

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 are involved with Jacaranda Housing. This includes members who are also tenants of Jacaranda Housing, non-member tenants 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. 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.

A glossary of terms providing definitions of terms used specifically within this document is attached as Annexure 'A'.

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

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 Chief Executive Officer 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 utilized;
- Whatever the nature or involvement with Jacaranda Housing, all persons are not permitted to 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;
- Not record - or communicate or distribute recordings – of any meeting held with Jacaranda Housing directors, employee, contractors, members or tenants. Prior permission must be sought in writing from the Chair of the Board to record any meeting and must include the purpose of recording the meeting and outline how the recording will be stored securely. Any recording of any event must be announced to all attendees prior to the recording commencing.

Information specific to 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 extra responsibilities in our conduct that may not be relevant to other stakeholders of Jacaranda Housing.

This is particularly the case with how members are to conduct themselves at Jacaranda Housing's convened meetings and/or forums.

- There is zero tolerance for harassing and bullying behaviour such as name calling, swearing and shouting. Aggressive behaviour of an individual/s can impede the participation of other members and seriously undermine the decision-making process of the meeting;
- Members must ensure that their private and personal interests, including their tenancy and accommodation if housed by the company, 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. Members wishing to raise issues not covered by the agenda should give prior notice to the Board or the Chief Executive Officer one month prior to the meeting for an AGM and 21 days prior for any item requiring a vote at a Special General Meetings. Points of order may be made from the floor as appropriate.
- Members and Directors should not attend meetings under the influence of alcohol or non-prescription drugs.

ACKNOWLEDGEMENT:

I have read and understood the requirements of the code of conduct and acknowledge that my conduct must at all times be consistent with this statement and any attached policy document and contract whilst interacting with Jacaranda Housing.

Signed: Date: Name:.....

Annexure A: Glossary of Terms

The list of terms below has the following meanings in the context of this document:

Term	Meaning
<i>Board of Directors</i>	means the Board of Directors of the Company made up of persons elected or appointed as Directors under the Constitution.
<i>Class A Members</i>	A person who is listed on the Register of Foundation Members automatically becomes a Class A Member of the Company
<i>Company</i>	means Jacaranda Housing, incorporated in Queensland as a company limited by guarantee.
<i>Contractors</i>	means an approved supplier who has an approved Independent Contractors Agreement in place and has: <ul style="list-style-type: none"> a) Signed a Confidentiality Agreement to protect the privacy and confidentiality of tenants and Jacaranda Housing’s commercial interests b) Signed a Code of Conduct acknowledgement and agree to meet a high standard of professional behaviour and respectful interaction with tenants.
<i>Directors</i>	Persons nominated and elected by the Members who have declared any conflict of interest, or potential conflict of interest
<i>Employees</i>	Person who is an employee of Jacaranda Housing with a current approved Contract of employment. This includes employees who are un-paid due to approved leave or extended absence or similar.
<i>Independent People</i>	A person who is independent of the company and: <ul style="list-style-type: none"> (a) is a natural person, (b) supports the achievement of the objects of the Company
<i>Member</i>	means a person registered as a Member in the register of Members of the Company.
<i>Non-Member Tenants</i>	People who have a current tenancy agreement with the organisation and or not listed in the register of Members of the Company.
<i>Organisation</i>	means Jacaranda Housing, a company limited by guarantee. <i>(Company and Organisation are used interchangeably throughout this document)</i>
<i>Tenants</i>	People who have a current general tenancy agreement with the organisation.
<i>Occupant</i>	People who are an approved occupant of a household but not the tenant on the general tenancy agreement.