, students, interns and contractors — must comply with our organisation's child safe behaviours.

We all have a responsibility to immediately report any breach of this code to Launch Housing's leadership.

**We're proud to take our child safety obligations seriously.**

# Working with children and young people

**Learn. Promote. Report.** Everyone at Launch Housing — including our staff, Board members, volunteers, students, interns and contractors — must comply with the following child safe behaviours.

## 1. Learn

- ✓ Familiarise yourself and adhere to our Child Safety & Wellbeing Policy and Reporting Child Abuse Procedure.
- ✓ Participate in child safety and wellbeing related mandatory training as required.
- ✓ Listen and respond to the views and concerns of children, and encourage them to make complaints or provide feedback.
- ✓ Ensure that activities such as personal care are conducted safely and by appropriate persons.
- ✓ Ensure as far as practicable that all adult-children interaction is undertaken in a transparent manner with the supervision or support of other appropriate persons.
- ✓ Comply with all relevant state and federal laws related to children and young people.

## 2. Promote

- ✓ Promote the cultural safety, cultural rights, participation and empowerment of First Nations children, in line with Launch Housing's First Nations Cultural Safety Plan.
- ✓ Promote the cultural safety, participation and empowerment of Culturally and Linguistically Diverse children.
- ✓ Promote the cultural safety, participation and empowerment of children who identify as LGBTIQ+ or have parents that identify as such, accepting gender identity and sexuality without question.
- ✓ Promote the cultural safety, participation and empowerment of children with disabilities.
- ✓ Promote empowerment and participation for all children, involving them in decisions that affect them as much as possible.
- ✓ Promote empowerment and participation for family and community members when working with children.

## 3. Report

- ✓ Report any knowledge of Child Abuse as soon as you become aware of it. See the Launch Housing Reporting Child Abuse Procedure for more information on how to report.
- ✓ Report any knowledge or suspicion of Reportable Conduct immediately. Reportable Conduct includes a member of Launch Housing personnel who has committed the following:
  - sexual offences committed against, with or in the presence of a child
  - sexual misconduct committed against, with or in the presence of a child
  - physical violence against, with or in the presence of a child
  - any behaviour that causes significant emotional or psychological harm to a child
  - significant neglect of a child
- ✓ Follow Launch Housing's internal reporting requirements for child abuse. At Launch Housing, you must report to Child Protection if:
  - You have formed a reasonable belief that the child or young person has experienced significant harm or is likely to experience significant harm as a result of abuse or neglect
  - The child or young person is under 17 years of age, unless they are already on a child protection order, in which case they are under 18 years
  - The child's parent/ guardian cannot or will not protect them from harm
- ✓ Immediately report any breach of this Code of Conduct to Launch Housing leadership.





### Find out more

about Child Safe Standards on the Commission for Children and Young People's website, <https://ccyp.vic.gov.au>.

## We have zero tolerance for child abuse in any of its forms.

### Everyone at Launch Housing must not:

- × Commit child abuse in any of its forms.
- × Ignore knowledge or suspicion of child abuse.
- × Place children or young people at risk of child abuse in any way.
- × Engage in any behaviour that could be considered grooming. This includes but is not limited to showing favouritism, giving personal gifts, divulging unnecessary personal information about yourself, asking children to keep secrets of any kind or exposing children to nudity or any type of sexualised content.
- × Engage in unnecessary physical contact with children or young people (for example inappropriate sitting on laps, play wrestling, carrying, piggy-backing).
- × Do things of a personal nature for a child or young person that they can do for themselves (for example toileting or changing clothes).
- × Engage in discussions of a sexual nature with or in the presence of a child or young person.
- × Use inappropriate language in the presence of a child or young person.
- × Discriminate against a child or young person on the basis of race, disability, sexuality, gender identity or any other protected attribute.
- × Take photos or videos of a child or young person without their consent, or the consent of their guardian.
- × Place photos or videos of a child or young person on the internet, without their consent, or the consent of their guardian.
- × Have contact with a child, young person or their family outside of the context of the organisation.
- × Have online contact with a child, young person or their family outside of the context of the organisation.



# Doing what's right

## We each have a responsibility to do what's right at work.

We trust that everyone wants to do the right thing. That's our starting point.

We have positive culture of compliance here at Launch Housing, one that is grounded in trust and personal accountability. We hold ourselves to high standards of professionalism, and exercise good judgement in our work and interactions with clients.

In addition to our values and ensuring a safe place to work, everyone must also comply with professional principles and rules that guide how we show up to work every day.

