



Barriekneal Housing & Community LTD

Policies & Procedures

Prepared by

Board and Staff of Barriekneal Housing & Community Ltd

With support from THE RW Agency

Version 2

Endorsed: May 2023

The content of this document is based on evidence and opinions recorded during consultations, meetings, document review and associated communications and research.

The report does not constitute legal, financial opinion or advice.

It is the Company's obligation to obtain legal or financial advice on specific matters

Record of Policy Reviews

VERSION	Date Policy reviewed/ Approved	Reason for Review	Additional Comments	Date for Review
Version 1	June 2020	Develop a Policy and Procedures Manual	Policy and Procedures Manual implemented.	May 2023
Version 2	May 2023	- Scheduled review of all policies and procedures - NRS compliance	Amendments: 1.Board member Written Undertaking To Comply with Code of conduct Policy 2. Code of Conduct Policy 3. Legislative Compliance Policy 4. Probity Fraud and Corruption Policy 5. References Policy 6. Staff Recruitment Policy 7. Staff, Volunteers and contractors Written Undertaking to comply with Code of Conduct Policy 8. Code of Conduct for Staff, Volunteers and Contractors Policy 9. Request for Leave Policy 10. Making notifications to the registrar	May 2025
	July 2023	Addition of capitalisation policy	Addition of capitalisation policy	

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ACCESS TO INFORMATION POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

The purpose of this policy is to describe Barriekneal Housing & Community Ltd's principles regarding public access to information and the process of managing requests for such access.

Scope

This policy applies to all staff, Board, Contractors, members, tenants and Volunteers of Barriekneal Housing & Community Ltd. There is public interest in some of what Barriekneal Housing & Community Ltd and the Company is committed to making relevant information available to the Public.

Principles

Barriekneal Housing & Community Ltd, in providing the public with access to information it holds is guided by the following principles

- Transparency
- A presumption in favour of disclosure unless there is an overriding public interest against disclosure or where a breach of Confidentiality will occur
- A proactive approach to disclosure and dissemination of information
- Timely, equitable and impartial processing of reasonable requests for information with relevant legislative and business frameworks, at the lowest reasonable cost
- Respect for the privacy of individuals

The majority of access requests have no associated costs. All charges that may be incurred will be made available.

Accessing Information

Any member of the public has a legal right to make an application to Barriekneal Housing & Community Ltd for information they hold. Barriekneal publishes some information on its website, social media and makes certain information available to members of the public upon request. Barriekneal Housing & Community Ltd will provide copies of certain requested information in digital form where possible. Where copies cannot be made available in digital form, information may be available for viewing in the Barriekneal Housing & Community Ltd office.

Informal Access to Information

If a member of the public requests access to information that is not available in the public domain, they will be informed about how to make an informal access to information request, either through the website, by email or printable form. Barriekneal Housing & Community Ltd will allow access to information unless there is an overriding public interest against disclosure of the information.

There is no fee required for an informal access request, but a scanning fee may be payable in accordance with Barriekneal Housing & Community Ltd Schedule of Fees and Charges. Informal access applications will be processed as soon as practicable, generally within 10 working days. An applicant who is not given information in response to an Informal Access to Information Application will be informed of their right to make a Formal Access to Information Application.

Formal Access to Information

Wherever possible Barriekneal Housing & Community Ltd will deal with access requests informally. However, if information cannot be accessed through an informal request, a formal access application may be necessary.

It may also be necessary if:

- a large volume of information is sought
- providing access would involve an extensive search
- the information sought involves personal or business information about third parties who must be consulted before the information can be released.

Applications must be in writing, and accompanied by a specified fee.

Processing charges may also be levied, depending on the type and amount of information sought. A written acknowledgement of the receipt of a formal application will be provided within 5 working days.

Formal requests will be processed within 20 working days and may be extended by up to 15 working days where consultation with a third party is required or if records need to be retrieved. A request for an advance deposit may also extend the statutory time period.

The applicant will be notified of the decision in writing. Any decision to refuse access will include reasons for the decision. If charges are payable, access will be given to the information only when the payment has been received.

Review Rights

If someone is refused access to information, they have a number of options including:

- seeking an internal review by Barriekneal Housing & Community Ltd;
- seeking a review of Barriekneal Housing & Community Ltd's decision
- seeking a review of Barriekneal Housing & Community Ltd's decision by the NSW Civil and Administrative Tribunal (NCAT).

Applications for internal review must be made within 10 working days of the notice of the decision being given to the applicant and must be accompanied by an Application for Internal Review and a specified fee. The review will be undertaken by a senior officer who was not involved in making the original decision. A determination from an internal review will be issued within 15 working days. This may be extended by up to 10 working days where there is a need to consult with new third parties. Alternatively, an applicant can appeal directly to the Information and Privacy Commission (IPC) or NCAT. Applicants have 40 working days from the date of the original decision being given to them to ask for this review. If the applicant has already had a review by the IPC, they have 20 working days from the date that the decision was given to them to make an application to NCAT.

Access to Information by Board Members

Board Members have a right to access Barriekneal Housing & Community Ltd information that is reasonably necessary for exercising their functions of role, including roles which extend beyond decision making at formal meetings.

When making a request for information, Board Members should draft their request carefully and precisely detail the information, or the nature of the information, sought. It is expected that Board Members will act reasonably in making a request for information. When dealing with a request by a Board Member for information, the Chief Executive Officer (CEO) must act reasonably. Given that a Director may need the information to perform their public duty, if a request is to be denied, reasons for the refusal must be identified.

Any information that is given to a particular Board Member in the pursuit of their duties should also be made available to any other Board Member who requests it.

Board Members may request access to Company information by providing a written request to the CEO or relevant staff member.

Board Members may also apply for information by making a Formal Access to Information Application with payment of the associated fees and charges.

Copyright

The intellectual property of a large amount of Barriekneal Housing & Community Ltd information available for public access belongs to third parties and is the subject of copyright. Copyright laws apply to this information and applicants are advised to seek the consent of the copyright owner before reproducing the information in any way.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

ACCOUNTS PAYABLE POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

To identify procedures that must be followed in the payment of accounts on behalf of Barriekneal Housing & Community Ltd.

Policy

All accounts will be paid and recorded in an efficient, accountable and appropriate manner.

Procedures

- All cheques or online payments must contain two eligible signatures - eligible signatories are Board members or staff members who have been previously nominated and endorsed by the Board
- Any two people have the authority to sign cheques but it is preferable for the signatories to be one Board member and one Staff member
- Cheques and online payments are to be accompanied by a completed payment requisition and all relevant documentation (eg order, invoice, delivery docket)
- All payments are to be input into the accounting program within 30 days.
- Payment requisitions are to be filed in the current Financial Management Folder for future reference
- A list of all cheques and online payments issued each month will be provided to the Treasurer/Chairperson and payment requisitions will be available upon request.
- The Treasurer and/or Chairperson is responsible for overlooking accounts payable on a monthly basis

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

ALCOHOL AND OTHER DRUGS POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd is committed to minimising harm, to its Board members, staff, volunteers, tenants and the wider community, associated with the use of alcohol and other drugs and to provide a responsible model of behaviour.

Barriekneal Housing & Community Ltd recognises that the inappropriate use of alcohol and other drugs can affect workplace safety and performance and can significantly contribute to absenteeism and reduced morale.

Policy

- i) Barriekneal Housing & Community is committed to providing a safe, healthy and productive workplace that actively promotes the health of the workplace
- ii) Barriekneal Housing & Community is committed to ensuring that the possession, use, or sale of any drug in any areas controlled by Barriekneal Housing & Community, including their premises, is in accordance with relevant state and federal laws and regulations.
- iii) Barriekneal Housing & Community is committed to working with local agencies including Health and Police to support this policy and ensure the safety of their staff, board members, tenants and the wider community.
- iv) On occasions where alcohol consumption is permitted by this Policy, Barriekneal Housing & Community Ltd encourages low-risk, responsible use of alcohol and low-risk drinking.
- v) Barriekneal Housing & Community Ltd is committed to facilitating a fair and supportive response to staff, board members, members, tenants and volunteers adversely affected by alcohol or other drug use.

Barriekneal Housing & Community Ltd Responsibility

Barriekneal Housing & Community Ltd recognises it has a responsibility to provide a safe and healthy working environment for all staff and Board members. It recognises that it also has a responsibility to support their tenants to comply with relevant legal and legislative requirements regarding the possession, sale and consumption of alcohol and drugs. In developing this policy, Barriekneal Housing & Community Ltd recognises the need for appropriate and consistent action where an employee or Board member demonstrates that his/her use of alcohol or other drugs adversely affects his/her work performance, or affects the safety, productivity and morale of the organisation's other employees or of the general public. They also recognise the need for appropriate and consistent action where the Board or staff are aware that tenants are breaching legal or legislative requirements in relation to the possession, sale and consumption of alcohol and drugs.

Staff and Board member Responsibility

Staff and Board members of Barriekneal Housing & Community Ltd have a duty to ensure not only their own safety and comfort in the workplace but also that of their colleagues. To this end, all staff and Board members have a responsibility not to be affected by alcohol or other drugs (including intoxication or withdrawal or 'hangover' effects), at any time during working hours, or when it may negatively impact on their work performance, except when alcohol consumption it is permitted as in point IV in the Policy Statement above.

Staff and Board members must at all times be able to carry out their responsibilities in a way that ensures their own safety and that of other workers and the general public.

Staff and Board members have a responsibility to be fit for duty and meet established standards for job performance and conduct. For the purposes of this Policy, 'during working hours' includes lunchtimes, and immediately before working hours.

Staff and Board members who suspect or believe another staff or board member is affected by substances in the workplace have an obligation under this policy to notify their direct supervisor (or in the absence of their direct supervisor, the Chairperson or a Board member) of their concerns. Supervisors and the Chairperson have an obligation under this policy to enact the guidelines and report any incident to the CEO.

Tenants

Tenants in the premises owned, leased or managed by Barriekneal Housing & Community Ltd, have an obligation under clause 51 of the NSW Residential Tenancies Act 2010 to not conduct illegal activity, cause or permit nuisance and will not compromise the comfort and safety of the neighbourhood. It is the tenants' responsibility to ensure that they are not breaching these obligation by the consumption, sale or possession of illegal drugs.

Procedures

Alcohol or other drugs will not be consumed during working hours or on Company premises. However, there may be times when alcohol is available at Company sponsored events, on Company premises. It is then up to each individual to ensure that the consumption of alcohol is kept to relevant legal limits and appropriate standards of behaviour are maintained.

Intoxication at Work

Employees who suspect or believe another worker is affected by alcohol or other drugs in the workplace should notify their direct supervisor (or in the absence of their direct supervisor, the Chairperson or a Board member) of their concerns (see Attachment 2 for indicators of alcohol or drug related problems).

Supervisors who are notified by an employee, or who themselves suspect intoxication with a substance, will stop the employee from carrying out further work and remove the person from any position of risk.

If the employer believes any staff member is under the influence of drugs or alcohol they may request the staff member to undergo a medical test or they may ask them to return home.

The employee will not be paid for the lost time.

The supervisor/CEO should remind the person of their responsibilities as a Barriekneal Housing & Community Ltd employee, and that the action they are taking is consistent with this Policy. The supervisor should not debate the problem or attempt to counsel or diagnose the person's problems. The employee will be provided with safe transport home and will not return to work until the next day.

The supervisor has a responsibility to notify the CEO or Chairperson about the incident.

The CEO will place a notation in their personnel file and the first warning is considered to be given.

The employee should be provided with information on how to access alcohol and other drug treatment if they feel that they would benefit from it.

The employee will be asked to re-familiarise themselves with this Policy document.

If the Supervisor/CEO considers the employee fit for work, the employee may go back to their duties as usual. Upon return to work the following day, the employee should report to the supervisor (or in the supervisor's absence, the CEO) to ensure they are fit for work. If the CEO cannot determine fitness at this point, the employee will be required to provide a certificate of fitness from their general practitioner prior to commencing work. (If they decline, they will be sent home again with a second warning.)

Repeated Intoxication

If a pattern of unsatisfactory work performance or repeated presentations to work in an intoxicated state is evident, then the acute intoxication phase should be handled in the same way as above.

On return to work the person will be interviewed by the CEO to advise the employee of the problem and to determine a relevant course of action, with another referral to a treatment facility and a warning of disciplinary action to follow on the next occasion.

This constitutes the second and final warning and a notation will be added to the employees personnel file.

If the situation occurs a third time, the employee will face disciplinary action by way of instant Dismissal.

Prescribed Medicines

Where an employee is taking medications prescribed by a doctor that may impair their ability to perform tasks safely, the employee has a duty under this Policy to notify the supervisor (or in the absence of their direct supervisor, the Chairperson or a Board member) of their limitation.

Adjustments can then be made to ensure safety is maintained. If this is not possible and the situation is temporary, the person should go home on sick leave via suitable transport.

If the situation is not temporary, then consideration for longer-term duties where safety is not at risk will be required.

Illicit Drugs

Illicit drugs, including but not limited to cannabis, heroin, amphetamines, LSD and ecstasy are prohibited from any work areas administered by Barriekneal Housing & Community and are not to be consumed during working hours, or immediately before so as to be adversely affected at work, under any circumstances.

An individual found in possession of illicit drugs in the workplace will be dismissed. The sale, transfer or manufacture of illicit substances in the workplace will also result in dismissal and the police will be notified. This includes the sale or distribution of prescribed drugs.

Board Members

It is the expectation of Barriekneal Housing & Community Ltd that Board members will attend and participate effectively at meetings, functions where they are representing the Company and Company functions. If Board members are found to be intoxicated at a meeting or function, they will be asked to leave by the Chairperson or another Board member. If there is no other Board member present and the Board becomes aware of a Board members intoxication, the matter will be investigated and the Board member will be given the opportunity to state their claim. It will be at Board discretion as to the appropriate decision.

Members

It is the expectation of Barriekneal Housing & Community Ltd that members will attend and participate effectively at general meetings and Company functions.

If members are found to be intoxicated at a meeting or function, they will be asked to leave by the Chairperson or another Board member.

Tenants

It is the expectation of Barriekneal Housing & Community Ltd that Tenants will abide by the laws and legislative requirements as established in their tenancy agreement and the laws of the state and nation.

If the Board or Staff of Barriekneal Housing & Community Ltd become aware of illegal or inappropriate behaviour occurring at a Company owned, leased or managed house, the Board is obliged to investigate the matter. If necessary Police and other service providers may be called upon for assistance.

It will be the Boards discretion as to the appropriate decision and action to be taken.

Barriekneal Housing & Community Ltd is to develop a Memorandum of Understanding and Notification with the Police particularly regarding convictions for possession and sale of prohibited substances, alcohol and drug related violence, public nuisance and general violence occurring in Company owned/managed properties.

Guidelines for Low-Risk Alcohol Consumption: How Much Is Too Much?

The National Health and Medical Research Council (NHMRC) have recently issued an amended set of guidelines to minimise the risks from alcohol consumption.

The recently amended guidelines for low risk drinking are:

MALES should drink no more than 28 standard drinks per week (no more than 6 standard drinks on one day)

FEMALES should drink no more than 14 standard drinks per week (no more than 4 standard drinks on one day)

All people should spread their weekly intake over at least 5 days, and also should have two alcohol-free days per week.

Each of the following units contains one standard drink or 10 grams of alcohol.

2 middy of low alcohol beer (2 to 3% alc/vol) 2 x 285ml

1 middy of regular beer (4 to 5% alc/vol) 285ml

1 small glass of table wine (12% alc/vol) 100ml

1 glass of port or sherry (18% alc/vol) 60ml

1 nip of spirits (37% alc/vol) 30ml

Remember, it takes approximately 1 hour to break down one standard drink, so if you have six standard drinks, it will take six hours before you are alcohol free.

Indicators of Alcohol or Drug Related Problems or Intoxication

1) Absenteeism

- a. Multiple instances of unauthorised leave
- b. Excessive sick leave, or higher absenteeism than other staff for cold, flu etc
- c. Frequent Monday or Friday absences
- d. Excessive lateness, particularly on Monday mornings or returning from lunch
- e. Leaving work early
- f. Peculiar and improbable excuses for absences
- g. On-the-job absenteeism

2) Difficulty concentrating

3) Confusion

- a. Difficulty recalling instructions, details
- b. Difficulty handling complex assignments
- c. Difficulty recalling own mistakes

4) Spasmodic work patterns (high and low productivity)

5) Lowered job efficiency

- a. Missed deadlines and mistakes due to poor attention or judgement
- b. Wasting material, making bad decisions,
- c. Complaints from customers or other staff

6) Poor employee relationships on the job

- a. Overreaction to real or imagined criticism and wide swings in morale
- b. Borrowing money from co-workers
- c. Avoidance of associates or unreasonable resentments
- d. Complaints from co-workers

7) Smelling of alcohol, poor coordination, slurred speech

8) Markedly altered presentation from normal: red, hooded eyes, smelling strongly of cannabis, dropping off to sleep, or extremes of exaggerated, rapid movements or rapid speech, very large or very pint-point pupils.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

BOARD SUCCESSION & MENTORING POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd acknowledges that its Board will change from time to time, with the election of Board members held every year. Developing a good Board mentor and succession plan is the key to ensuring long term effective performance and viability of the organisation through strong leadership continuity. Early recognition and building the capacity of potential Board members within the community is the key to this continuity.

Purpose

This policy outlines the process that the Board will use in developing a succession plan to be implemented when a critical person leaves the organisation. This policy is also designed to ensure appropriate mentoring and training opportunities are provided that will encourage the youth and members of the community to consider becoming a future Board member of Barriekneal Housing & Community Ltd when opportunities for membership arise.

Background

The CEO, the Chair or another person critical to the organisation could vacate their position at any time, either after giving notice or unexpectedly. This could leave a gap in knowledge, experience and practical operations. The organisation has a responsibility to the community and will seek to support and involve community members that wish to consider joining the Board.

Policy

The organisation will develop a succession plan that outlines the procedure that will be followed when a person critical to the organisation leaves. The succession plan will be developed by the CEO who will seek approval by the Board. The organisation will also identify potential leaders within the Barriekneal Housing & Community Ltd membership and provide mentor and training opportunities to build capacity and knowledge in the role of a Board member and functions of the organisation to ensure long term sustainability and viability.

Procedure – Succession Planning

The CEO will be responsible for managing this process. Identifying people critical to the organisation's operations The succession plan will identify who is critical and why they are critical. The succession plan is not aimed at resolving all human resource or Board vacancies – it is targeted to those positions or people which the organisation would cease to operate effectively. Identifying the impacts that vacation of the position would have on the organisation

We will clearly identify what the impacts are of the critical person(s) leaving. This is vital as it focuses the plan on the areas of operation of the organisation that will be under stress when the person leaves. These risks will also be recorded in the organisation risk register.

