

# Jacaranda Housing

## Member Code of Conduct

### Scope

This Code of Conduct is aimed at promoting high standards of participation, integrity and co-operation amongst members and all other persons who have involvement with Jacaranda Housing. This includes housed and non-housed members of Jacaranda Housing, non-members who may be housed by Jacaranda Housing, the Board of Directors, employees and any contractors providing services to the company. The Code of Conduct does not attempt to be detailed and exhaustive but represents a broad framework that will provide adequate guidance for all persons on how to conduct themselves.

The Code of Conduct does not replace any Federal or Queensland Government Legislative requirements nor does it replace the standard Tenancy Agreement in place for tenants. The code is to be followed in addition to the above legal requirements to help to ensure that the organisation functions transparently and as harmoniously as possible. If there is conflict between what is stated in the Code of Conduct and any Act of Parliament, the legislation has precedence. It is important to remember that the purpose and benefit of the code of conduct will uphold the values of equity and fair treatment to all persons dealing with the organisation at all levels.

This Code of Conduct will be reviewed from time to time.

### Definitions

For the purpose of this Code of Conduct, the following definitions apply:

Member	Any person who upon paying an annual fee, and has voting rights at Jacaranda Housing's AGM or Special General Meetings;
Non-member	Any person who is not a member of Jacaranda Housing but may be housed in accommodation managed by Jacaranda Housing;
Tenant	Any person who is housed by Jacaranda Housing;
Director	Any person who is on the Board of Directors for Jacaranda Housing;
Employee	Person who is an employee of Jacaranda Housing; both paid and unpaid
Contractor	Any person who provides a service to Jacaranda Housing on a commercial basis;
Company	Refers to Jacaranda Housing.

### General Application of Code of Conduct

This section of Jacaranda Housing's Code of Conduct contains the standard of conduct applicable to everyone involved with the company:

- All persons are to be mindful of any conflict of interest (either personal or business) or perceived conflict of interest in their dealings with Jacaranda Housing. If there are issues of conflict of interest at any level within the company, such conflict of interest should be declared to the General Manager on the prescribed form;
- All persons are to treat each other with respect and dignity exercising courtesy, consideration and sensitivity in dealing with everyone involved with the company;
- All persons are to behave in a manner so as to not damage the reputation of Jacaranda Housing;

- There is a zero tolerance for any aggressive, abusive behaviour towards anyone, at all times. This includes name calling, character assassination and any unwanted physical contact.
- All persons are expected to conduct themselves in an honest, diligent and respectful manner in all aspects of Jacaranda Housing’s business - including how the company’s assets are utilised i.e. our housing
- Whatever the nature or involvement with Jacaranda Housing, all persons are to not use or release for any purpose, information about the company or any individual unless it is for the discharge of official business or its release or use is authorised by the Board.

**The following applies more specifically to each person in relevance to their particular relationship to Jacaranda Housing.**

**Members**

Members of Jacaranda Housing enjoy the right of participation in Jacaranda Housing. This also includes the right to vote on motions put forward at the Annual General Meeting or any Special General Meetings, as well as the right to be elected to the role of Director on Jacaranda Housing’s Board. With these rights come some extra responsibilities in areas of our conduct that may not be relevant to other stake holders of Jacaranda Housing. This is particularly the case with how members are to conduct themselves at Jacaranda Housing’s convened meetings and/or forums. The following specifically applies to member’s behaviour at meetings convened by Jacaranda Housing:

- There is zero tolerance for harassing and bullying behaviour such as name calling, swearing and shouting. The aggressive behaviour of an individual/s can impede the participation of other members and seriously undermine the decision making process of the meeting;
- Jacaranda Housing members must ensure that their private and personal interests do not influence their decisions at meetings and that they do not use positions of responsibility within Jacaranda Housing to obtain personal gain of any sort that does not apply equitably to all members;
- All members must recognise the Chair throughout the meetings. All questions, comments and points of view should be expressed through the Chair to ensure that only one person speaks at a time;
- All participants at meetings are to raise their hands when wishing to speak and wait for permission from the Chair before addressing the floor;
- Members and Directors are to abide by the agenda prepared for the meeting. If members wish to raise issues not covered by the agenda, they should give prior notice to the Board or the Jacaranda Housing the General Manager one month prior to the meeting for an AGM and for Special General Meetings; any point requiring a vote must be sent to all members with 21 days’ notice. This does not preclude any Points of Order from the floor during any meeting if the agenda is not being adhered too.
- Members and Directors should not attend meetings under the influence of alcohol or non-prescription drugs.

The above is to be observed by members in conjunction to any other part of this Code of Conduct that may apply to them.

Signed ..... Date .....

..... (please print name)