- **Attendance and wellbeing.** This includes your attendance and wellness at work, drugs and alcohol, smoking and dress code.
- **Working with clients and colleagues.** This includes your personal and professional conduct, relationships with clients, as well as privacy and confidentiality.
- **Probity and integrity.** This includes gifts, intellectual property, talking to the media, using Launch Housing resources and managing conflicts of interest.

The following pages set out these principles and rules in more detail.

**We have a positive  
culture of compliance  
here at Launch Housing.**

## When our Code is violated, our clients' trust and our reputation is damaged. That's why we take violations of this Code seriously.

Breaches of this Code of Conduct will be investigated and managed in accordance with the applicable policies and procedures except in the case of serious misconduct where immediate disciplinary action including possible termination may be taken.



# Doing what's right

## Attendance and wellbeing

### Attendance

Everyone is required to be punctual and fit to undertake your normal work duties. If you are unwell and unable to undertake normal work, you should promptly contact your line manager.

Launch Housing will take relevant action where it reasonably considers that there are issues with an employee's health and/or wellbeing that is impacting performance or poses a duty of care risk to clients.

This can include, but is not limited to, suspending you from duty, referring you for a medical assessment, or engaging the services of external support agencies to assist with the matter.

### Drugs and alcohol

You must not do any of the following at any time:

- Allow the consumption of alcohol and/or other drugs to adversely impact your work performance or official conduct.
- Allow the consumption of alcohol and/or other drugs to bring discredit on the organisation.
- Break any laws whilst working such as driving under the influence or using prohibited drugs.

You must notify your manager if you suspect a fellow employee is affected by drugs or alcohol.

### Smoking

Launch Housing maintains a smoke free environment in order to protect the health of all employees from the ill effects of cigarette smoke.

Smoke free areas Launch Housing has identified the following mandatory smoke free areas:

- All inside areas occupied by Launch Housing.
- All Launch Housing owned/leased Motor Vehicles.
- Any area directly in front of any Launch Housing premises.

Exceptions to smoke free areas:

- A limited number of rooms at some sites, where clients have sole occupancy.
- A limited number of designated public rooms at Southbank.

Smoking breaks during work hours are a privilege and not a right. Employees are encouraged to reduce their smoking by refraining from smoking during work hours.

### Dress code

Standards of dress may vary according to an employee's duties, environment, level of client service and visibility to the public, but staff should always dress in a way that will not cause offense to others.

Staff should also be mindful that your clothes and footwear can be safety risks. Workplace safety issues must be considered, for example, footwear should give an appropriate level of protection by being enclosed at the toes.

When staff represent Launch Housing at official functions or meetings, for example with government representatives, business attire should be worn.



# Doing what's right

## Working with clients and colleagues

### Personal and professional conduct

Employees will uphold the values of Launch Housing which underpin the standards of conduct and behaviour in this policy by acting in the following way.

- Maintaining a high standard of conduct and work performance and demonstrating courtesy, equity and fairness in dealing with staff, contractors, clients, visitors and members of the public. At all times the rights, duties and aspirations of others will be respected.
- Behaving with honesty, integrity, care and diligence in the course of their work and complying with all Launch Housing policies and procedures.
- Respecting the opinions and beliefs of others.
- Behaving in a professional, cooperative and collaborative manner. Being aware of the impact of their actions, behaviour and attitudes on other employees, and endeavouring to minimise any negative impact on colleagues.
- Working inclusively with other people regardless of their own, or another person's gender identity or expression, age, ethnicity, cultural background, disability, religion or sexual orientation. Discrimination, harassment, homophobia, biphobia, transphobia and/ or bullying of any kind will not be tolerated.
- Engaging in open and constructive communication with co-workers and management.
- Fulfilling their work obligations as outlined in their job description and/or work plans, and complying with lawful and reasonable directions given by Launch Housing supervisors and managers.
- Staff in supervisory positions will provide and maintain (so far as is reasonably practicable) a work environment that is safe and without risks to health (including psychological health).

### Relationships with clients

Staff establish respectful relationships with their clients, by adhering to the following principles.

- Staff establish and maintain appropriate professional boundaries between employees and clients.
- Staff never act in a manner which exploits or could be seen to exploit the power imbalance inherent in employee and client relationships.
- Staff do not develop personal relationships with clients. It is inappropriate for staff to have contact with clients outside of performing their work duties.
- Any sexual acts, sexual activity or sexual relationships between a staff member and a client are a serious breach of responsibilities and professional boundaries.
- Staff will deliver quality, inclusive services regardless of a client's gender identity or expression, age, ethnicity, cultural background, disability, religion or sexual orientation. Discrimination, harassment, homophobia, biphobia, transphobia and/ or bullying of any kind will not be tolerated.