The plan will include the minimum actions required to ensure the ongoing effectiveness of the organisation. These will closely link to, and address, the impacts that have been identified in the previous step.

We will follow this procedure for the organisation to address a sudden vacancy and an implementation plan in the event of an anticipated vacancy.

Steps will include:

- a short hand-over period from outgoing to incoming temporary or permanent staff or directors
- the collation and discussion of all relevant written material, policies and procedures, corporate governance and planning documentation
- meetings with the relevant stakeholders and key people with whom the position interacts.

The procedure for an unexpected vacancy will include:

- consider how the information that would ordinarily be conveyed through a hand-over process can be conveyed to a newly appointed person or to a person who is temporarily appointed.
- address the potential problem of there not being a suitable person who can temporarily undertake the position while it is being filled. A 'worse case' scenario will be clearly mapped and appropriate procedures put in place to minimise disruption.

Procedure - Mentoring

The CEO will be responsible for managing this process.

The Board will set up an Expression of Interest register for members to register their interest in finding out more about the work of the organisation and the Board.

Prior to AGM's being held, members may consider standing for election to the Board. As many Board members are volunteers and may not have the exposure to this role, providing early opportunities to gain knowledge and experience is the key to the success of the organisation. Members will be encouraged to submit Expressions of Interest (EOI). This will assist in collecting information of potential new Board members in the EOI register.

This will then enable the organisation to support those that have shown interest and invite them to training workshops or attend Board meetings. The Board will be responsible for selecting candidates from the EOI register to invite to participate in its mentoring program and will agree what period of time mentoring will be available for and what it will consist of. This will be agreed between the Board and potential candidates and will take into account the experience and needs of the person to be mentored.

The Board will decide to invite identified members on the EOI register to participate as an observer and be assigned a current Board member as a mentor over a 1 month period. Over this period of time, the identified member will be invited to shadow their mentor. Where possible, they will attend Board meetings, strategic planning or financial workshops and any relevant training that is conducted over that period of time.

Barriekneal Housing & Community Ltd will conduct as a minimum three (3) two (2) hour workshops for the membership in a year on key skills needs identified as part of the individual skills review collated from the EOI Recruitment package and Board surveys. This will provide tailored and specific capacity building training to all members to improve overall understanding of the functions of the organisation and build necessary knowledge as a way to support and strength the organisations future. Topics and information to be provided will depend on the skills and experience of the person receiving mentoring, but it may include:

- history of the organisation, including its core aims and objectives,
- introduction to the relevant laws that govern the sector and the organisation, including relevant incorporation legislation
- information about the laws that pertain to the business of the organisation – e.g. tenancy law, industrial law
- summary of the funding and regulatory framework under which the organisation operates
- the organisation's policy manual
- description of the role and structure of the Board and any sub committees
- list of other directors and schedule of meetings
- Code of Ethical Conduct, the organisation's rules and/ or constitution, governance policies
- documentation including strategic plan, operational plan, annual report, asset management plan and budget
- training / briefings on how to read the budget and financial plans
- Board meeting minutes from the last 6 months
- previous 6 month performance reports

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

BUDGET PLANNING POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

The Board of Barriekneal Housing & Community Ltd is responsible for overseeing the budget of the organisation and for ensuring that the organisation operates within a responsible, sustainable financial framework.

In line with this responsibility, the Board of Barriekneal Housing & Community Ltd conducts a budget planning process each year as part of its annual business planning.

Purpose

This policy is designed to set out the process for compiling, monitoring and reviewing Barriekneal Housing & Community Ltd's annual budget.

Policy

The Board of Barriekneal Housing & Community Ltd conducts a budget planning process each year as part of its annual business planning.

Barriekneal Housing & Community Ltd receives most of its operating funds from revenue from its housing operations and other commercial enterprises and various program or project funding.

The organisation operates under a budget that must be flexible in responding to unforeseen events, including possible reductions in cash flow. The annual operating budget must therefore be regularly monitored and reviewed.

Procedure

Preparation of the Budget

In April each year, the CEO starts preparing the budget estimates as part of the Business Plan for the financial year. The process includes:

- considering operational costs;
- setting payroll costs; and
- estimating income.

The initial budget estimates are based on the current expenditure projections to end of year plus Consumer Price Increments for salaries or relevant wage increases, revisions to awards/contracts, and a 10 per cent increase on operating expenses such as power, telephones, etc. Details of how cost increases will be absorbed or lead to increases in service charges (e.g. membership fees) will be provided.

The CEO will present the draft budget for discussion at a Board meeting. The Board may accept the estimates as presented or may request variations, within the context of the Business Plan. A detailed report noting reasons for decisions should be attached to the draft budget for discussion.

The CEO will then revise the draft and present the amended draft budget at the next available Board meeting, usually in April but no later than the end of May. Once adopted by the Board, this becomes the official operating budget for Barriekneal Housing & Community Ltd for the following financial year, and all Board members and employees must work within the financial limits stated or implied by this document.

Monitoring and Reviewing the Budget

The CEO is responsible for monitoring the organisation's expenditure, reviewing the actual and budgeted expenditures, and reporting on the progress of such expenditure.

Financial reports will be prepared each month showing the year-to-date expenditure and its variation from the budget estimates, and indicating any increases or decreases in funding. A detailed commentary should be attached to Board reports detailing reasons for variations and recommendations for corrective action should that be required. The CEO will indicate what effect any variations will have on the budget projections and provide this information to the Board. The CEO will also report on any other financial matters that may be related to the Business Plan.

Once adopted by the Board, the Amended Budget will become the new operating budget for the remainder of that financial year.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

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BULLYING POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd regards trust, consideration and respect for others as core values for the organisation. Bullying behavior is based on the misuse of power in human relationships, and takes away respect, esteem and belief of oneself.

Barriekneal Housing & Community Ltd regards the health and safety of its staff, volunteers, and users as a primary responsibility. Bullying can affect health and wellbeing.

Barriekneal Housing & Community Ltd is fully committed to eliminating, as far as possible, all forms of bullying in the workplace and in its relationships with its users through a culture of openness, support, and accountability.

Purpose

The purpose of this document is to outline Barriekneal Housing & Community Ltd's position on bullying and to document the process which is to be followed should any instances of bullying be reported.

Definitions

"Unreasonable behaviour" is behaviour that is offensive, humiliating, intimidating, degrading or threatening. It includes, but is not limited to,

- Verbal or physical abuse
- Making threats, physical or verbal
- Initiation pranks
- Sexual harassment
- Exclusion or isolation
- Giving a person the majority of an unpleasant or meaningless task
- Humiliation through sarcasm, or belittling someone's opinions
- Constant criticism or insults
- Spreading misinformation or malicious rumors
- Deliberately setting work routines or procedures to inconvenience certain individuals
- Displaying written or pictorial material which may degrade or offend certain individuals

"Bullying" is repeated, unreasonable behaviour directed towards a person or group of persons. It

includes behavior that could be expected to intimidate, offend, degrade, humiliate, undermine or Threaten.

“Repeated ... behaviour” refers to the nature of the behavior, not the specific form of that behavior.

“Repeated unreasonable behaviour” may thus be a pattern of diverse incidents.

Barriekneal Housing & Community Ltd identifies that bullying can occur between:

1. Board Members

- a) Staff
- b) Other Board members
- c) Tenants
- d) Members
- e) Stakeholders

2. Staff

- a) Board members
- b) Other staff
- c) Tenants
- d) Members
- e) Stakeholders

3. Members

- a) Board Members
- b) Staff
- c) Tenants
- d) Other members
- e) Stakeholders

4. Tenants

- a) Other Tenants
- b) Staff
- c) Board Members
- d) Members
- e) Stakeholders

Bullying can occur at any level of the organisation, can be experienced by both men and women and may involve a co-worker, board member, a volunteer, supervisor, manager, service provider, user or customer.

Formerly agreed behaviour may be found to be bullying when it continues after a request from the recipient for the behaviour to stop, or at the point it becomes intimidating, offensive or humiliating.

Note (1): There are bound to be occasional differences of opinion, conflicts and problems in every workplace. Only when the treatment of another person is unreasonable, offensive or harmful does workplace bullying exist.

Similarly, the exercise of a supervisor's legitimate authority at work through the direction and control of work responsibilities, the monitoring of workflow, and giving feedback on performance, is not bullying insofar as the supervisor's actions are intended to assist staff to improve their tasks, their work performance, or the standard of their behavior.

If an employee has performance problems, however, these should be identified and dealt with in a constructive way that is neither humiliating nor threatening.

Note (2): Bullying that directly inflicts physical pain, harm, or humiliation or the threat of violence or aggressive and intimidating verbal or physical behavior amounts to assault and should be dealt with as a police matter (see below).

Policy

Bullying is prohibited. Barriekneal Housing & Community Ltd will not tolerate any form of bullying under any circumstances.

The principles set out in this policy are intended to apply to any work-related context, including but not limited to general meetings, Board meetings, conferences, work functions, social events, and business trips.

A breach of this policy will result in disciplinary action. Depending upon the severity of the case, consequences may include apology, counseling or anger management, transfer, demotion, dismissal, referrals to appropriate services, legal or police action or other forms of disciplinary action deemed appropriate.

Barriekneal Housing & Community Ltd strongly encourages any employee, board member, tenant, member or volunteer who feels they have been bullied, or have witnessed bullying taking place, to take action by making it clear that such behavior is unwelcome and offensive; and/or by following the procedures set down for reporting the behavior.

Any reports of harassment will be treated seriously and promptly with sensitivity and complete confidentiality, except insofar as

- (a) the rules of natural justice require the accused party to have knowledge of the identity of their accuser and the nature of the allegations made, and
- (b) any disclosure is mandated under applicable occupational health and safety Legislation.

Complainants have the right to determine how to have a complaint treated, have support or representation throughout the process, and have the option to discontinue a complaint at any stage of the process.

The alleged bully will be given the right to have a support person of their own during any

investigation procedures, to have representation and advice throughout the process, and to respond fully to any formal allegations made. No presumption of guilt will be made and no determination reached until a full investigation has been completed.

No employee, Board member, member, tenant or volunteer should be treated unfairly because of complaining of bullying. Disciplinary action may be taken against anyone who victimises or retaliates against a person who has complained of bullying, or against any employee who has been alleged to be a bully.

Managers or supervisors who fail to take appropriate corrective action when aware of bullying of a person will be subject to disciplinary action.

Responsibility

It is the obligation and responsibility of every employee, Board member, member, tenant and volunteer to ensure that the workplace is free from bullying.

It is the responsibility of the CEO to ensure that:

- they understand, and are committed to, the right of all employees and volunteers to attend
- work and perform their duties without fear of being bullied in any form
- all reasonable steps to eliminate bullying are made
- all applicable occupational health and safety legislation is observed
- all employees and volunteers are regularly made aware of their obligations and responsibilities in relation to providing a workplace free from bullying
- they provide an environment which discourages bullying, and set an example by their own behavior
- all complaints are treated seriously and confidentially
- they are as far as practicable aware of whether bullying is occurring, whether complaints are received or not, relying on such indicators as
 - sudden increases in absenteeism
 - unexplained requests for transfers
 - behavioral changes such as depression
 - sudden deterioration in work performance
- they take immediate and appropriate corrective action if they become aware of any offensive action
- guidance and education is provided, where requested and/or appropriate, to cases and subsequent decisions relating to bullying
- ongoing support and guidance is provided to management, employees and volunteers in relation to the prevention of bullying
- this policy is displayed in the workplace.

It is the responsibility of all Board members, Members and Tenants, Employees and Volunteers to ensure that:

- they understand and are committed to the rights and entitlements of all employees and volunteers to attend work and perform their duties without fear of bullying in any form
- they provide an environment which discourages bullying
- they immediately report any offensive action

Procedures

Complaints Procedures

Board members, members, tenants, Staff or volunteers who believe they are the subject of bullying should take firm, positive and prompt action.

If deemed appropriate the employee or volunteer should make the perceived bully (or bullies) aware that they find their behaviour offensive, unwelcome and unacceptable, and that it needs to stop immediately.

If the behaviour continues, or if the Board member, member, tenant, Staff or volunteer feels unable to speak to the person(s) directly, they should contact the CEO or a Board Member, or any other manager with whom they feel comfortable. The CEO or Board member will provide support and identify the nature of the complaint and the wishes of the complainant. The complainant does not have to request a full formal investigation if they will be satisfied by less formal treatment of the issue.

Informal Intervention

The manager will explain the employee's or volunteer's rights and responsibilities under Barriekneal Housing & Community Ltd policy and procedures.

Informal intervention may be done through a process of either mediation or conciliation. During informal intervention the respondent will be made aware of the allegations being made against them and given the right to respond. Interventions at this stage should adopt a confidential, non-confrontational approach with a view to resolving the issue.

This procedure will be complete when the alleged harasser respects the individual's request to cease unwanted and unwelcome behaviour, or when the complainant accepts that the behaviour is not properly described as bullying. If neither of these outcomes occurs, the organisation's formal procedure should be followed.

Formal Complaints Procedure

Proceeding with a formal complaint requires the consent of the person complaining, particularly as witnesses or senior management may become involved. The formal procedure will be coordinated by the CEO, or Board member where applicable.

The CEO or Board member should clarify the complaint and obtain a step-by-step account of the incident. In serious cases, more than one interview may be necessary.

The CEO Manager or Board member will document all such interviews accurately and avoid irrelevant information. This record will include parties involved, timing, location, and nature of conduct complained against.

Records are to be kept and filed in a confidential and secure place. These records should be kept for a period of seven years. Under no circumstances will records be placed on the complainant's personnel file.

The CEO or Board member will organise an investigation, which in most cases will involve (but is not be limited to):

- a private interview to ascertain the facts and to find what the complainant expects to happen as a result of making the complaint
- an interview with the alleged harasser(s) to ascertain their defense
- interviews with other employees, volunteers or individuals who may be able to assist examination of any relevant documents.
- All relevant evidence should be considered by the person conducting the investigation.

Such evidence may include:

- supporting (or contradictory) evidence provided by medical practitioners, counselors, family members, friends, or co-workers
- Supervisor's reports and personnel records
- records kept by the person claiming to have been bullied;
- information on whether the evidence presented by the parties in a credible and consistent manner;
- information on the absence of evidence where it should logically exist.

It may be necessary to provide affected employees with alternative working arrangements to avoid further conflict while the bullying complaint is being investigated. The complainant may also require counseling to develop coping strategies for dealing with the situation while the problem is being resolved.

Keep the affected parties informed and document all investigation actions and outcomes. On completion of the investigation the complainant and the manager will determine a course of action to be taken.

Possible courses of action may include, but will not be limited to, any combination of the following:

- counseling;
- disciplinary action against the bully or bullies (e.g. demotion, transfer, suspension, probation or dismissal);
- official warnings that are noted in the bully or bullies' personnel file;
- If there is strong evidence that the complaint was malicious, disciplinary action is to be taken against the person who complained;
- formal apologies and undertakings that the behavior will cease;
- conciliation/mediation conducted by an impartial third party, where the parties to the
- complaint agree to a mutually acceptable resolution;
- compensation from the organisation may be applicable, through the appropriate Workers Compensation channel.

Determination of whether bullying has occurred will rest solely on the weight of the evidence. If it is determined that bullying has taken place then outcomes will depend upon factors such as:

- the severity and frequency of the bullying;
- the wishes of the person who was subjected to the offensive behaviors;
- whether the bully could have been expected to know that such behavior was a breach of policy;
- the level of remorse shown by the bully;
- whether there have been any prior incidents or warnings.

The CEO or Board member will advise all relevant parties of the outcome.

If the investigation determines that bullying has occurred, or that malicious accusations have been made, the manager must place on file a summary of the complaint and the action taken. A copy may be placed in the respondent's personnel file in accordance with performance counselling procedures.

If there is insufficient proof to decide whether or not bullying has occurred, the manager concerned will:

- remind those involved of expected standards of conduct;
- conduct further training awareness raising sessions for Board members, tenants, members, staff and volunteers;
- monitor the situation carefully.

The CEO or Board member will monitor the outcome to ensure that the offensive behaviour has ceased, and that neither party has been victimised. This may involve follow-up interviews. If there has been any substantiated victimisation, appropriate disciplinary procedures will be followed.

Procedures for Dealing with Criminal Conduct

Some forms of severe bullying (physical attack, for example, or obscene phone calls) may constitute criminal conduct.

While Barriekneal Housing & Community Ltd is committed to treat most complaints about bullying at a company level as far as possible, this type of conduct is not suited to internal resolution. Such complaints should be immediately treated by the criminal justice system. Board members, tenants, members, staff, or volunteers should be advised of the option of police support or intervention.

While it is not the obligation or duty of the organisation to report such matters to the police on behalf of the complainant it is their obligation and duty to support the complainant through the justice process and any workers compensation.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

CAPITALISATION POLICY

Date of Review: July 2023

Date for Next Review: May 2025

Version Control: Version 2 - Approved by BOD July 2023

Policy Objective

The objective of this Policy is to provide consistent guidelines, in accordance with relevant Accounting Standards, regarding Barriekneal Housing & Community Ltd assets that are to be capitalised (as opposed to expensed). The Policy:

- Specifies the principles for recognising an asset for capitalisation;
- States what measurement after recognition what model Barriekneal applies to its assets

Scope

This policy applies to Non-current physical assets. Accounting standards particularly AASB 116 – Property, Plant and Equipment) require a distinction to be made between expenditure that is consumed immediately in operations (or within one financial year) and expenditure on physical assets that will provide service over more than one financial year.

Legislative Requirements

The Policy should be read in conjunction with the following legislation and regulation Australian Accounting Standard AASB 116 – Property, Plant and Equipment.

Policy Statement

This policy should be viewed as part of a holistic Asset Management framework for the efficient management of Barriekneal Housing & Community Ltd owned assets on behalf of the community.

Background

This policy is to provide Finance Officers, BOD/CEO involved in budgeting and expenditure decisions clear guidance when classifying expenditure in the Finance system. It establishes the capitalisation criteria at the point of recognition of an asset.

The recording of expenditure on an asset means that it is recorded in Barriekneal's balance sheet and the details are entered into the Company asset register. The process is referred to as asset capitalisation. Such expenditure on assets is referred to as capital expenditure.

Importantly capital expenditure is divided between, renewal, upgrade and new expenditure classifications. This distinction provides information to assist the organisation to determine whether it is maintaining assets to a suitable level of service.

Asset Hierarchy

The Asset hierarchy forms the basis for the structure of the asset registers, for asset management plans and for capital budgeting. The structure will depend on external linkages (such as AHO) and the range and number of assets in different classes owned and/or managed by Barriekneal. Table 1 provides a summary of the asset hierarchy for Barriekneal including how assets are categorised into the respective asset group, asset category, asset component and financial note asset class.

Context of Capitalisation

Capitalisation rules relate to the treatment of asset values recognised in the current financial year, that is, whether they are capitalised or expensed. However, it should be noted that when the asset group is revalued, the net effect of (expensed) maintenance work will be reflected in the asset condition, and hence in the value assigned to the asset.

Recognition of Assets

Measurement at Recognition

In accordance with Australian Accounting Standard AASB 116 – Property, Plant and Equipment (AASB 116):

- a) An item of property, plant and equipment that qualifies for recognition as an asset shall be measured at its cost.
- b) Notwithstanding this, where an asset is acquired at no cost, or for a nominal cost, the cost is its fair value as at the date of acquisition.

Existing assets identified as not being reported in the financial statements for the preceding financial reporting period (found assets) will be treated in accordance with (b) above.

Determining Capitalisation costs

AASB 116 defines the cost of an item of property, plant and equipment as comprising:

- a) Its purchase price, including import duties and non-refundable purchase taxes, after deducting trade discounts and rebates;
 - b) Any costs directly attributable to bring the assets to the location and condition
 - c) necessary for it to be capable of operating in the manner intended by management;
- The initial estimate of the costs of dismantling and removing the item and restoring the site on which it is located, the obligation for which an entity incurred either when the item is acquired or as a consequence of having used the item during a particular period for purposes other than to produce inventories during that period.

Examples of costs that are not costs of an item of property, plant and equipment are:

- a) Costs of opening a new facility;
- b) Costs of introducing a new product or service (including advertising);
- c) Costs of conducting business in a new location
- d) Administration and other general overhead costs.

Materiality

Omissions or misstatements of items are material if they could, individually or collectively, influence the economic decisions that users make based on the financial statements.

Materiality depends on the size and nature of the omission or misstatement judged in the surrounding circumstances. The size or nature of the item, or a combination of both, could be the determining factor. In the context of materiality, is not necessary to recognise every noncurrent asset. . For example, a calculator may have a useful life greater than 12 months, but its value is small and does not warrant the cost of recording in the asset register, so it is more appropriate to expense it. Where a non-current asset is not material and as such is not capitalised, is referred to a minor asset.

Minor Assets

Minor assets are those items acquired for a cost less than the threshold for that applicable category. The acquisition of minor assets is treated as an expense.

The purpose of setting capital expenditure threshold levels is to provide the greatest balance between efficiency in administrative effort associated with maintaining records and the need to 'expense' items, through depreciation.

The general principle applied to the capitalisation thresholds within this policy, is that if the asset has been replaced in full, then it is generally treated as Capital expenditure. If only part of the asset has been replaced, then the decision to capitalise or expense the costs will be based in the first instance on any capitalisation rules defined in terms of physical work activities and subsequently in accordance with the capitalisation threshold, for the relevant asset category / asset component.

If only part of the asset has been replaced, then the decision to capitalise or expense the costs will be based in the first instance on any capitalisation rules defined in terms of physical work activities and subsequently in accordance with the capitalisation threshold, for the relevant asset category / asset component.

Barriekneal capitalisation thresholds for assets are contained in Table 1 below and are provided to guide staff in applying consistent approaches for asset recognition and capitalisation.

Asset register rules for full renewal of existing assets.

The renewal/replaced asset component will be disposed of and remaining value will be written off. A new asset component will be created at cost. A new assessment of condition and useful life is required.

Asset register rules for partial renewal/upgrade of existing assets.

Component renewal (partial asset) is recognised by adding the component replacement cost (if > Threshold) to the existing asset value and reviewing the remaining/useful life of the renewed asset to recognise any restored economic benefits to the entity. The whole asset will be revalued every 3 years in conjunction with all other assets.

Table 1: Asset Hierarchy with Capitalisation thresholds

Asset Group	Asset Category	Asset Component	Asset Class (for finance)	Capitalised	Depreciated	Capitalisation Threshold \$
PROPERTY	Property	Property	Building & Improvements	Yes	Yes	\$1
LAND	Land	Land	Land	Yes	No	\$1
MOTOR VEHICLES	Motor Vehicles	Motor Vehicles	Motor Vehicles – Cost	Yes	Yes	\$5,000
UPGRADES	Upgrade	Upgrade Buildings	Buildings & Improvements	Yes	Yes	\$10,000
PLANT & EQUIPMENT	Plant & Equipment	Machinery	Plant and Equipment at cost	Yes	Yes	\$5,000
	Office Equipment	Computers, laptops, printers, other	Office Equipment at cost	Yes	Yes	\$3000
	Furniture/ Electrical	Desks, Chairs, other	Furniture/ Electrical at cost	Yes	Yes	\$3000

- Office equipment (useful life 2-5 yrs)
- Office furniture (useful life 5-10 yrs)
- Motor vehicles (useful life 5-8 yrs)
- Other plant and equipment (useful life 5-15 yrs)
- Fixtures and fittings (useful life 10-20 yrs)

Depreciation Method.

Barriekneal Housing & Community Ltd will use the Diminishing value method for depreciation.

CODE OF CONDUCT

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Policy

The Board of Barriekneal Housing & Community will conduct its operations with the highest ethical standards and abide by all relevant laws and legislation.

Principles

This Code of Conduct is based on the following principles, which all board members agree upon:

- Respect, for each other, for people's decisions and their opinions
- Honesty, fairness and trustworthiness in all conduct
- Behave with manners and politeness
- Disciplined and professional behavior
- Make well informed decisions
- Maintain confidentiality
- Identify and declare conflict of interest
- Nepotism will not be tolerated
- Transparency and accountability in all decision making and activities
- Create a prejudice free environment
- Accountability for all actions and decisions

Code of Conduct

All Board members will be required to provide a written undertaking to comply with this Code of Conduct policy.

Conflicts of interest

Board Members will declare any actual or perceived conflicts of interest and will abide by the Conflict of Interest Policy.

Gifts, bribes or favors

Board members will not seek or accept gifts, bribes, hospitality, benefits, services or favors, specifically anything that can be resold or where there is personal gain. This excludes employer sponsored events i.e. Christmas functions.

In instances where declining a gift may be offensive, small gifts including flowers and cake may be acceptable.

Decision making

Barriekneal Housing & Community Board make a decision within agreed and respected processes, which are open to scrutiny and aren't taken personally.

Decisions by the Board will be made with a majority agreement, with opposers to be noted in the Company Minutes of the Meeting. Where a split decision exists, the Chairperson has the casting vote.

In serious cases where people don't want their decisions to be public, decisions will be put to a secret ballot (for/against) with the majority decision.

Complaints and Appeals

Barriekneal Housing & Community Board will ensure that all clients, tenants and members are able to make a complaint or appeal a decision without retribution. Refer to the Complaints and Appeals Policy for more information.

Community Ownership

The Board remember that the company is community owned and operated and that they are to ensure that the resources are used appropriately.

Political and personal activities

Board members must remember that they are representatives of the organization even when they are conducting personal or political activities and as such should not be negative about the Company and that this Code of Conduct and the Companies policies and procedures bind them.

They recognize that in the community and in business, their words and actions should represent the organisation in a positive manner.

Respect

Board members will treat everyone with courtesy and respect and in a manner which is appropriate to their role as a professional and in accordance with relevant Legislation and Company Policy.

Alcohol and drugs

Board Members will not be under the influence of alcohol or drugs when representing the organisation in meetings and public forums. Refer to the Alcohol and Drugs Policy for more information.

Public comment

Board Members will not publicly comment on behalf of the organisation unless authorised by the Board to do so. Refer to the Media Policy for more information.

Confidentiality

Barriekneal Housing & Community Board will ensure that information is shared on a need to know basis only. At the same time Board recognise that their activities may expose them to information, particularly personal information about individuals or contracts that is confidential.

Information will not be released to external parties unless with permission or because of Legislative requirements. Refer to the Confidentiality Policy for more information.

Fraud

There are no circumstances which will permit Board members in fraudulent activities. If a Board member is aware of fraudulent activities they will notify the CEO or the Board immediately. Refer to the Fraud Policy for more information.

Procedure

Breach of the Code of Conduct

Board members have a responsibility to ensure that the organisation maintains a high level of accountability and transparency and is not brought into disrepute. It is therefore their responsibility to report possible breaches of the code of conduct to the appropriate person so it can be investigated.

The appropriate person will vary depending on the conduct and the persons believed to be involved.

If the suspected breach has involved:

- One or more staff members - then it can be reported to the CEO or Chairperson
- A board member - then it can be reported to the CEO or Chairperson
- The CEO - then it can be reported to the Chairperson
- The Chairperson - then it can be reported to the Board

In all circumstances the Board is to be notified.

Investigating breaches of the Code of Conduct

Investigations will be handled discreetly. Information will be shared on a 'need to know' basis only and all people questioned should be reminded of their responsibilities to maintain Confidentiality.

Investigations should be managed by appropriate staff, Board member or external third party, legal advice should be sought as required.

Any investigation should be handled with a view that a person who is alleged to have breached the code of conduct:

- will be presumed innocent until proven guilty
- will have a right to respond to allegations made against them

Outcome

Depending on the nature of the breach, assuming the breach is confirmed, the outcome may be as follows:

- Training or education
- Additional supervision or mentoring
- Formal warning
- Board member given the opportunity to resign
- Dismissal
- If the breach is serious it may also lead to police prosecution or other legal proceedings
- Notifying the Australian Charities and Not For Profit Commission

Barriekneal Housing & Community Ltd will notify the Registrar in a timely manner of any incidents relating to its operations that in its opinion seriously damages or may damage the reputation of the community housing sector.

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

CODE OF CONDUCT FOR STAFF, VOLUNTEERS AND CONTRACTORS

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd is committed to ensuring that all staff including volunteers and contractors uphold the highest standards of conduct. Barriekneal Housing & Community Ltd acknowledges the importance of providing guidance in areas where staff, volunteers and contractors need to make professional and ethical decisions during the course of their work for the Barriekneal Housing & Community Ltd.

The aim of the Code of Conduct ("Code") is firstly to clarify the standards of behaviour that are expected of all staff (including volunteers and contractors) in the performance of their duties. Secondly, it informs the public about the standards of behaviour they can expect when dealing with employees of Barriekneal Housing & Community Ltd.

Policy

This Code provides guidance to you and your employer in the conduct of your work and any activities or relationships connected with your work.

The aim of the Code is to lay down guidelines, which will help you to maintain the values and mission of your employer, and protect you from misunderstanding or criticism.

For the CEO, where the Code refers to 'your manager', this will generally mean the Chairperson/Board.

The term 'staff' in this Code refers to all employees, volunteers and contractors who are aligned with Barriekneal Housing & Community Ltd.

Principles of this code

There are a number of core principles which underpin the expected conduct of each employee in this organisation, most of which are covered in specific terms throughout this document. These include:

Objectivity – make certain that in the delivery of services and the appointment of staff you ensure impartially, and that choices are made on merit alone.

Accountability – accept responsibility for your decisions and actions and submit yourself to whatever scrutiny is appropriate.

Openness – be open about all the decisions and actions that you take.

Leadership – lead by example

Honesty/Integrity - do what you say you are going to do and do the right thing even if no-one is looking

Trustworthiness - be trustworthy in your actions and behaviour's

Respect - have respect for the Company its people and objectives, mission and values

General Conduct

The Code is intended to give direction to staff, volunteers and contractors about the high standards of personal conduct expected of Barriekneal Housing & Community Ltd. All staff, volunteers and contractors should promote a team spirit and show loyalty, courtesy, efficiency, reliability, sobriety and punctuality, and present yourself appropriately when representing your employer.

All staff, volunteers or contractors will be required to provide a written undertaking to comply with this Code of Conduct policy.

Financial

- Any use of funds must not be misappropriated for any other use other than the purpose intended. Funds should be safeguarded against abuse (such as theft) and any staff, volunteer or contractor should seek to ensure value for money for their employer.
- Staff, volunteer or contractors should be able to demonstrate that any rewards have been legally received.
- Policies and Procedures relating to financial management and conduct are to be strictly adhered to

Failure to follow the code

- Staff should be aware that failure to comply with this Code may be potentially harmful to Barriekneal Housing & Community Ltd. Staff may be subject to disciplinary proceedings if they are unable to comply with the Code.
- Volunteers and contractors should be aware that failure to comply with this Code may harm the reputation of Barriekneal Housing & Community Ltd. Volunteers and contractors may have their positions or contractual agreements terminated if unable to comply with the Code.
- In cases where fraud, illegal conduct, misappropriation, harassment or any other malicious or inappropriate behaviour is suspected the Board retains the right to report or take appropriate legal action.

Relationships

- Professional relationships must not be exploited for personal, material or financial advantage.

Equality

- All members of the community and your fellow employees have a right to be treated with fairness and equity. Discrimination of any kind will not be tolerated in the areas of (but not limited to) disability, colour, ethnic origin, gender, sexual orientation, age, religion, political or other opinions.

Confidentiality

- You must maintain the confidentiality of other staff at all times if you have access to information that is not public knowledge. Information about other people may only be passed on with the explicit written consent of that person.
- Confidential information may not be used in any way that can be considered as a personal benefit.
- Staff, Volunteers and Contractors should observe confidentiality in respect of all information gained through your participation.

Employment matters and ensuring impartiality

- Staff involved in the employment of other potential staff members, volunteers or contractors should remain impartial at all times ensuring that successful candidates are employed on the merit of competency of tasks alone. Personal preferences should not influence decisions made.
- To avoid any potential bias in the employment of other staff, you must not be involved in an appointment where you are related to an applicant, or have a close personal relationship outside work with him or her. Any such relationship should be declared to your manager.

Secondary Employment

- Where volunteers and staff are unsure if their proposed employment or business activity conflict with the duties they have been contracted to do, they must discuss with their Manager. This applies equally to unpaid voluntary activity as to paid work.
- Where a conflict is deemed to exist by the Manager, staff members must request permission from the Board prior to taking up secondary employment. Permission will not be unreasonably withheld.

Outstanding activities

- While Barriekneal Housing & Community Ltd has no wish to interfere with the personal lives of its staff, volunteers or contractors, when personal matters impact an individual's capacity to work or on the workplace, intervention may be required.
- Any political, campaigning and/or public activities undertaken by staff members must not bring Barriekneal Housing & Community Ltd into disrepute.
- Staff, volunteers and contractors must remain impartial and not allow their political views to influence the work undertaken for Barriekneal Housing & Community Ltd.
- Barriekneal Housing & Community Ltd office facilities should be used with the work associated with your role in the organisation. If office facilities are used personally or for the community, common sense and integrity to be applied and must not jeopardize the reputation of the Company.

Gifts and hospitality received or offered

- Any gifts received or offered (small or modest) from contractors, tenants, community groups, customers, public officials, suppliers or other business groups may be retained by the employee, volunteer or contractors and must be logged immediately in the gift and hospitality register. Any significant gifts received or offered must be approved by the CEO and should be immediately recorded in the gifts and hospitality register.
- As a general rule, Barriekneal define small gifts and hospitality as, up to \$50 and modest gifts and hospitality as, up to \$100 and significant gifts as, over \$100. All gifts must be recorded in the gifts and hospitality register.
- In certain circumstances, the offers of gifts or hospitality may be perceived as a conflict of interest and therefore the employee, volunteer or contractor may be asked to return the gifts. Declining gifts will be at the discretion of the CEO. When declining gifts, staff, volunteers and contractors should be courteous to the person(s) offering gifts.
- If an employee or associated person wishes to provide gifts to tenants, suppliers, customers, clients or other business contacts, prior written approval from the CEO is required, together with details of the intended recipients, reasons for the gift and business objective. Employees and where applicable, associated persons must supply records and receipts, in accordance with Barriekneal's Payment and Reimbursement of Expenses policy.
- Any benefits or funds received from Barriekneal Housing & Community Ltd may not be accepted outside of those agreed in the employment contract or as reimbursement of legitimate expenses.
- Staff, volunteers or contractors must not seek out gifts or intentionally purchase items that include bonuses or gifts
- Staff, volunteers or contractors may participate in Company promotions that involve gifts, vouchers or money but must not use their position to achieve an unfair advantage

Maintaining Records

- Staff, volunteers or contractors are required to ensure receipts/records are accurately maintained in relation to all or contracts, business activities, including financial invoices and all payment transactions with tenants, clients, suppliers and public officials.
- No accounts can be kept "off-book" to facilitate or conceal improper payments or gifts.
- Staff, volunteers or contractors are required to keep accurate, detailed and up-to-date records of all corporate hospitality, entertainment or gifts accepted or offered by way of recording them in a gifts and hospitality register.

Reporting and Investigating Breaches

Reporting Breaches

Barriekneal depends on its Staff, volunteers or contractors to ensure that high standards of ethical conduct are maintained in all its business dealing. Staff, volunteers or contractors are encouraged to report any concerns that they may have to the CEO as soon as possible by using the whistleblowing procedure to do so. Issues that should be reported include: Suspected cases of fraud, illegal conduct, misappropriation, harassment, malicious or inappropriate behavior, failure to log acceptance of small, modest or significant gifts, suspected or actual attempts at bribery, offers of gifts or hospitality to associated persons

such as tenants, contractors, community groups, customers without prior consent by the CEO, concerns that other employees or associated persons may be being bribed or; concerns that other employees or associated persons may be bribing third parties, such as tenants, clients or community groups.

Investigation

Investigation upon receipt of a concern, the CEO of Barriekneal will evaluate the severity of the concerns to determine whether internal or external investigation is required.

The CEO will then assign the investigation accordingly and maintain oversight of the investigation to ensure appropriate and timely resolution.

All findings to be presented to the Board, the status/resolution of the investigation will be communicated to the Claimant, where possible.

Declarations of interest

- Staff and volunteers must declare any actual or potential conflicts of interest affecting them, their close family, friends or associates during employment.
- If you are the Board (or committee) member of another organisation or if you are present at a meeting of the Board, you should declare any conflicts of interest. If in any doubt you should seek advice from your manager.

Workplace health and safety

Any worker (i.e. staff, volunteer or contractor) employed or contracted by Barriekneal Housing & Community Ltd MUST:

- Take reasonable care for your own health and safety;
- Take reasonable care for the health and safety of co-workers and ensure that your actions do not put your co-workers at risk;
- Use and maintain machinery and equipment properly;
- Ensure that your work area is free of hazards;
- Co-operate with Barriekneal Housing & Community Ltd in anything that you are required to do in order to ensure a safe workplace including:
 - notifying your supervisor of actual and potential hazards
 - notifying your supervisor of incidents and injuries
 - carrying out work in a safe manner
 - wearing or using prescribed safety equipment
 - following health and safety instructions, policies and procedures
 - cooperating with any investigation into an incident or accident
 - taking notice of signs
 - adhering to speed limits
 - participating in safety training.