### Privacy and confidentiality

You must not disclose or release to any unauthorised person, any information relating to the business of Launch Housing, without the appropriate consent. Client files are the property of Launch Housing and are confidential and employees will ensure the privacy and confidentiality of past and present clients, employees, volunteers and contractors is maintained at all times.

Exceptions to disclosing information:

- Information as to the affairs of a client may be disclosed with the prior written consent of the client (or their legal guardian).
- Disclosure may also occur when there is a statutory imperative to release the information or a duty of care responsibility to a client, an employee or the community. In these cases the requirement for prior approval does not apply.

### Did you know

Personal information about people, including co-workers and clients, is confidential, and there are strict laws about how we collect and manage it.

Make sure you know the rules. See our [Privacy Policy](#).

# Doing what's right

## Probity and integrity

### Conflicts of interest

You must not allow conflicts of interest to interfere with your obligation to act in the best interests of Launch Housing when carrying out your duties.

You will avoid where possible, conflicts of interest that may arise in the workplace. If you're in doubt as to whether a conflict of interest exists, you should raise the issue with your supervisor.

In the event that a conflict of interest cannot be avoided it must be disclosed and recorded in the Conflicts of Interest register. Both Launch Housing and the employee must ensure that no unethical or inappropriate act arises from that conflict of interest.

A conflict of interest may occur in the following, and other, situations.

- The recruitment of friends or family into the organisation as employees, volunteers, students or contractors.
- The provision of a service to family or friends.
- Using Launch Housing propriety information, assets or resources for the benefit of another business, for friends, family or for personal interests.
- Engaging in other employment.
- Holding a substantial financial interest in any enterprise with which Launch Housing has business dealings (e.g. competitors, suppliers or customers).

### Intellectual property

All Intellectual Property (IP), invented or created by employees as a result of employment at Launch Housing shall remain the property of Launch Housing unless otherwise agreed to in writing between Launch Housing and the employee.

Ownership of all inventions, improvements, designs, creations, developments, documents and other IP relating to or deriving from any of the business systems or technology used by us at any time during your employment, or thereafter, is Launch Housing property and shall be deemed as confidential information, unless a written exemption is granted by the CEO.

### Talking to the media and social media

All journalists and media requests must be directed to the Media & PR Specialist. Public speaking and media engagements, materials, presentations and speeches given by an employee, other than the CEO, must have prior approval of the GM Communications & Engagement. All staff are warmly invited to join Launch Housing's social media platforms and share content. In cases where staff and Board members are not formally representing the organisation, employees and Board members must make clear that they are expressing a private point-of-view, and that their views are not necessarily those of Launch Housing.

### Using our resources

Launch Housing resources include property, financial resources, material, human resources and donated goods.

You will use and manage Launch Housing equipment and resources economically, efficiently and for legitimate purposes and will secure them against theft or misuse.

You will not obtain or use any Launch Housing item for a purpose which is unrelated to the work of Launch Housing including the use of stationery with the official letterhead.

You are expected to report any inappropriate usage or suspected fraudulent or corrupt activity to your General Manager or Human Resources. Reports will be investigated as per the relevant policy guidelines.

Employees incurring expenditure on behalf of Launch Housing must be authorised to do so and must adhere to Launch Housing's Delegations Policy and other relevant procedures.

### Gifts

You are not permitted to solicit gifts or benefits or to offer or provide benefits to others in exchange for gifts.

You should disclose any offers made or gifts received to your line manager, who will determine the appropriate response and action to be taken. This will include recording the gift in the Launch Housing Gift Register.

You may accept modest hospitality and token gifts which it would be rude or inappropriate to refuse, or gifts that are part of a general promotion and not specifically targeted at Launch Housing.



# Administration

## Relevant legislation and external documents

- *Occupational Health and Safety Act 2004 (Vic)*
- *Equal Opportunity Act 2010 (Vic)*

## Supporting documents

- Launch Housing Acceptance of Gift Declaration
- Launch Housing Acceptance of Gift Policy
- Launch Housing Acceptance of Gift Procedure
- Launch Housing Child Safe Code of Conduct
- Launch Housing Conflict of Interest Disclosure Form
- Launch Housing Conflict of Interest Policy
- Launch Housing Conflict of Interest Procedure
- Launch Housing Delegations of Authority Policy
- Launch Housing Delegations of Authority Procedure
- Launch Housing Duty of Care Policy
- Launch Housing Leave Procedures
- Launch Housing Mission and Values
- Launch Housing Workplace Issues Resolution Policy
- Launch Housing Workplace Issues Resolution Procedure