As a worker (i.e. staff, volunteer or contractor) you must NOT:

- Be affected by alcohol while on any Barriekneal Housing & Community Ltd property;
- The Barriekneal Housing & Community Ltd will not tolerate any staff, volunteer or contractors supplying, encouraging or using any illegal and/or dangerous substance whilst on Barriekneal Housing & Community Ltd property;

- Illegal behaviour by any staff, volunteer or contractors will not be tolerated at any time, when on Barriekneal Housing & Community Ltd property;
- Intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare;
- 'Skylark' or play jokes that may put the health and safety of others at risk;
- Behave in a way that results in risk to yourself or others;
- Intentionally hinder or obstruct the giving or receiving of any form of aid when a person is injured at work.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

CODE OF ETHICS

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

The Board of Barriekneal Housing & Community Ltd is committed to ethical conduct in providing the best possible service to the community. This policy has been developed to provide an ethical framework for all Board Members, Staff and Volunteers of the Organisation.

This policy applies to the Board, casual, permanent and contract staff and volunteers.

Purpose

The purpose of this document is to identify Barriekneal Housing & Community Ltd's position on ethics and proper practice and to document the standards expected in providing a service to the community.

Policy

The Board and staff of Barriekneal Housing & Community Ltd have a legal and moral responsibility to manage the organisation in the best interests of the community it serves. Board and staff will demonstrate professional ethical behavior at all times – in their responsibilities to the organisation, in their professional relationships with each other, and in their professional service to the community – and will be required to adhere to this code of ethics.

The Board shall:

- Be diligent, attend Board meetings and devote sufficient time to preparation for meetings to allow for full and appropriate participation in the Board's decision-making.
- Observe confidentiality relating to non-public information acquired by them in their role as Board Members and not disclose such information to any other person.
- Meet regularly to monitor the performance of management and the organisation as a whole. To do this the Board will ensure that appropriate monitoring and reporting systems are in place and that these are maintained and utilised to provide accurate and timely information to the Board. [Refer to Governance Policy for more information.]
- Ensure there is an appropriate separation of duties and responsibilities between itself and senior management and that no individual has complete powers of decision-making. [Refer to Governance Policy and Delegations Schedules for related information.]
- Ensure that the independent views of Board members are given due consideration and weight.
- Ensure that stakeholders are provided with an accurate and balanced view of the organisation's performance, including both financial and service provision.
- Regularly review its own performance as the basis for its own development and quality assurance. Individual Board Members should also review their own performance with a view to ensuring a suitable contribution to Board deliberations and decision-making and, if found lacking, should either pursue training or assistance to improve their performance, or resign.

- Carry out its meetings in such a manner as to ensure fair and full participation of all Board members.
- Ensure that the organisation's assets are protected via a suitable risk management strategy.
- Ensure that personal and financial interests do not conflict with the duty to the organisation. [Refer to Conflict of Interest for more information.]

Staff or Volunteers shall:

- Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of the organisation and objects,
- ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
- Perform their duties as best they can, taking into account their skills, experience, qualifications and position. They shall act in a safe, responsible and effective manner.
- Be punctual and reliable in their attendance and adhere to their prescribed and authorised hours of duty.
- Comply with the prescribed terms and conditions of their employment/engagement.
- Record their attendance for duty in the manner prescribed.
- Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.
- Carry out their duties in a lawful manner and ensure the organisation carries out its business in accordance with the law, and recognise both legal and moral duties of their role.
- Respect and safeguard the property of the organisation, the public and colleagues; and
- observe safe work practices so as not to endanger themselves or others. [Refer to Workplace Health and Safety Policies for more information.]
- Maintain confidentiality regarding any information gained through their work and not divulge personal information or the address or phone numbers of Staff, Board or service users. [Refer to Privacy Policy for additional information.]
- Ensure that all transactions, agreements and records that flow from relationships with
- Barriekneal Housing & Community Ltd's stakeholders will be accurately and openly recorded in the organisation's books and records, and no entries will be made which obscure the true nature of a transaction.
- Ensure that Barriekneal Housing & Community Ltd will market its services with integrity and accuracy.
- Ensure that personal and financial interests do not conflict with the duty to the organisation.
- Undertake no personal or business activities for personal gain while at the organisation or while conducting business of the organisation: procedures associated with such activities will not be carried out on the organisation's computers without open and express permission of a higher authority.
- Work within the organisation's policies and principles.
- Discuss issues where appropriate with other staff and Board members to determine whether or not a contemplated action is ethical.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

CONFIRMATION OF ABORIGINALITY POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd is committed to providing confirmation of Aboriginality to members of the Lightning Ridge community who are of Aboriginal descent, identify as Aboriginal people and are accepted by the Lightning Ridge community as Aboriginal.

Barriekneal Housing & Community Ltd recognises the responsibility they have to make informed and appropriate decisions in the Confirmation of Aboriginality.

Policy

- i) Barriekneal Housing & Community is committed to making available, the Application form and process for Confirmation of Aboriginality
- ii) Barriekneal Housing & Community is committed to making informed decisions about the Confirmation of Aboriginality
- v) Barriekneal Housing & Community Ltd is committed to facilitating a fair and supportive response to applicants for Confirmation of Proof of Aboriginality and will not withhold confirmation on personal opinion or bias

Barriekneal Housing & Community Ltd Responsibility

To provide Confirmation of Aboriginality to people who meet the approved criteria and can provide appropriate evidence of their Aboriginality. To communicate effectively this Policy and the procedures related to the Policy.

Procedures

When an applicant requires Confirmation of Aboriginality staff or Board members are to provide the Application Form - Confirmation Of Aboriginality and explain, where necessary, the criteria and requirements to ensure the applicant understands.

When an applicant submits their completed Confirmation of Aboriginality to staff, they are to ensure that all details are completed and all required information provided (including letters, if required). Staff should inform the applicant that their application will be reviewed at the next meeting of the Board.

If the application is complete, staff are to add it to the Board folder so the Board can review at their next meeting.

If the application is incomplete, staff are to advise applicant to review and complete appropriately.

At a meeting, with a quorum, Board Members will review the application, including all documented evidence, and make approval, with two Directors signing the Form and applying the Common Seal.

Staff are to be advised of the decision of the Board and applicants advised accordingly.

If the applicant is a tenant, the signed, original Confirmation of Aboriginality Form is posted to and a copy kept in the Office in the Proof of Aboriginality Folder.

If the applicant is not a tenant, a staff member will call them on the number they provided and advise they can collect from the office. A copy is to be kept in the Office in the Proof of Aboriginality Folder.

If the Board members do not approve the application, a letter is written to the applicant, advising their application was not successful, indicating why it was not successful and making suggestions as to what the applicants next steps could be.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

CONFLICT OF INTEREST POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

The purpose of this policy is to help board members of Barriekneal Housing & Community Ltd to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to protect the integrity of Barriekneal Housing & Community Ltd and manage risk.

Objective

The Barriekneal Housing & Community Ltd Board (called the 'board' in this policy) aims to ensure that board members are aware of their obligation to disclose any conflicts of interest that they may have, and to comply with this policy to ensure they effectively manage those conflicts of interest as representatives of Barriekneal Housing & Community Ltd.

Scope

This policy applies to the board members of Barriekneal Housing & Community Ltd.

Definition of conflicts of interests

A conflict of interest occurs when a person's personal interests conflict with their responsibility to act in the best interests of the charity.

Personal interests include direct interests, as well as those of family, friends, or other organisations a person may be involved with or have an interest in (for example, as a shareholder).

It also includes a conflict between a board member's duty to Barriekneal Housing & Community Ltd and another duty that the board member has (for example, to another charity or their family). A conflict of interest may be actual, potential or perceived and may be financial or non-financial.

These situations present the risk that a person will make a decision based on, or affected by, these influences, rather than in the best interests of the charity.

Therefore these situations must be managed accordingly.

Policy

This policy has been developed to address conflicts of interest affecting Barriekneal Housing & Community Ltd. Conflict of interest are common, and they do not need to present a problem to the charity as long as they are openly and effectively managed.

It is the policy of Barriekneal Housing & Community Ltd, as well as a responsibility of the board, that ethical, legal, financial or other conflicts of interest be avoided and that any such conflicts (where they do arise) do not conflict with the obligations to Barriekneal Housing & Community Ltd.

Barriekneal Housing & Community Ltd will manage conflicts of interest by requiring board members to:

- avoid conflicts of interest where possible
- identify and disclose any conflicts of interest
- carefully manage any conflicts of interest, and
- follow this policy and respond to any breaches.

Responsibility of the board

The board is responsible for:

- establishing a system for identifying, disclosing and managing conflicts of interest across the Company
- monitoring compliance with this policy, and
- reviewing this policy on an annual basis to ensure that the policy is operating effectively.

Barriekneal Housing & Community Ltd must ensure that its board members are aware of the ACNC governance standards, particularly governance standard 5, and that they disclose any actual or perceived material conflicts of interests as required by governance standard 5.

Identification and disclosure of conflicts of interest

Once an actual, potential or perceived conflict of interest is identified, it must be entered into Barriekneal Housing & Community Ltd's register of interests, as well as being raised with the board. Where every other board member shares a conflict, the board should refer to ACNC Governance Standard 5 to ensure that proper disclosure occurs.

The register of interests must be maintained by the CEO. The register must record information related to a conflict of interest (including the nature and extent of the conflict of interest and any steps taken to address it).

Confidentiality of disclosures

All disclosures will remain confidential unless. Refer to the Confidentiality Policy for additional information.

Action required to manage conflicts of interest

Conflicts of interest of board members

Once the conflict of interest has been appropriately disclosed, the board (excluding the board member who has made the disclosure, as well as any other conflicted board member) must decide whether or not those conflicted board members should:

- vote on the matter (this is a minimum),
- participate in any debate, or
- be present in the room during the debate and the voting.

In exceptional circumstances, such as where a conflict is very significant or likely to prevent a board member from regularly participating in discussions, it may be worth the board considering if it is appropriate for the person conflicted to resign from the board.

What should be considered when deciding what action to take

- In deciding what approach to take, the board will consider:
- whether the conflict needs to be avoided or simply documented
- whether the conflict will realistically impair the disclosing person's capacity to impartially participate in decision-making
- alternative options to avoid the conflict
- the Company's objects and resources, and
- the possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of, the charity.

The approval of any action requires the agreement of at least a majority of the board (excluding any conflicted board member/s) who are present and voting at the meeting.

The action and result of the voting will be recorded in the minutes of the meeting and in the register of interests.

Compliance with this policy

If the board has a reason to believe that a person subject to the policy has failed to comply with it, it will investigate the circumstances.

If it is found that this person has failed to disclose a conflict of interest, the board may take action against them. This may include seeking to terminate their relationship with the Company. Legal action may be taken if the breach is serious.

If a person suspects that a board member has failed to disclose a conflict of interest, they must discuss it with the person, notify the Chairperson or CEO.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

COMPLAINTS, APPEALS AND FEEDBACK POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

Barriekneal Housing & Community Ltd aims to provide their tenants and members with the best possible service. We are a community owned and operated and are here to provide our people with affordable housing suited to the needs of Indigenous individuals and families.

Barriekneal Housing & Community Ltd's Appeals and Complaints Policy outlines how the Company will handle dissatisfaction with our service and our decisions. Its purpose is to:

- Provide applicants, members and tenants the right to complain, appeal or give feedback
- Provide a process for applicants, members, tenants to complain, appeal or give feedback
- Support Barriekneal Housing & Community to review its policies and procedures.

The Complaints, Appeals and Feedback Policy outlines how Barriekneal Housing & Community will implement this policy so there are effective ways to:

- register, investigate, resolve and record complaints, appeals and feedback
- support the rights of applicants, tenants and members and
- encourage input to service delivery and the organisation by applicants, members and tenants

Definitions

An appeal is when a Barriekneal Housing & Community Ltd applicant, member or tenant is dissatisfied with a decision about a Barriekneal Housing & Community Ltd service and asks for a review of the decision.

A complaint is when a Barriekneal Housing & Community Ltd applicant, member or tenant informs us that they are dissatisfied with our service, practices or policies.

Feedback is when a Barriekneal Housing & Community Ltd applicant, member or tenant provides useful information or advice about a particular service, practice or policy.

Exclusions

This policy does not include:

- Staff or management disputes and grievances. These are covered in the relevant Award and under Barriekneal Housing & Community Ltd Human Resource Management Policies
- Tenant complaints about another tenant (or someone else outside the organisation) or
- Complaints about Barriekneal Housing Community Ltd or our tenants by people who are not service users (e.g. neighbours, funding body, real estate agents). These complaints will be assessed individually and dealt with under the Dispute Resolution Policy.

Policy

This policy explains Barriekneal Housing & Community Ltd's decisions that are appealable and the processes for dealing with appeals.

In relation to Complaints, Appeals and Feedback Barriekneal Housing & Community Ltd

- respects the rights of its members, tenants and applicants to appeal decisions that they disagree with or believe to be unfair.
- encourages its members, tenants and the broader community to comment and provide feedback about any or all operations and undertakings of the Company.
- will respond in a timely and appropriate manner
- will deal with complaints, appeals and feedback in a manner which is procedurally fair
- inform applicants, members and tenants about this policy through its various means of communication
- ensures applicants, members and tenants can make complaints, appeals or provide feedback
- without recrimination or fear of intimidation
- has a user friendly procedure

Confidentiality

Client confidentiality will be respected; only those directly involved with the process will be told details. Staff who are the subject of a complaint will be advised of the complaint.

Complaints/Appeals File

A record of the complaint will be kept with the tenant/applicant file. The person concerned has access to this file.

Complaints/Appeals Register

The CEO will be responsible for maintaining the Complaints and Appeals Register and monitoring progress in resolving the Complaint or Appeal.

Complaints Email: complaints@barriekneal.org.au

Feedback Email: feedback@barriekneal.org.au

General Admin: admin@barriekneal.org.au

Procedure

Appeals

Barriekneal Housing & Community Ltd Appeals procedure involves an internal process. It is the responsibility of all Staff and Board members to be aware of the appeals procedure and advise members, applicants and tenants of this procedure.

Members, applicants and tenants may appeal a decision because they believe the decision:

- was inconsistent with Barriekneal Housing & Community Ltd Policies and Procedures
- did not consider all the relevant information before making the decision
- was influenced by information irrelevant to the matter
- not dealt with fairly

Members, applicants and tenants may appeal the following:

Applicants

- Waiting List
 - General eligibility
 - Removal from waiting List
 - Backdating of eligibility on waiting list
 - Eligibility of people classified as former unsatisfactory tenants
- Housing Entitlements
 - Size of dwelling
 - Modification or special features of dwelling
 - Locational need
- Priority Housing
 - Eligibility
 - Locational or housing type need
- Minors
 - Eligibility of minor to be granted a tenancy
- Offer Of Property
 - Whether offer is considered reasonable
 - Acceptability of reason for not accepting offer
 - Removal for not accepting an offer
- Succession Of Tenancy
 - Eligibility to be granted succession
 - Housing entitlement if granted succession.

Tenants

- Repairs and Maintenance
 - Regularity, quantity and quality of repairs and maintenance
- Rental
 - Increase
 - Arrears calculations
- Tenancy
 - Agreements
 - Termination of tenancy
- Modification Of Property
 - Need for modification for disability/medical reasons. Not maintenance or upgrade issues.
 - Tenant improvement of property–reimbursement
- Mutual Exchange
 - Eligibility for and approval for exchange
- Absence From Dwelling
 - Permission to be absent and rent calculations
- Tenant Charges
 - Charges at vacation of the dwelling where not covered by a Consumer, Trader, and Tenancy Tribunal (CTTT) decision
- Fixed Term Leases
 - Conditions and renewal eligibility

- Additional Occupants
 - Approval of additional occupants
- Joint Tenancies
 - Eligibility for joint tenancies

Members

- Board decisions

What Are Not Appealable Decisions

- Decisions not directly related to the person or household
- Matters which are the responsibility of other tribunals eg CTTT
- Housing provider policies
- Matters for which clients cannot make application to housing providers
- Internal administrative and funding matters of the housing provider
- Complaints about the way a service is delivered-see Complaints Policy
- Programs not related to the provision of a service.

Appeals Process

Barriekneal Housing & Community Ltd Appeals Process involves a first level internal appeals procedure. If the appellant is dissatisfied by the outcome they can appeal to the Housing Appeals Committee, which is the second and independent level of appeal.

Internal Appeal	<p>If an applicant, tenant or member is dissatisfied with a decision made by</p> <p>Barriekneal Housing & Community Ltd, they have the right to request that the decision is reviewed by the Housing Officer.</p> <p>The CEO will review all appeals, and decisions about appeals.</p> <p>Applicants, tenants and members must make their appeals in writing either through a letter or the Appeals Form. Staff should assist clients who have a language or literacy barrier.</p> <p>The Housing Officer will review the decision against the Housing Policy and will consider the</p>
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	<p>merits of the appeal taking into consideration information provided by the appellant. All information will be treated as new. The Housing Officer may call upon the Chairperson or CEO to be involved in the decision.</p> <p>The Housing Officer is required to:</p> <ul style="list-style-type: none"> ● Register the appeal ● Acknowledge the receipt of the appeal in writing within five days of receiving the appellant's written appeal ● Consider the matter, including conducting an interview with the appellant ● if possible, and consider whether a different decision is warranted. If the client provides new information this can be taken into account at the first level appeal ● Inform the appellant in writing of the reasons for the decision with clear reference to the policy criteria. <p>Response Time: Within 21 days of receiving the appeal</p> <p>Register: Appeal to be registered in Appeals Register and reported in the Housing Report</p>
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External Appeal	<p>If the appellant is dissatisfied by the outcome of the Internal Appeal they can proceed to make an appeal to the independent Housing Appeals Committee (HAC).</p>
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	Only tenants and applicants can appeal through this process and they should appeal to the HAC within 3 months of the first level appeals process.
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Appeals to Housing Appeals Committee (HAC)

When the Housing Appeals Committee (HAC) Secretariat receives the appeal the HAC will request the tenant file from Barriekneal Housing & Community Ltd.

Once the file is received, the HAC sets a date for the hearing or interview and informs the appellant by letter. The Housing Appeals Committee aims to schedule a hearing within 4 weeks of receipt of the file from the Housing Provider. The process is informal and free for appellants.

The HAC reviews whether the Housing Provider's decision conforms to the stated policy and meets the standards of natural justice considering the merits of the case.

Can the Housing Appeals Committee Change the Decision?

The Housing Appeals Committee has recommendatory powers only. The Housing Appeals Committee provides a detailed analysis and makes recommendations to the Housing Provider and it is up to the Housing Provider to make the final decision.

Barriekneal Housing & Community Ltd gives serious consideration to the issues raised by the Committee in its recommendations and mostly, recommendations are accepted.

For further information about the Housing Appeals Committee call 1800-629-794 or at www.hac.nsw.gov.au

Complaints and Feedback Procedure

Members, tenants and applicants have a right to express dissatisfaction or provide feedback about service, standards, practices or policies of the Board and staff of Barriekneal Housing & Community Ltd.

If this occurs, Barriekneal Housing & Community Ltd will:

- register, investigate, resolve and record their complaint
- ensure their right to be heard and not to be penalised for raising a complaint or providing feedback
- enable their views to influence how we deliver our services.

Complaints and Feedback is dealt with through a two level process-

- Level 1 Informal Complaint.
- Level 2 Formal Complaint
 - Stage 1 Management Team
 - Stage 2 Barriekneal Housing & Community Ltd Board

Level 1 - Informal Complaint

The person making the complaint (the complainant) should be directed to the appropriate staff member

The complainant to explain the problem and what they would like to be done about it.

The Staff member is to:

- Inform the complainant of Barriekneal Housing & Community Ltd's Complaints and Appeals policy
- Determine whether the matter is:
 - a complaint or
 - an appeal or
 - a dispute under the Residential Tenancies Actand advise the complainant accordingly.

For Appeals see above

The Staff member should inform the complainant about Barriekneal Housing & Community Ltd's policy in that area.

If the complainant is dissatisfied with the response the Staff member is to inform the complainant that he/she can make a formal complaint in writing or by completing a Complaints Form.

The Staff member should provide assistance to complete the form, if required.

Level 2 - Formal complaints

Stage 1 - Staff

When a written complaint is received, it is considered by the CEO. If the complaint is about a service provided by the CEO or a Board matter, it is to be referred to the Board (see below).

The CEO will determine whether the matter is a complaint or an appeal or a breach of the Residential Tenancies Act.

The CEO will :

- Record the complaint
- Acknowledge the receipt of the complaint in writing within five working days of receiving the complaint
- Investigate and determine what action Barriekneal Housing & Community will take
- Advise the Complainant in writing, of what action Barriekneal Housing & Community has or will take.

Response Time: Within 21 days of receiving the written complaint

Register: Complaint to be registered in Complaints Register

Stage 2 - Board

If the complainant is dissatisfied with the CEO's decision, they can refer the complaint to the Barriekneal Housing Board.

The Barriekneal Housing & Community Ltd Board will appoint two board members to review the complaint and make a recommendation to the Board and will:

- Record the complaint
- Acknowledge the receipt of the complaint in writing within five working days of receiving the complaint.
- Investigate and determine what action Barriekneal Housing & Community Ltd will take
- Advise the complainant in writing, of what action Barriekneal Housing & Community Ltd has or will take.

Response Time: within eight weeks of receiving the written complaint.

Register: Complaint will be registered in Complaints/Appeals Register.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

COPYRIGHT POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Principles

1. Barriekneal Housing & Community Ltd is responsible for managing its assets, including its intellectual assets, in such a way as to maximise their contribution to the goals of the organisation.
2. Subject to these responsibilities, Barriekneal Housing & Community Ltd is committed to the widest possible dissemination of its ideas and findings where these may assist others.

Policy and Procedure

Production of copyright material

Material created by Board members or staff of Barriekneal Housing & Community Ltd entirely on their personal time and not involving the use of Barriekneal Housing & Community Ltd facilities or materials shall be the property of the creator, and an individual's "personal time" shall mean time other than that for which they receive salary (in the case of staff) or perform assigned functions (in the case of volunteers).

Board members, staff or volunteers who claim that material was made or created on personal time have the onus of demonstrating this. Staff engaged in work during personal time where later confusion may possibly occur are encouraged to discuss this with their supervisors.

With the exception of material created on personal time, all materials that result from activities carried out at Barriekneal Housing & Community Ltd or developed with the aid of [Barriekneal Housing & Community Ltd's facilities or staff, or developed through funds administered by Barriekneal Housing & Community Ltd, shall be the property of Barriekneal Housing & Community Ltd except by specific prior written agreement.

Works by independent contractors shall be owned in accordance with the contract under which the work was created. Barriekneal Housing & Community Ltd shall insure that there is a written contract for work by an independent contractor specifying institutional ownership.

Any dispute between Barriekneal Housing & Community and its Board members, staff or volunteers, on issues of copyright ownership shall be determined by Barriekneal Housing & Community Ltd's Dispute Resolution Policy.

Use of copyright material

Board members, staff and volunteers of Barriekneal Housing & Community Ltd are required to observe all applicable copyright laws and regulations. The CEO is required to institute procedures that will ensure

- a) that all uses of copyright materials are recorded, and that
- b) all compensable uses of copyright material are appropriately processed.

Copyright on Barriekneal Housing & Community materials

All materials produced by or on behalf of Barriekneal Housing & Community Ltd are copyright.

Permission to reproduce such materials depends on the category into which they fall.

All materials produced by or on behalf of Barriekneal Housing & Community Ltd will be classified by CEO into one of the following classes.

1. Those materials that are copyright and that cannot be reproduced by any process other than for the purposes of and subject to the provisions of the Copyright Act and any licensing agreement between the user and Barriekneal Housing & Community Ltd.
2. Those materials that are copyright and that may nonetheless be circulated and/or reproduced as long as any reproduction features specified credits and disclaimers.
3. Those materials that are copyright and that may nonetheless be reproduced without conditions.
4. Those materials that are not copyright.

The copyright policies of Barriekneal Housing & Community Ltd are binding on all staff, whether paid or voluntary. The copyright policies of Barriekneal Housing & Community Ltd, as amended from time to time, shall be deemed to be a part of the conditions of employment of every employee and shall be included in the orientation material given to every volunteer.

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

CRISIS MANAGEMENT POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Unforeseen incidents may occur at short notice that must be dealt with urgently outside the standard policy framework. While precise procedures cannot be laid down, there is a need for a general policy to guide the organisational response to crisis.

Purpose

The Crisis Response Policy is intended to facilitate the management of a crisis within Barriekneal Housing & Community Ltd to minimise risks to personnel and property, to protect the reputation of Barriekneal Housing & Community Ltd and to implement urgent recovery procedures.

Policy

Management of the physical aspects of any crisis (fire, flood, etc.) will be handled according to plans drawn up under Barriekneal Housing & Community Ltd Health and Safety procedures.

The Crisis Response Policy Committee (see below) shall address managerial, media, and budgeting issues.

Procedures

The Board shall establish a Crisis Response Committee consisting of the Chairperson, the CEOs, and two available board members, prepared to meet at short notice.

The Board shall delegate to the Crisis Response Committee the authority to take action to facilitate the management of the crisis if required urgently.

On being informed of any crisis situation the Crisis Response Committee shall arrange to meet, in person or electronically. Members of the Crisis Response Committee shall maintain records of the contact details (phone, mobile phone, fax, and email) of all other members.

The Crisis Response Committee shall

- Ascertain the nature and extent of any damage to the organisation
- coordinate the organisation's media response

- institute any urgent recovery procedures

The Crisis Response Committee shall return to the standard policy and managerial framework at the first feasible opportunity.

The Crisis Response Committee shall call a board meeting at the first feasible opportunity and report on any actions taken.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

DELEGATION OF AUTHORITY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Policy Statement

It is important that Barriekneal Housing & Community Ltd Board, Management and Staff are aware of the general principles in governing delegation of the Board's powers and authority; and a schedule of delegation to management.

Reasons for having these policies

- To reflect and reinforce Barriekneal Housing & Community Ltd commitment to sound corporate governance practices that are underpinned by appropriate internal control mechanisms
- To allow decisions to be made more efficiently and effectively.

Risk management considerations

- Uncertainty regarding authority
- Inappropriate delegation of authority

6.4 Delegation of Authority

- 1.1.1. The Board will retain authority to enter into strategic commitments and to commence and conclude litigation (other than in association with the recovery of debts) but will delegate the authority necessary for operational management.
- 1.1.2. General Principles
 - 1.1.2.1. Delegations are to positions not to individual persons.
 - 1.1.2.2. Acting appointees may exercise the same powers as the permanent appointee to a position for the period they are acting.
 - 1.1.2.3. Delegates may not further delegate their powers except where specifically authorised so to do.
 - 1.1.2.4. Delegates may not authorise expenditure, nor authorise the issue of Purchase Orders on their own behalf.
 - 1.1.2.5. Authorisations for expenditure must be signed by the appropriate delegate.
 - 1.1.2.6. No person is authorised to sign on behalf of another in authorising expenditure.
 - 1.1.2.7. The level of expenditure, quality or quantity of goods/services may not be varied from that which was approved, without the endorsement of the original authorising delegate evidenced in writing.
 - 1.1.2.8. Expenditure may not be authorised unless funds are available under the control of the authorising officer.
 - 1.1.2.9. The Schedule of Delegation should be reviewed at least annually by the Board.
 - 1.1.2.10. In the event the Chief Executive Officer is not available for an extended period, the Housing Manager is authorised by the Board or the Chief Executive Officer to exercise the same powers conferred to the Chief Executive Officer.

Schedules of Delegation

Financial Delegation

Area	For Board	For CEO	Other staff
Recurrent Operating Expenditure	Approval of annual operating budget	All purchasing within approved budget up to \$10,000 (limit does not apply to salaries)	N/A
	Approval of budget variations of individual line items over \$5,000	Approval of budget variations of individual line items below \$5,000 Authorise progress payments	N/A
Capital Expenditure	Approval of capital budget on recommendation of Treasurer / CEO.	Substitutions within approved budget under \$50,000 up to a total limit in one year of \$120,000	N/A
Disposal of Assets (other than Land or Real Property)	Equipment/Furniture - if surplus to requirements, items in excess of the market value of \$15,000.	Equipment/Furniture - if surplus to requirements, up to the market value of \$15,000.	N/A
External Contracts (excluding consultants) - Operating Budget non capital	Approval of contracts which lie outside project and / or budget parameters.	Approval of contract within project budget	N/A
Consultants		Within approved operation or project budget	N/A
Travel within NSW	Approval for Board Members and CEO only	Approval for staff to travel but within budget provisions	N/A
Travel Outside NSW	Approval for Board Members only	Approval for immediate subordinate staff and discussion required for other staff. Board to approve CEO travel.	N/A
Travel Overseas	Approval for Board Members and Chief Executive Officer.	No delegation	N/A
Travel Expense Approval	Board members expenses to be approved by Board of Directors. CEO's expenses over \$5000 if not preapproved in budget.	Approval for immediate subordinate staff subject to rates determined by ATO.	N/A
Petty Cash - Creation of float	Not applicable	Up to \$500	N/A

Petty Cash - Individual payment	Not applicable	Up to \$50	Finance Officer – up to \$50
Reimbursement of Expenses		CEO	Finance Officer up to \$50

Policy Delegations

Area	For Board	For CEO	Other staff
New Policy Revise/Update/ Cancel Policy	Approve policies in respect of: Board Governance; Board Process; CEO Limitations; Delegation; Risk Management, OHS, Strategic Plan, Financial Management	Approve operational policies and procedures following consideration by the Board.	N/A

Human Resource Delegations

Area	For CEO	For Staff	Other staff
Acceptance of Resignation	Board	CEO	N/A
Approval of Outside Employment	Board	CEO	N/A
Appointment of temporary staff	Board	CEO	N/A
Approval to fill vacant position employment	Board	Board excluding casual which CEO can approve	N/A
Authorisation of time sheets, hours of work and rosters	N/A	CEO	Supervisors and Managers
Classification Change (of existing position)	Board	Board	N/A
Restructure of organisation or Creation and classification of new permanent position	Board	Board	N/A
Dismissal	Board	Board	N/A
Employment Contracts (signing)	Board	CEO/Chairperson	N/A
Enterprise Bargaining, Workplace Agreements, Certified Agreements	Board	CEO	N/A
Leave Approvals	Chair	CEO	N/A
On-call and Overtime	N/A	CEO	N/A
Part-time employment change of hours	Board	Board	N/A

Payment of allowances, approval of allowances as per awards and workplace agreements and as included in approved operating budget	Board	CEO	N/A
Salary Increments Approval	Board	CEO	N/A
Redundancy	Board/CEO	Board/CEO	N/A
Secondment	N/A	CEO	N/A
Work Experience (Employer Authorisation)	N/A	CEO	N/A

DISPUTE RESOLUTION POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

This policy is designed to set out the process for resolution of disputes or issues involving the Board, staff, members, tenants and volunteers of Barriekneal Housing & Community Ltd.

Policy

The Board, staff, members, tenants and volunteers of Barriekneal Housing & Community Ltd are committed to reaching a quick and fair resolution of any disputes that may arise and that may threaten the operation of the Company. All Board members, staff, members, tenants and volunteers will follow the procedures set out below.

This policy refers to disputes:

Between individuals including Board members, staff, members, tenants and volunteers.

Procedures

1. The dispute must be in writing and sent to the Chairperson. The Chairperson must acknowledge receipt of this document within 14 days.
2. The Chairperson will use his/her discretion to bring the issue to the next Board meeting or call a meeting.
3. When raised at the Board Meeting all people involved in the dispute will be given the right to be heard.
4. A dispute cannot be resolved unless there is a quorum.
5. The Chairperson will call for a motion from the Board e.g. to seek further legal advice, to refer the matter or to dismiss the dispute. The motion will be voted on by all members present at the meeting.
6. A Board decision may be reviewed where:
 - New information has come to light that was not available when the original decision was made.
 - The Board has become aware of an error in previous information that was used to make the decision.
 - The disputing party did not feel able to present his/her case

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

ENGAGEMENT OF CONTRACTORS POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

This policy is to ensure Barriekneal Housing & Community Ltd engages contractors who will provide good quality work and services in accordance with the NSW FACS AHO Standards for New Supply, New Acquisition and Repairs and Maintenance (July 2014).

Purpose

The purpose of this policy is to set guidelines to ensure that:

- The selection of licensed contractors is undertaken in a fair and equitable manner.
- Conflicts of interest or pecuniary interest do not arise within the organisation.
- Contractors are working within the appropriate standards and quality of work as per the NSW FACS AHO Standards, Building Code of Australia and other relevant standards and legislation.
- Competitive quotations from contractors for cyclical and planned maintenance are obtained.
- Appropriate systems for ordering and approving responsive and planned maintenance are in place.
- Tenants are given the opportunity to provide feedback on the satisfactory of works carried out.
- There is a system for regularly reviewing contractors on their reliability and the quality and costing of works.

The policy applies to Board members, staff, volunteers and engaged contractors.

Choosing a builder or tradesperson

Under the NSW Fair Trading licencing, only a builder or tradesperson who is properly trained and has the relevant experience to do the work may be licensed. Any person who carries out residential building work over \$5,000 in labour and materials without an appropriate licence is breaking the law and could be prosecuted.

Specialist tradespeople who carry out any of the following must be licensed regardless of the cost of the work:

- electrical wiring
- plumbing, draining and gas fitting work
- air conditioning and refrigeration work (except plug-in appliances).

Any potential builder or tradesperson will be asked to provide a copy of their licence as part of the selection criteria. Licensing protects the organisation in:

- dealing with a legitimate business
- ensuring the tradesperson has the right qualifications for the job
- enjoying better consumer protection
- protecting the organisation from unqualified and unlicensed 'handyman' businesses.

By law, all builders and tradespeople must display their licence number on any advertisement for their services.

Selection of Contractors

Barriekneal Housing & Community Ltd will develop a Contractors Register of approved and preferred tradespeople for a range of services through a selection criteria process.

Depending on the nature of the work required, Barriekneal Housing & Community Ltd may call for Expressions of Interest from local contractors to be considered for the Contractors Register. The Board will be responsible for approving, reviewing and monitoring the Contractors register.

Contractors must meet the following selection criteria to be considered:

- Is a local Aboriginal business or mainstream business that provides employment or apprenticeships to Aboriginal people;
- Holds a valid licence with the NSW Fair Trading;
- Be competitively priced;
- Be equipped to complete required works; and
- Be reliable (references should be checked wherever possible prior to using tradespeople);

It will be the responsibility of the CEO to confirm the validity of the tradespersons licence. This can be done at <https://www.onegov.nsw.gov.au/LicenceCheck/> or call 13 32 20 to do a free licence check.

The Contractors Register will include the following details:

- Name of the business
- Address of the business
- ABN/ACN number
- Contact person and number of the business
- The licence number and expiry date
- Licenced work details i.e. specialised – electrical, plumbing, general
- Confirmation of details of any insurances held, including workers compensation and public liability insurance
- Date when approved to the register

The Contractors Register will be reviewed by the Board annually based on survey feedback from tenants and other financial factors.

Job Request

The Housing Officer will develop a simple job request and should be in line with the Asset Maintenance.

Schedule and Asset Management Plan. It can also provide an opportunity to obtain feedback from the tenant to ensure the requested work was undertaken satisfactorily.

The job request should:

- Identify the property where the work is to be completed
- A contact number and name of the tenant or who will be onsite for access
- Be as specific as possible to the work that needs to be completed
- List the brand names and models of all major items
- Attach design plans, if any
- Indicate if you want the tradesperson to take responsibility for cleaning the site. A good builder or tradesperson will always clean the site but it can be done internally to save money.

Quotations/Tendering

For jobs costing up to \$1000 verbal quotes can be obtained. Jobs over \$1000 and up to \$5000 three quotes will be obtained where possible and the Housing Officer will consult with the CEO to decide the approved contractor.

For jobs costing more than \$5000 three quotes will be sourced and the Board will decide the approved contractor.

Ensure each quote can be compared equally

- Provide each contractor with the same information.
- Written quotations should include:
 - All work to be done
 - All materials to be used; and
 - Reflect the necessary specifications and materials are in accordance to AHO Standards
 - Confidentiality and privacy principles will be observed during the selection process. This includes:
- Non-disclosure to any tenderer of the identity of any other party involved in the tender process.

No information will be provided to tenderers of the nature of any other tenders received for the work, particularly the amount tendered.

The CEO/Housing Officer will manage all tender processes and provide a report with a recommendation to the Board.

Changing Requirements of Quotations

Changing requirements before the quote is finalised is OK as long as the changes are provided to each person preparing a quote so they can adjust the final price.

Changing requirements after the contract is signed may cause difficulties and should be fully discussed with the contractor.

Variations

Variations at any stage to your specifications, unforeseen problems, changes by council, or other causes may affect the final price of the works. For example, there may be rock beneath the surface which needs to be removed. To do this, the builder may need to hire someone to use a jackhammer to break up the rock.

All variations to the contract must be in writing and signed by both parties.

Contract essentials

By law, your chosen builder or tradesperson must give you a written contract if

- the contract price is over \$5,000 (including GST), or
- the contract price is not known, is for the provision of labour and materials by the contractor
- the reasonable market cost of which is more than \$5,000 (including GST).

Jobs worth between \$5,000 and \$20,000 require a 'small job' contract with minimum basic information, while building jobs worth more than \$20,000 must be covered by more extensive written contracts.

Small jobs contracts

Under the NSW Fair Trading, any residential building work worth between \$5,000 and \$20,000 must be covered by a 'small jobs' contract. The written contract must be dated and signed by, or on behalf of each party. It may specify that work be paid for at regular intervals.

It must contain:

- the parties names, including the name of the holder of the contractor licence as shown on the contractor licence
- the number of the contractor licence
- a description of the work
- any plans or specifications for the work
- the contract price if known.
- a "quality of construction" clause that states the work will comply with
 - the Building Code of Australia, to the extent required under the Environmental Planning and Assessment Act 1979

- all other relevant codes, standards and specifications that the work is required to comply with under any law
- the conditions of any relevant development consent or complying development certificate.
- a clause that states that the contract may limit the liability of the contractor for failure to comply with the above work compliance clause if the failure relates solely to:
 - a design or specification prepared by or on behalf of the homeowner (but not the contractor) or
 - a design or specification required by the homeowner if the contractor has advised the home owner in writing that they go against the “work compliance clause”.

Records

For each contractor, Barriekneal Housing & Community Ltd will maintain records of:

- a complete and signed copy of the prescribed registration and review form (including details as required under section Confirmation of Details above)
- signed agreement and acceptance of the prescribed protocols;
- all payments made to contractors and the details of the works involved;
- copies of all relevant insurances, particularly in relation to expiry dates of such;
- any reviews conducted of contractors work.

Maintenance Orders

All maintenance work orders will be issued by Barriekneal Housing & Community Ltd in writing and will include:

- specific nature of required works;
- premises access arrangements;
- date for completion of works;
- authorising signature of relevant staff member.

Variations to orders

Tradespeople cannot vary the orders given by Barriekneal Housing & Community Ltd without the approval of the Housing Officer. Any such approval must be noted and authorised on Barriekneal Housing & Community Ltd copy of the relevant work order.

Outstanding & overdue orders

Barriekneal Housing & Community Ltd will regularly review all maintenance work that has not been completed by the due date. Where such is confirmed, Barriekneal Housing & Community Ltd will contact the tradesperson and ascertain the reasons for non-completion and, where necessary, will negotiate an extension of time with the contractor.

Checking and payment for works

Wherever possible, all work completed of less value than \$1,000 should be signed off by the CEO/Housing Officer after discussions with the tenant to determine if works were satisfactory. All work completed of value more than \$1,000 where possible will be reviewed by the CEO/Housing Officer prior to sign off and payment.

Major building works should be checked by a suitably qualified building consultant or the building supervisor.

All work to vacant properties, regardless of the value of the work, must be checked by the CEO/Housing Officer prior to payment.

Where smaller maintenance works are not being regularly checked and where payment has been made, Barriekneal Housing & Community Ltd will undertake random inspections of 10% of all such paid works each quarter. Such checks will reflect the varied works and tradespeople used during that period.

Payment of approved works will occur within 14 days of the receipt of invoice.

Review

The continued use of tradespeople will be based on an ongoing review of their performance which will consist of an assessment of their capacity to continue to meet the required criteria outlined above.

Feedback from tenants should be sought during any process of reviewing the performance of Tradespeople.

Barriekneal Housing & Community Ltd does not give any tradesperson exclusive right to all work in any one category of maintenance and, whilst will regularly use a tradesperson where they continue to meet the above performance criteria, will from time-to-time use alternative tradespeople.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

FAMILY FRIENDLY POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd values family and flexibility to achieve a better balance between work and family responsibilities for all employees. Work and family flexibilities ensure employers and employees balance work and family commitments by using employment arrangements that help employees manage family and lifestyle commitments while taking into account the service needs of the organization.

Policy

Barriekneal Housing & Community Ltd will mandate best practice employment arrangements in relation to :

- Parental/maternity/paternity leave
- Personal/carer's/family leave
- Bereavement leave
- Flexible working arrangements

Procedures

1. Specific arrangements

Procedures and arrangements for parental/maternity/paternity leave, personal/carer's/family leave, bereavement leave, and flexible working arrangements shall be as set out in National Employment Standards contained in the Fair Work Act 2009 (http://www.austlii.edu.au/au/legis/cth/consol_act/fwa2009114), as modified by the organisation's provision of additional entitlements in any area.

Any employment arrangements that go beyond the requirements of the National Employment Standards shall be fully documented on the employee's personnel file.

2. Staff involvement

Staff are encouraged to voice their opinions about the availability, accessibility, and application of flexible work arrangements in their area.

3. Management commitment

Managers should:

- consider for each employee the applicability and desirability of such flexible workplace arrangements as part-time work, job sharing, leave without pay (part-time or full-time), monitored career breaks, part-year work, variable year work and time in lieu.
- become role models for flexibility, where possible accessing flexible work arrangements themselves;
- become knowledgeable about the range of flexibility options available and how to manage them;
- have the practical skills and confidence to lead a team with different working arrangements;
- track the career progression of staff who are working flexibly to ensure they have access to all
- training and other benefits and to ensure that they suffer no discrimination in opportunities for promotion; and
- evaluate the outcomes of the arrangement and look for improvements
- seek appropriate training if lacking in any of the skills necessary to properly administer this program.

4. Documentation of procedures

Documenting these provisions after an employer-employee consultation process enables both Barriekneal Housing & Community and its employees to have a clear understanding of the available provisions and how they can be accessed.

Family-friendly workplace provisions will be negotiated with the employee at commencement of the position. These provisions will be included in the employment agreement.

Family-friendly clauses in individual staffing agreements should contain information on:

- the nature of the provision (e.g. flexible hours of work)
- entitlements under the provision (e.g. a right to apply for flexible hours of work)
- eligibility criteria (e.g. primary care of a child or children under school age).

As staff and organisational needs change over time family-friendly provisions will be regularly reviewed via in-house supervision to ensure that provisions are consistent with applicable legislation and do not become outdated or irrelevant to the employee or the organisation.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

PROBITY (FRAUD & CORRUPTION) POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community is committed to establishing and maintaining a culture within the organisation that will ensure that effective fraud and corruption prevention is an integral part of our day to day operations. We recognise that fraud and other probity related offences is inherently wrong and it is against our values and we intend to work actively to avoid it occurring.

Definition of fraud and examples

Australian Standard 8001-2003 defines fraud as:

“Dishonest activity causing actual or potential financial loss to any person or entity including theft of moneys or other property by employees or person external to the entity and whether or not deception is used at the time, immediately before or immediately following the activity. This also includes the deliberate falsification, concealment, destruction or use of falsified documentation used or intended for use for a normal business purpose or for improper use of information or position”.

Definition of corruption and examples

Australian Standard 8001-2003 defines corruption as:

“Dishonest activity in which a director, executive, manager, employee or contractor of the entity acts contrary to the interests of the entity and abuses his/her position of trust in order to achieve some personal gain for him or herself or for another person or entity”.

Purpose

The policy aims to set in place a commitment to legal and ethical conduct and integrity in all business practices that enable planning and resourcing, prevention, detection and responding to fraud and corruption and other related probity offences. This will be undertaken by:

- Appointing a person within Barriekneal Housing & Community tasked to take overall responsibility for fraud and corruption and related probity offences.
- Providing in house training to all Board members, staff and volunteers in ethics, privacy and fraud awareness activities.
- Ensuring all contractors are aware of Barriekneal Housing & Community Probity Fraud and corruption policy.

Supporting an individual who reports fraud or corruption ('Whistleblower').

- Facilitating external scrutiny of fraud control activities.
- The application of appropriate civil, administrative or disciplinary penalties;
- The prosecution of offenders, including those involving routine or minor instances of fraud where appropriate.
- The recovery of the proceeds of fraudulent activity.

Fraud and Corruption Control Strategies

What is Fraud?

There are basically two categories of fraud:

- Fraud which results in the loss of funds; and
- Fraud which results in the misuse of assets or the loss of an advantage.

Below are examples of where fraud can exist.

- Fraud involving people outside the organisation
- Fraud by employees and others using the organisation's funds
- Fraud by employees and others using the organisation's property
- Fraud by employees and others to improve personal property
- Fraud arising from staff, management or Board members due to a failure to perform their duties.

Possible fraudulent activity examples

- Theft of cash, funds, goods and/or equipment.
- Accounts receivable fraud (misappropriated or misdirected payments).
- Credit card fraud.
- False invoicing (invoicing for an exaggerated amount for goods or services delivered or fictitious invoicing for goods or services never received).
- Money laundering.
- People within Barriekneal Housing & Community Ltd using their position to gain some form of improper financial advantage.
- Falsification of financial records or releasing misleading information with a view to obtaining an improper financial advantage, deceive or conceal dishonest activity.
- Intellectual property theft.
- Possible corrupt activity examples
- Receiving of gifts in order to influence decisions
- Tendering that involves collusion or manipulation.
- Making appointments based on nepotism rather than the ability to perform a role.
- Bribes (either money payments or favours in kind) used in order to influence decisions
- Serious conflict of interest involving a Board Member acting out of self-interest.
- Using confidential information for own personal gain rather than legitimate business purposes Whistleblower Policy; and
- Encourage Board members, staff and volunteers to report any suspected incidence of fraud.

We will change our audit partner every five years, (although we may retain the same audit firm).

Fraud and Corruption Risk Management

Fraud Risk Assessments

A comprehensive Fraud Risk Assessment will be conducted on a biennial basis. It will take place between April and May following which the CEO will provide the findings of the assessment to the Board at the first Board meeting after its completion.

The Fraud Risk Assessment should include a review of:

- Information technology and information security.
- Electronic commerce, electronic service delivery and internet transactions.
- Outsourced functions.
- Grants and other payments, benefits or programs.
- Tendering processes and purchasing and contract management.
- Services provided to the community.
- Revenue collection.
- Travel allowance and other common allowances.
- Salaries.
- Property and other physical assets, including physical security.
- Any significant changes to business operations.
- Any fraud and corruption control issues specific to our industry.
- Ongoing review of fraud control strategies

A review of the effectiveness of the fraud control strategies will be ongoing and regular reviews of the internal controls and any instance of fraud and corruption. We will undertake internal reviews of our fraud control plan and make adjustments as necessary.

The CEO is responsible for coordinating compliance with the yearly strategy.

Implementation of proposed actions

Recommendations from the Fraud Risk Assessment will be considered and implemented as soon as is practicable.

How and when to report fraud

All Board members, staff and volunteers are encouraged to report possible fraud and corruption or misconduct.

Reports of behaviour involving possible fraud should be communicated to the CEO or Board member through:

a) Normal reporting channels including the following details.

- The name and address of the person to whom the report is directed.
- The procedure once the report is received.
- When and how the reporter will be informed of the progress/action taken in light of the report.

b) The Whistleblower policy

In almost all cases the best time to report a suspected fraud or suspicious activity is immediately. Staff should be made aware of this general rule and be encouraged to have

confidence that the organisation will deal with the matter in a timely manner. It is preferable to have the matter be investigated appropriately and according to standard procedures authorised by the Board. It is not desirable to simply undertake your own informal Investigation.

In addition to internal reporting, the CEO will address each of the following reporting issues and where necessary enlist the support of others (generally people external to an organisation) to consider:

- Protection of employees reporting suspected fraud.
- External anonymous reporting e.g. to the ATO.
- Reports the police.
- Reports to external parties such as government departments.
- Administrative remedies for the recovery of the proceeds of fraudulent conduct.
- Legal reporting obligations e.g. to authorities such as Australian Federal Police, state Police, ATO, ASIC or to government departments in relation to contracts held with them.

Procedures for Investigations

In the event that fraud is detected, reported or suspected an investigation will be conducted by appropriately skilled and experienced personnel who are independent of the section with the alleged fraud has occurred.

This independent party may include:

- An external law enforcement agency.
- A manager or other senior person. or
- An external consultant operating under the direction of an independent senior person within the organisation.

The investigation should comply with all relevant legislation. Adequate records must be made of all investigations. These records are to be kept in accordance with legal, best practices and privacy management guidelines.

In conducting an investigation into allegations for fraud we will ensure that information arising from or relevant to, the investigation is not disseminated to any person not required by their position description to receive the information.

An investigation will potentially involve the following investigative activities:

- Interviewing of relevant witnesses, both internal and external, including obtaining statements where appropriate.
- Reviewing and collating of documentary evidence.
- Forensic examination of computer systems.
- Examination of telephone records.
- Enquiries with banks and other financial institutions.
- Enquiries with other third parties.

- Data search and seizure.
- Expert witness and specialist testimony.
- Tracing funds, assets and or goods.
- Preparing briefs of evidence.
- Liaison with the police or other law enforcement or regulatory agencies.
- Interviewing persons suspected of involvement in fraud and corruption.

Reporting preparation

Any investigation into improper conduct will be subject to an appropriate level of supervision having regard to the seriousness of the matter under investigation. In serious cases, it is contemplated that the Board will be the relevant supervisors.

In each instance where fraud is detected the CEO should re-assess the adequacy of the internal controls (particularly those directly impacting on the fraud incident and potentially allowing it to occur) and amend and improve controls where necessary.

Where improvements are required, these should be implemented as soon as possible and any amendments to internal controls should be effectively communicated to personnel appropriate to their level of responsibility and position description.

Implementing and Monitoring of the Fraud and Corruption Control Policy

The organisation will conduct the following activities on a daily, weekly, monthly and/or annual basis to assist in ensuring accurate financial reporting:

- Bank reconciliations are prepared and independently reviewed.
- Fixed asset register are reconciled to the general ledger and depreciation is charged where appropriate.
- Physical inventories are performed against asset registers.
- At year end, accruals are left open until the latest possible moment to ensure transactions are recorded in the appropriate period.
- Provisions are generally only made to cover specific costs to be incurred.
- Bad debts, where appropriate, are written off after being approved by the Board.
- General journals are sequentially numbered, supported by narration and proper authorisation.
- All supporting documentation is appropriately filed.
- Asset sales are recognised in the period in which the sale takes place.
- Payroll transactions are effected on Wednesday every week

The Finance & Administration Officer securely maintains information and records relating to payroll matters.

The CEO should consider the following methods to also minimise fraud and corruption;

- Review and reinforcement of computer security measures, including required user identification passwords for access to computer systems. (Routinely changing passwords will improve computer system security)

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

Related Other Policies

This policy should be read in conjunction with the following organisational policies:

Code of Conduct

Conflict of Interest

Delegations Policy and Schedule

Whistleblower Protection Policy

Review

This policy will be reviewed on at least a yearly basis, with a Fraud Risk Assessment being conducted, at least, on a biennial basis.

MAKING NOTIFICATIONS TO THE REGISTRAR

Date of Review: **May 2023**

Date for Next Review: **May 2025**

Version Control: **Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023**

Policy

The National Regulatory System for Community Housing (NRSCH) aims to ensure that as part of good governance, Community Housing Providers comply with mandatory notification requirements and maintain high standards of probity in the organisation and operation of their business. Barriekneal Housing & Community Ltd will take a proactive approach in reviewing, disclosing and addressing issues of non-compliance as they arise. Notifications will be made in writing to the Registrar by the Chairperson on consultation with the CEO and the Board. All employees and volunteers will be regularly made aware of what constitutes a notifiable incident and the company's reporting policy.

Purpose

The purpose of this Policy is to adopt the NRSCH Notification Guidelines to comply with the conditions of registration set out in Section 15 (2) (h) of the National Law. The Law requires that Barriekneal Housing notifies the Registrar, within the time specified, of the occurrence of any of the specified notifiable events that may have an adverse impact on its compliance with community housing legislation. The Policy also requires Barriekneal Housing to maintain high standards of probity which includes maintaining the reputation of the community housing sector and making appropriate and timely notifications to the Registrar of certain types of incidents.

Scope

Barriekneal Housing must notify the NSW Registrar of Community Housing of:

- (i) a decision to appoint an voluntary administrator to the company or a decision to wind up the company – as soon as practicable after the decision,
- (ii) the appointment of a receiver to the company – as soon as practicable after the company learns of the appointment,
- (iii) a decision to apply for the cancellation of the company's registration - as soon as practicable after the decision and at least 28 days before the application is made,
- (iv) a change in the affairs of the company that may have an adverse impact on its compliance with the community housing legislation – before or no later than 72 hours after the change.
- (v) any other occurrence notified in writing to the company by the Registrar – within the time specified in that notice.

Some examples of changes in affairs that may impact on compliance:

- significant unplanned turnover and/or loss of senior staff or board members
- significant operational restructure
- significant system failures, for example unrecoverable data loss

- changes to the company's constitution affecting the wind up clause that was in place and deemed eligible under the National Law when the company's registration was determined significant operational restructure
- significant unplanned turnover and/or loss of senior staff or board members
- significant operational restructure

Procedure

Barriekneal Housing will notify the Registrar of relevant events within the time specified in the National Law. Incidents that damage or may damage the reputation of the community housing sector should be notified within 72 hours of the event occurring.

You can notify your organisation's primary Registrar by:

- email via the '[Contact us](#)' on the NRSCH website OR (if you don't have access to email)
- phoning the primary Registrar's office and speaking to a staff member. Phone numbers for each participating jurisdiction are provided on the NRSCH website.
- In either case, you may be asked to provide more information verbally or in writing.

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

LEGISLATIVE COMPLIANCE POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

The operations of Barriekneal Housing & Community Ltd are subject to a wide range of legal requirements, embodied in legislation, regulations, licences, codes, guidelines and similar binding documents. These include but are not limited to:

- Compliance with community housing legislation. Section 15 (2) (h) of the National Law
- Workplace Health & Safety legislation
- Anti-discrimination legislation, including equal opportunity, racial vilification or disability discrimination
- Residential Tenancies Act
- Taxation legislation
- Privacy legislation

Some of these legal requirements apply to organisations generally in Australia. Others are specific to the sector in which Barriekneal Housing & Community Ltd operates. Barriekneal Housing & Community Ltd is committed to complying with all applicable laws.

Purpose

This document sets out Barriekneal Housing & Community Ltd's policy for compliance with the law the governance structures, responsibilities and processes that have been established to give effect to that policy.

Policy

Barriekneal as a community housing provider registered under the NRSCH will comply with the conditions of registration set out in Section 15 of the National Law.

Barriekneal Housing & Community Ltd is committed to the highest standards of integrity, fairness and ethical conduct, including full compliance with all relevant legal requirements, and in turn requires that all its Board members, officers (including its CEO), managers, employees, volunteers and contractors acting on its behalf meet those same standards of integrity, fairness and ethical behaviour, including compliance with legal requirements.

There is no circumstance under which it is acceptable for Barriekneal Housing & Community Ltd or any of its employees or contractors to knowingly and deliberately not comply with the law or to act unethically in the course of performing or advancing Barriekneal Housing & Community Ltd's business.

Procedures

1. The Board will:

- Review and monitor the leadership and commitment given to legislative compliance through active promotion of the organisation's Legislative Compliance Policy.
- Review compliance management objectives and plans for legislative compliance.
- Monitor compliance performance by way of reports to the Board by Staff
- Make notifications to the Registrar of certain events that may have an adverse impact on its compliance with community housing legislation. Incidents that damage or may damage the reputation of the community housing sector should be notified within 72 hours of the event occurring. <https://www.nrsch.gov.au/providers/guidance-and-policy/provider-notifications-to-the-registrar-guidance.html>

2. The CEO will:

- Prepare legislative compliance objectives and plans for review and consideration by the Board
- Monitor performance against legislative compliance objectives and plans and report to The Board on progress toward accomplishment of objectives
- Where appropriate, delegate responsibility for compliance to officers with responsibility for particular sections
- Oversee the performance of subordinate officers in these matters, including
 - conforming to and applying relevant requirements of the Law within the workplace
 - Ensuring that systems and procedures established to make the policy effective are operational
 - Ensuring that staff are trained in the necessary knowledge and understanding to perform their duties in compliance with the policy and all relevant requirements of the law
 - Ensuring that significant compliance responsibilities and accountabilities are included in position descriptions and performance reviews.
 - Reporting and investigating any incident or occurrence thought or known to constitute a breach of any legal requirement.
 - Designing and implementing system enhancements to correct weaknesses that could result in a breach of such a requirement
- Review and report annually to the Board on the effectiveness of the management systems established to deliver legislative compliance
- Review systems, and make adjustments where compliance has or can be breached.
- Promote a culture of effective legislative compliance across the organisation
- Provide a formal assurance to the Board as to the state of compliance of the Organisation

3. All staff at all levels will:

- Ensure that they are aware of any legal requirements that apply to their work activities and that they comply with them
- Report all incidents of breaches of legal requirements
- Where appropriate, suggest ways in which practices, systems and procedures could be improved so as to reduce the likelihood of a breach occurring.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

MEDIA POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Local, state and national media are vital partners in achieving the goals of Barriekneal Housing & Community Ltd. In order to maximise the advantages of media presentation and minimise the risks of media misrepresentation it is necessary to establish guidelines for how media contacts of Barriekneal Housing & Community Ltd's business will be conducted.

It is not the intention of this policy to curb freedom of speech or to enforce strict rules and regulations. Rather, the intention is to establish a framework for achieving an effective working relationship with the media. Barriekneal Housing & Community Ltd welcomes the opportunity to talk to the media and, through them, to debate issues in the public arena.

Principles

Barriekneal Housing & Community Ltd operates its media policy on the values of

Honesty; Barriekneal Housing & Community Ltd will never knowingly mislead the public, media or staff on an issue or news story.

Transparency; Barriekneal Housing & Community Ltd will promote openness and accessibility in our dealings with the media, whilst complying with the law and maintaining confidentiality when appropriate.

Clarity; all communications with the media will be written in plain English

Balance; information provided to the media by Barriekneal Housing & Community Ltd will as far as humanly possible be objective, balanced, accurate, informative and timely.

Purpose

Barriekneal Housing & Community Ltd works with the media in order to

- advocate for the goals of Barriekneal Housing & Community Ltd
- promote the work of Barriekneal Housing & Community Ltd
- inform the public of the details of Barriekneal Housing & Community Ltd
- assist in fundraising for Barriekneal Housing & Community Ltd

In order to ensure that these purposes can be fulfilled this policy regulates the choice of people entitled to speak for Barriekneal Housing & Community Ltd.

The media themselves have a vital role to play on behalf of the community in holding Barriekneal Housing & Community Ltd to account for its policies and actions. It is important that they have

access to officers and members and to background information to assist them in this role. To balance this, Barriekneal Housing & Community Ltd must have the capacity to defend itself from any unfounded criticism, and will ensure that the public are properly informed of all the relevant facts (if necessary using other channels of communication).

It is the responsibility of all staff, board members and volunteers to ensure that effective media relations are maintained in order to achieve the aims of Barriekneal Housing & Community Ltd.

The policy deals with the day-to-day relationship between Barriekneal Housing & Community Ltd and the media and does not address how Barriekneal Housing & Community Ltd will work with the media in a crisis.

Policy

It is important that Barriekneal Housing & Community Ltd works with the media to communicate important public information messages about its work and its goals.

It is not possible to provide hard and fast rules about who will speak to the media on behalf of Barriekneal Housing & Community Ltd in particular situations. Where possible, staff, board members and other volunteers should speak to the media on any significant matter in the name of or on behalf of Barriekneal Housing & Community Ltd only if:

- They have consulted the Board
- They have the required expertise to speak on the issue
- They have some experience in media relations

and where any of these criteria do not apply are recommended to exercise extreme caution.

Staff, board members and other volunteers, and third parties are encouraged to deliver public presentations that discuss Barriekneal Housing & Community Ltd's work and its goals, provided that they make it clear where such presentations are or are not authorised by Barriekneal Housing & Community Ltd.

Staff, board members and other volunteers must observe Barriekneal Housing & Community Ltd's confidentiality policy in relation to client records.

Staff, board members and other volunteers are advised to ensure they are properly briefed and guided by relevant staff before talking to the media on any issue related to Barriekneal Housing & Community Ltd.

In dealing with the media staff, board members and other volunteers should be conscious that they may be seen as representatives of Barriekneal Housing & Community Ltd and should therefore avoid making comments or participating in photo opportunities that may damage the long-term reputation of Barriekneal Housing & Community Ltd.

Any filming or taping on Barriekneal Housing & Community Ltd property or of Barriekneal Housing & Community Ltd proceedings by the media is subject to prior permission of the board.

Procedures

Significant statements on behalf of Barriekneal Housing & Community Ltd shall be made as authorised by the board in reference to the principles listed above.

It should always be made absolutely clear whether the views put forward regarding any issue relating to Barriekneal Housing & Community Ltd are those of Barriekneal Housing & Community Ltd or of an individual. At all times consideration should be given as to how the correspondence may affect the reputation of Barriekneal Housing & Community Ltd.

The Board shall nominate a media representative and it will be their responsibility to:

- Authorise all media releases
- Be involved in any approaches to the media to feature Barriekneal Housing & Community Ltd's work.
- Provide advice to board members, staff and volunteers about media interaction
- Provide approval for photos of clients, employees, or students to be released to the public via advertising, news media, or web – observing the Confidentiality Policy

Where a staff member, board member or volunteer has had any significant interaction with media representatives on issues related to Barriekneal Housing & Community Ltd, it is the responsibility of the person concerned to notify the media representative and to provide the name of the reporter or writer and the media outlet they represent.

Every effort should be made to assist the media in their inquiries. Where media queries involve requests for information that will require substantial staff work to produce, such work must be authorised by the CEO. It will usually be necessary to provide information in addition to that which is requested in order to set the facts and figures in context. Requests for detailed information of this nature, whether from the local or national media, should be referred to the media representative.

Barriekneal Housing & Community Ltd reserves the right to withhold certain sensitive information concerning, say, commercial transactions or governmental negotiations. Any such information will be clearly labelled and clearly notified to relevant staff.

If any unauthorised releases of confidential information do occur, an investigation will take place to establish who was responsible and appropriate action will be taken.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

OCCUPATIONAL HEALTH AND SAFETY POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd is committed to protecting the health and safety of all persons in the workplace including Board members, staff, volunteers, contractors and other visitors.

Policy

Barriekneal Housing & Community Ltd demonstrates this commitment through its health and safety management system that is integrated with all organizational activities relating to products, services and people.

Barriekneal Housing & Community Ltd Board members, staff, volunteers, contractors and other visitors have a duty of care including the responsibility to work safely, to take all reasonable care for their own health and safety and to consider the health and safety of other people who may be affected by their actions.

Barriekneal Housing & Community Ltd will take all reasonable and practical steps to improve work and safety conditions and will strive to uphold its core values of health, family and community to achieve its goal of zero harm.

Procedure

Barriekneal Housing will achieve this by:

- Complying with all applicable health and safety laws, regulations, standards and other legislative requirements
- Providing safe plant and equipment, for controlled work
- Implementing risk and hazard management systems which are relevant and suitable for the organisation's risk exposure as well as identify, promote and continuously improve health and safety performance.
- Ensuring all managers remain directly responsible and accountable for the health, safety and welfare of their employees and provide adequate resources to assist managers in this cause.
- Provision of appropriate Health and Safety Training to all relevant persons.
- Maintaining relevant policies, procedures, systems, information, training, recognition programs, and organisational structures to support and communicate effective health and safety practices

- Utilising appropriate internal and/or external expertise when required in all related activities.
- Effectively disseminating health and safety information to all
- Maintaining a positive safety culture through encouraging active participation, consultation and cooperation of all members, staff, volunteers, contractors and other visitors in promoting and developing measures to improve health and safety at work.
- Actively responding to and investigating all incidents, and ensuring injured employees are returned to suitable work at the earliest possible opportunity through equitable claims management and rehabilitation practices.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

PAYMENT AND REIMBURSEMENT OF EXPENSES POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

To identify procedures that must be followed in the reimbursement of expenses incurred on behalf of Barriekneal Housing & Community Ltd.

Policy

Barriekneal Housing & Community Ltd will reimburse its Board members and staff (including volunteers) any reasonable and authorised expenses incurred by them on behalf of Barriekneal Housing & Community Ltd or in the course of Barriekneal Housing & Community Ltd business.

Procedures

1. Barriekneal Housing & Community Ltd will not reimburse Board members and Staff for
 - Expenses claimed as a tax deduction.
 - Expenses normally recoverable from a third party
 - Claims for purchases that are required to be made under a Barriekneal Housing & Community Ltd purchase order
 - Expenses that are not incurred for business purposes
 - Late payment interest on credit cards
 - Parking, traffic, or other fines and penalties
2. When travelling:
 - Board members and staff will be reimbursed for the most direct and economical mode of travel available, considering all of the circumstances
 - Board members and staff will not be reimbursed for additional costs incurred by taking indirect routes or making stopovers for personal reasons
 - In situations where the Company car is being used the designated fuel card is to be used for fuel costs incurred during travel. Receipts to be provided to CEO.
 - In the instance where the Company car is being used and there is no fuel card a Travel allowance will be paid prior to departure. The travel allowance will be calculated based on the current price of fuel and the approximate distance to be travelled. Travel Allowance will be paid upon receipt of the Travel Allowance Form and all receipts for fuel must be returned
 - Use of a Board members and staff own vehicle for work-related travel will be reimbursed by way of an all-inclusive mileage allowance at the current ATO rate
 - Trip cancellation insurance will be reimbursed.

3. For accommodation

- Board members and staff will be provided with the current ATO Travel Allowance prior to departure. Payment will be made upon receipt of the Travel Allowance Form.
- If this does not occur, Board members and staff will be reimbursed for actual expenses incurred for accommodation upon receipt of the Reimbursement of Expenses form.
- Board members and staff will not be reimbursed for items of a personal nature charged to a hotel account.

4. For the employee's own meals,

- Board members and staff will be provided with the current ATO Travel Allowance prior to departure. Payment will be made upon receipt of the Travel Allowance Form.
- Board members and staff will be reimbursed for reasonable and appropriate meal expenses actually incurred while Barriekneal business.

5. When the staff member is offering hospitality on behalf of Barriekneal,

- Board members and staff will be reimbursed for hospitality expenses incurred in the course of Barriekneal Housing & Community Ltd business, as appropriate.
- Appropriate hospitality charges include events hosted or sponsored for the purpose of promoting Barriekneal Housing & Community Ltd's work or enhancing its image, and
- include meals that are related to the transaction of Barriekneal Housing & Community Ltd business.
- When Barriekneal Housing & Community Ltd employees or Board members dine together while on Barriekneal Housing & Community business, it is appropriate for the senior person (if any) to arrange payment and submit the claim for reimbursement.

6. Reimbursement of reasonable but unauthorised expenses may be made on a cost recovery basis.

7. Advance payments may be authorised where appropriate. Such payments will be subtracted from the amount of any later reimbursements. If expenditure is not for whatever reason incurred then any advance payments made, or any unspent portion of such payments, must be returned. Receipts must be provided.

8. Fixed per day payments may be authorised where appropriate.

9. Staff are authorised to approve expenses to the amount specified in the Delegations Schedules, and for expenditure above this level must seek specific authorisation from their supervisor or the Board.

10. Except where per day payments have been authorised, staff incurring authorised expenditure must wherever possible receive and retain receipts, invoices, vouchers, tickets, or other evidence of such expenditure.

11. Staff incurring authorised expenditure must submit requests for reimbursement to the designated person (depending on the sum in question) on Reimbursement Of Expenses Form (see below) describing the nature and purpose of the expenses. The completed form must be signed by the applicant.

12. Except where per day payments have been authorised, staff incurring authorised expenditure must present all relevant original receipts, invoices, vouchers, tickets, or other evidence of such expenditure when seeking reimbursement. Where such evidence is for any reason lacking statutory declarations may be sought.

13. The designated person is responsible for determining if the expenses being claimed are reasonable given the circumstances, and for ensuring they are charged against the appropriate account, and that any requirements under the Fringe Benefits Tax legislation have been met.

14. Claims that have not been properly prepared, authorized, or supported by adequate documentation will be returned to the claimant and the reasons will be given for not processing the claim. Claimants will be given the opportunity to resubmit claims with appropriate paperwork.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

PRIVACY POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

The Board, Staff and volunteers of Barriekneal Housing & Community Ltd is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

Purpose

The purpose of this document is to provide a framework for Barriekneal Housing & Community Ltd in dealing with privacy considerations.

Policy

Barriekneal Housing & Community Ltd collects and administers a range of personal information for the purposes of membership, tenancy agreements and housing waiting list compilation. The organisation is committed to protecting the privacy of personal information it collects, holds and Administers.

Barriekneal Housing & Community Ltd recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected and made accessible to them. These privacy values are reflected in and supported by our core values and Philosophies.

Barriekneal Housing & Community Ltd is bound by the Privacy and Personal Information Act 1998 (NSW) and the Federal Privacy Act 1998, as well as other laws, which impose specific obligations when it comes to handling information. The organisation has adopted the respective Privacy Principles contained in the NSW Privacy Laws as minimum standards in relation to handling personal information.

In broad terms this means that Barriekneal Housing & Community Ltd will:

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and

- Provide stakeholders with access to their own information, and the right to seek its correction.

Procedures

Collection

Barriekneal Housing & Community Ltd will:

- Only collect information that is necessary for the performance and primary function of Barriekneal Housing & Community Ltd.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.

Use and Disclosure

Barriekneal Housing & Community Ltd will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses we will obtain consent from the affected person.

Data Quality

Barriekneal Housing & Community Ltd will:

- Take reasonable steps to ensure the information we collect is accurate, complete, up-to-date, and relevant to the functions we perform.

Data Security and Retention

Barriekneal Housing & Community Ltd will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with Records Management Policy.

Openness

Barriekneal Housing & Community Ltd will:

- Ensure stakeholders are aware Barriekneal Housing & Community Ltd's Privacy Policy and its purposes.
- Make this information freely available in relevant publications.

Access and Correction

Barriekneal Housing & Community Ltd will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up-to-date.

Anonymity

Barriekneal Housing & Community Ltd will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys or making information available to other service providers
- Only release personal information about a person with that person's expressed permission.
- For personal information to be released, the person concerned must sign a release form.
- Release information to third parties where it is requested by the person concerned.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

PROFESSIONAL DEVELOPMENT POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd acknowledges that professional development is important for personal job satisfaction, workplace productivity, reward, and recognition, and is important for the achievement of the organisation's mission and continuous improvement in the quality of its programs and services.

Principles

Barriekneal Housing & Community Ltd is committed to providing a supportive and rewarding environment for employees and Board members and recognises that the professionalism of its workforce and Board is linked to the continued development of their skills.

Within the limitation of its financial resources, Barriekneal Housing & Community Ltd is committed to providing employees and, in some instances, board members, with:

1. The opportunity to improve their skills; and
2. The opportunity to participate in training and development

Purpose

The purpose of this policy is

- to encourage and support staff in their professional and career development as part of their employment with the organisation;
- to encourage and support board members in their effectiveness as part of their position on the board;
- to provide administrative guidelines to facilitate fairness and equity in the application of these general principles.

Policy

1. Position-specific professional development

Where the CEO decides that it is necessary for a staff member to acquire a particular skill, to learn specific material, or to acquire specific qualifications in order for them to carry out the duties attached to their existing position, the organisation shall be fully responsible for all costs incurred in acquiring that skill, that learning, or that qualification, and the staff member shall, where necessary, be given permission to attend any such course within working hours.

It would normally be expected that any such requirements would have been taken into account in the drawing up of a position description and set out in the criteria for selection; it would thus seldom be the case that continuing employees would be required to acquire new qualifications.

2. Non-position-specific professional development

In its performance review procedures the organisation shall in every case encourage the person concerned to explore their available professional development options.

Where an employee wishes to pursue further education or training but the CEO has not required that person to acquire a particular skill, to learn specific material, or to acquire specific qualifications to carry out the duties attached to their existing position, the organisation shall endeavour to facilitate such education or training through

- permitting (at the discretion of the CEO, and taking into account the efficiency of the workplace) any rearrangement of working hours that would assist the prospective student
- permitting (at the discretion of the CEO, and taking into account the efficiency of the workplace) any use by the person of the organisation's equipment or services that would assist the prospective student
- permitting (at the discretion of the CEO, and taking into account the efficiency of the workplace) any annual leave or unpaid leave arrangements that would assist the prospective student
- granting up to two days study leave as necessary to attend examinations.

Educational or training requirements involving reimbursement of fees or provision of paid study leave may also be negotiated as part of the contract of employment between the employee and the organisation.

Procedures

Professional development

Professional development programs shall be taken to include orientation, induction and on-the-job training, career development and transition programs, internal or external courses, support for undertaking research or project work, support for participation in internal or external governance processes, attendance at conferences or seminars, and networking, coaching and mentoring programs.

Proposals for professional development

1. Employees shall be encouraged as part of the performance review process to take an active role in their own ongoing professional and career development and to apply their learning to its most effective use.
2. Any proposal by an employee for any change in their existing conditions of employment (hours of work, taking of leave, use of equipment, etc.) to facilitate their professional development shall be considered by the CEO subject to the policy of the organisation to encourage such development where possible;

- the overall training needs and priorities of the organisation;
- satisfactory assurances from that person's supervisor that the business of the organisation can be carried on satisfactorily in those circumstances; and
- equity in the provision of such facilitation between employees.

Any such agreement shall be fully documented in that person's personnel file.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

REFERENCES POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Exchange of information between employers maximises the opportunity for employees to be fitted into the positions for which they are best suited. Where possible, Barriekneal Housing & Community Ltd wishes to provide and receive accurate information on the individuals with whom it deals.

However, some routine precautions are necessary to safeguard the organisation against legal Proceedings.

Purpose

This policy seeks to ensure that the information needs of Barriekneal Housing & Community Ltd, the individuals, and the other organisations concerned are met in a manner that places no party at risk of misunderstanding or conflict.

Definition

'References' refers to material obtained or provided, in confidence or otherwise, to prospective employers to be used to assess a candidate's suitability for a post.

The purpose of references is to obtain information from a third party, providing a factual check on a candidate's employment history, qualifications, experience and/or an assessment of the candidate's suitability for the post in question.

Seeking employment references is a separate matter from requiring police record checks where appropriate, and this policy does not apply to police record checks.

Policy

Giving references

Barriekneal Housing & Community Ltd aims to provide references for employees and ex-employees where this is their wish. However, there is no obligation on Barriekneal Housing & Community Ltd to do so.

Requiring references

In the case of permanent positions

As part of the recruitment and selection process Barriekneal Housing & Community Ltd requests two referees from all applicants and prospective employees, those two referees being their current or immediately previous employer and a second employer. If an applicant has not been employed previously, they will be asked to provide an academic and a character referee. References and other pre-employment checks must be deemed as satisfactory before a formal offer of employment can be made.

In the case of casual, short-term, or volunteer positions

As part of the recruitment and selection process Barriekneal Housing & Community Ltd may at the discretion of the selection committee request two referees from applicants and prospective employees but is not obliged to, except in relation to positions involving significant financial responsibility or significant contact with vulnerable clients.

Procedures

Giving references

References may either be given verbally or in writing but will only be provided only to appropriate parties. Before providing a reference the staff member should verify the identity of the person requesting the reference. If in doubt about the identity of the person requesting the reference, the staff member should ask for the request in writing. The staff member should not give out any information to parties that do not have a legitimate “need to know”.

If being given in writing, references shall be clearly marked ‘Private and confidential’ and shall be sent to an appropriate individual in the organisation seeking the reference.

In considering whether to give a reference, and in determining the content of any such reference, referees must not discriminate on any grounds covered in Barriekneal Housing & Community Ltd Discrimination Policy .

When providing references, referees shall

- take reasonable care;
- provide information which is as far as possible true, accurate and fair, and which does
- not give a misleading impression;
- provide only honest opinions;
- express opinions as opinions rather than statements of fact; and
- limit the information given to the employee’s job-related performance.

A staff member can act as a personal referee for any individual. However, such references must be made on the staff member’s own note paper and must say that the reference is being made in a personal capacity. On no account should a personal reference be written on Barriekneal Housing & Community Ltd’s letterhead or in any way suggest that Barriekneal Housing & Community Ltd endorses the reference.

Requiring references

Where possible, references should be obtained directly from the referee. Selection panels should not rely on references provided by candidates or to open references (“to whom it may concern”), as there is no way of checking their authenticity and accuracy.

After the selection process, the successful candidate will be informed that they are the 'preferred candidate' and that Barriekneal Housing & Community Ltd will be doing a number of pre-employment checks, all of which must be satisfactory before a formal employment offer will be made. New staff shall not normally be permitted to commence employment until after their references have been checked.

When these references are returned, the selection committee confirms whether the references are satisfactory and that they verify the information given by the candidate during the selection process.

If these references and any other appropriate pre-employment checks are satisfactory, the person will be formally offered the position.

The selection committee may at its discretion seek written references or telephone references.

Where telephone references are sought the staff member seeking the reference should

- Ensure they are speaking to the appropriate person in the organisation;
- Make it clear to the referee that they are making notes, that a copy of the notes may be provided to the person if they request it, and that the referee's name will also be disclosed;
- Be sensitive that legal considerations may limit the amount of data/information referee is prepared to give; and
- Make clear notes of their conversation and place these on file at the earliest opportunity with the other material relating to the appointment.

Copies of written references and notes of telephone references must be kept on the employees' personnel file.

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

Related Other Policies

This policy should be read in conjunction with the following organisational policies:

Staff Recruitment Policy

RECORDS MANAGEMENT POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

All material, electronic or otherwise, created by employees and volunteers of Barriekneal Housing & Community Ltd in the course of their employment or accessed by employees of Barriekneal Housing & Community Ltd equipment is the property of Barriekneal Housing & Community Ltd.

Purpose

To help employees determine what information sent or received by fax, post or email should be retained and for how long, this policy identifies the broad categories of all correspondence processed by the Barriekneal Housing & Community Ltd system and sets out the factors to be considered in setting practice guidelines to be adopted in each case.

Policy

All Barriekneal Housing & Community Ltd correspondence shall be categorised into five main classifications with minimum retention guidelines:

1. Administrative Correspondence (5 years)
2. Board Correspondence (5 years)
3. Financial Correspondence (5 years)
4. Tenancy Correspondence (5 years)
5. General Correspondence (2 year)
6. Temporary Correspondence (Retain until read, then destroy)

1. Administrative Correspondence

Barriekneal Housing & Community Ltd Administrative Correspondence includes, though is not limited to, confidential management information, employee-related information, and project-related correspondence.

2. Board Correspondence

Barriekneal Housing & Community Ltd Board Correspondence includes, though is not limited to, Board documents, complaints and correspondence, confidential minutes and documentation.

3. Financial Correspondence

Barriekneal Housing & Community Ltd Financial Correspondence includes all information related to revenue and expense for the organisation.

4. Tenancy Correspondence

Barriekneal Housing & Community Ltd Tenancy correspondence includes all information related to tenancy including, but not limited to agreements, repairs and maintenance, notifications, reports, ledgers.

5. General Correspondence

Barriekneal Housing & Community Ltd General Correspondence covers information that relates to customer interaction and the operational decisions of the organisation. The individual employee is responsible for email retention of General Correspondence where this is likely to be of continuing usefulness.

6. Temporary Correspondence

Barriekneal Housing & Community Ltd Ephemeral Correspondence is by far the largest category and includes personal email, email dealing with the work of the day, and email containing information outdated by events. Staff may destroy this after reading.

Depending on the particular circumstances of the organisation, two further classifications may also be created with their own retention guidelines:

- **Correspondence of legal significance**
When legal proceedings are in process particular considerations apply to document retention. It is the responsibility of the CEO to inform staff should these considerations be applicable and to circulate staff with any relevant changes in policy and procedures.
- **Storage**
It shall be the responsibility of the CEO or their nominee to maintain backup files from the Barriekneal Housing & Community Ltd email server. Once a quarter the files are to be taken out of the rotation and be moved off site

Procedure

Incoming/Outgoing mail

Delegated staff member is to record the details of the mail in the register which is located in the reception area in a file draw.

Incoming/Outgoing faxes

Delegated staff member is to record the details of the fax in the register which is located in the reception area in a file draw.

Incoming/Outgoing emails

Staff are to file emails in folders within the email program and the email program should be backed up at least monthly.

To ensure Administrative Correspondence is retained in an accessible format, a mailbox admin@barriekneal.com.au is to be created. Users should copy (cc) to this address when receiving or sending such email, when retention will be administered by the CEO

To ensure Financial Correspondence is retained, a mailbox finances@barriekneal.com.au is to be created, Users should copy (cc) to this address when receiving or sending such email, when retention will be administered by the CEO

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

REQUEST FOR LEAVE POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

The purpose of this policy is to define when workers are eligible for leave and to outline the process for requests, approvals and administration of annual, personal/sick, compassionate/bereavement leave & Long service leave. This policy needs to be read in conjunction with the National Employment Standards, Social, Community, Home Care & Disability Services Award 2020 and applicable collective agreements.

Scope

This policy applies to all employees of Barriekneal Housing & Community Ltd and all sites where Barriekneal Housing & Community delivers services.

Policy Details

Outline of Barriekneal Housing & Community Ltd provision of leave which is designed for: Annual leave, personal/carer's leave/sick, compassionate/bereavement leave and long service leave. This policy establishes how the management of leave entitlements and discretionary provisions are managed throughout Barriekneal in accordance with applicable Award, Workplace Agreement and legislation. Workers will consider the operational needs of Barriekneal Housing & Community Ltd. The objectives of this policy are to ensure:

- Workers are aware of leave entitlements, discretionary leave provisions and responsibilities.
- Barriekneal is committed to providing opportunities, where reasonable, for workers to work in a family friendly environment and balance their work life commitments

Annual Leave

You are entitled to four weeks of annual leave each year in accordance with the provisions of the National Employment Standards (NES), plus additional leave, if any, in accordance with the Industrial Instrument outlined in your contract of employment.

Taking of Leave

Barriekneal encourages you to take all of your holiday entitlement in the current year. You are encouraged to take annual leave over one or two continuous periods as to provide a meaningful break from work. Annual leave requests will be considered based on ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year. Worker leave accruals will be monitored by payroll to ensure that excessive leave is not accrued. Payroll will liaise on a regular basis with the CEO and advise of those workers that have exceeded 6 weeks accrued leave.

Notice Requirements

Except in the case of mutual consent to the contrary, the worker and organisation are required to give the following notice of taking annual leave.

Period of leave to be taken	Minimum notice requirement
Less than 1 week	2 day's notice
Over 1 week and up to 2 weeks	1 weeks' notice
Over 2 weeks and up to 3 weeks	2 weeks' notice
Over 3 weeks and up to 4 weeks	2 weeks' notice
Over 4 weeks	2 weeks' notice

Annual Leave Requests and Approval Processes

You must complete the annual leave request form and have it signed by the CEO before you make any firm holiday arrangements. Barriekneal is under no obligation to approve leave if the required process is not followed. It is your responsibility to forward the completed leave form to the CEO.

Close Down

Barriekneal may choose to shut down whole or part of its operations over the Christmas/New Year period. If we do, you are required to reserve sufficient days from your annual leave entitlement to cover the Christmas / New Year shut-down period. If you have not accrued sufficient holiday entitlement to cover this period, you will be given unpaid leave of absence. Barriekneal commits to provide reasonable notice of any planned close down.

Payment for Annual Leave

Your annual leave pay will be at your normal basic pay unless shown otherwise in your contract of employment. By request, you may elect to receive your annual leave pay in advance, however if the request is not received prior to the commencement of the annual leave being taken, you will be paid in the regular pay period. You may also request to 'cash out' your accrued annual leave entitlements which will be subject to approval from the CEO and in accordance with your award for example SCHADS award states you must have at least 4 weeks annual leave left after cash out. An employer can't force or pressure an employee to cash out annual leave.

Personal Leave

You are entitled to be paid for personal leave in accordance with the NES, unless otherwise stated in your contract of employment or industrial instrument.

Taking of Personal Leave

You are entitled to take personal leave: because you are not fit for work due to a personal illness or personal injury affecting you; or to provide care or support to a member of your immediate family, or a member of your household who requires your care and support because of a sudden or unexpected personal illness or injury affecting the member.

If your entitlement to personal leave is exhausted, you may take two days unpaid carer's leave for each occasion when a member of your immediate family or a member of your household requires your care.

Notification of Personal (Sick) Leave

It is not acceptable for employees to send a message via a workmate, Send a text message or leave a message on the answering machine/email. Workers are required to speak directly to the CEO on the first day of incapacity or in their absence, the payroll officer. You should try to give an indication of your expected return date and notify the CEO as soon as possible if this date changes.

Evidence of Incapacity

Barriekneal may require sufficient evidence to support your personal / carer's leave for each and every absence. In particular, a medical certificate or statutory declaration is required if: you take more than two consecutive days leave; or take a day on either side of a weekend or public holiday; or take a day off either side of any approved annual leave, long service leave or any other leave. The Employer may also request that you provide sufficient evidence for these purposes where it considers you have taken excessive personal leave or patterns of leave. If you fail to provide a medical certificate or statutory declaration in accordance with the above, you may not be paid for your absence and may be subject to disciplinary action. Upon receipt of your medical certificate, Payroll will be notified to process any amounts owing for your wages.

Return to Work

You must notify the CEO as soon as you know of which day you will be returning to work, if this differs from a date of return previously notified. On return to work after any period of personal leave, you may be required to attend a return to work interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with the strictest confidence. You will be required to complete a personal leave form.

Managing Absenteeism

Submission of a medical certificate may not always be regarded as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to Barriekneal Housing. In deciding whether your absence is acceptable, Barriekneal will take into account the reasons for your absences and extent of them, including any absence caused by sickness / injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces Barriekneal's ability to operate successfully. Barriekneal will not tolerate any non-genuine absences, and any such instances will result in disciplinary action being taken

Compassionate/Bereavement Leave

Barriekneal understands the health of an individual or a family member can have significant impact on you. Full-time and part-time workers are entitled to three days' paid compassionate/bereavement leave for each occasion when a member of your immediate family or a member of your household contracts or develops a personal illness that poses a serious threat to their life. Barriekneal may grant paid leave in other cases where, in their opinion, special circumstances exist. Leave, with or without pay, in excess of that specified above may be granted if Barriekneal is satisfied that three days is inadequate because of special circumstances. Barriekneal may also grant up to four hours 'paid time' to attend the funeral of a close non-family member.

Long Service Leave

You are entitled to long-service leave in accordance with the relevant laws of the state in which you are employed or the terms of your industrial instrument. Long service leave should be taken as soon as reasonably practicable after you become entitled to it. The worker must give at least 2 weeks' notice.

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

RISK MANAGEMENT POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

The purpose of this document is to provide information and guidance on Risk Management

This Policy applies to all staff, Board, Contractors, Volunteers and Members of Barriekneal Housing & Community Ltd. The Policy extends to all current, future and new opportunities. Where necessary, more detailed risk management policies and procedures should be delivered to cover specific areas of the Company's operations such as financial management and business management.

Policy

The Board of Barriekneal Housing & Community Ltd recognises that for the effective and safe operations of its business to occur, risk identification and management is critical.

The Board and Staff of Barriekneal Housing & Community Ltd will undertake Risk Management reviews on an annual basis, with additional reviews being undertaken on a needs basis.

Barriekneal Housing & Community LTD is committed to managing and minimising risk by identifying, analysing, evaluating and treating exposures that may impact on the Company achieving its objectives and/or the continued efficiency and effectiveness of its operations.

Barriekneal Housing & Community Ltd staff must implement risk management according to relevant legislative requirements and appropriate risk management standards.

Barriekneal Housing & Community Ltd is committed to ensuring that all staff and Board, particularly those with management, advisory and decision making responsibilities, obtain a sound understanding of the principles of risk management and the requisite skills to implement risk management effectively.

Barriekneal Housing & Community Ltd will regularly monitor and review the progress being made in developing an appropriate culture of risk management and the effective implementation of risk management strategies throughout the organisation as a basis for continuous improvement.

Procedure

Risk will be managed as part of Barriekneal Housing & Community Ltd commitment to good governance. This process, coordinated and facilitated by the CEO will involve the following steps:

- an annual risk identification exercise undertaken by the CEO, which involves assessment of the consequence and likelihood of risk, the development and/or review of individual risk management plans for the risks identified as high risk;
- wherever practicable the inclusion of a Risk Management Assessment for all business activities;
- the incorporation of risk management into strategic planning, and operational and resource management planning processes;
- at least annual reporting by the CEO to the Board
- Clearly define and document escalation procedures for risk management
- Document all risks with a potentially high impact, as assessed on the basis of their likely occurrence or impact; and
- Test documented risk management procedures at appropriate intervals

Each employee or other stakeholder has a role in the risk management process and is responsible for actively participating in the risk management process as appropriate to their position within the Company.

The principles of risk management shall be applied to all areas of risk exposure, insurable and non-insurable, and shall include, but not be limited to the following areas:

Insurable Risks	Non-Insurable Risks
<ul style="list-style-type: none"> ● Insurable workplace health and safety risks ● Insurable fraud and corruption prevention activities ● Unauthorised use of resources which represent an insurable risk ● Reputation and image as an insurable risk ● Fire prevention measures and security precautions ● Property loss and damage ● Computer security ● Vehicle fleet management ● Professional negligence ● Other liability exposures ● Legal liability 	<ul style="list-style-type: none"> ● Non-insurable workplace health and safety risks ● Non-insurable fraud and corruption prevention activities ● Unauthorised use of resources which represent a non-insurable risk ● Reputation and image as a non-insurable risk ● Crisis contingency planning and disaster recovery ● Accounting controls that are not cost effective ● Loss of key staff and intellectual property ● The impact of globalisation on risk exposures ● Management system inadequacies and poor work quality ● Failure or disruption of a major income source or investment

The CEO will regularly monitor and review the progress being made in developing an appropriate culture of risk management and the effective implementation of risk management strategies throughout the organization including all risks regarding asset maintenance planning and works.

Through its monitoring, review and reporting functions, the CEO will ensure that the Company maintains a consistent approach to its assessment of acceptable risk.

Each stage of the risk management process shall be appropriately documented. The extent of documentation required is dependent on the nature of the risk. Documentation will be controlled so as to inform part of an auditable quality management process.

Each employee should have included in his/her Position Description a responsibility for risk management, and Annual Performance Appraisals should include an appropriate assessment thereof.

Management shall ensure that staff have available to them appropriate information and training opportunities in risk management as appropriate to their position and role.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

STAFF PERFORMANCE AND DEVELOPMENT POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

Barriekneal Housing & Community Ltd supports workforce development through individual performance and development processes that benefit both the staff member and the organisation.

The purpose of this policy is to provide guidance to Barriekneal Housing & Community Ltd in implementing processes so that employees' performance is planned, reviewed and developed.

This policy guides supervisors in responding to poor performance, breaches of the Code of Conduct, breaches of anti-discrimination legislation and/or other serious misconduct.

This policy applies to all staff and includes:

- Employee performance and development review cycle
- Management of poor performance or serious misconduct.

Definitions

Poor performance is work related behaviour that does not meet the expected and communicated standard as outlined in the Position Description or the Employee Code of Conduct.

Misconduct, includes proven theft, physical assault, gross negligence, serious breach of policies and/or procedures, wilful or malicious damage, serious breach of safety procedures, illegal or fraudulent acts while representing the organisation and/or abandonment of employment.

Principles

Barriekneal Housing & Community Ltd is committed to the professional development of its employees through regular and planned performance development processes.

Barriekneal Housing & Community Ltd employees are supported to undertake professional development activities, constrained by relevancy and resources only.

Employees whose work performance is poor or behaviour is considered to be misconduct will be treated to a fair, transparent and prompt disciplinary process.

1. Outcomes

All Barriekneal Housing & Community Ltd employees are engaged in a professional development cycle that works to the identified skill and knowledge development needs of the individual.

Professional development processes include the employee and their supervisor (and the CEO/Manager if relevant).

Professional development processes are not substitute grievance processes or disciplinary Processes.

Disciplinary processes are fair and transparent in all cases.

2. Functions and delegations

Position	Delegation/Task
Board of Directors	Endorse Employee Performance and Development Policy and related procedures. All human resources responsibilities for CEO/Manager. Endorse CEO/Manager's recommendation for employee termination of employment based on serious misconduct.
CEO	Compliance with the Employee Performance and Development Policy and Procedures. CEO/Manager All human resources responsibilities for [relevant positions]. Recommendation for employee termination based on serious misconduct. [relevant position] All human resources responsibilities for staff as delegated by CEO/ Manager.
Staff	Compliance with Employee Performance and Development Policy and Procedures.

3. Risk Management

Barriekneal Housing & Community Ltd will ensure that mechanisms are in place to ensure it can demonstrate that decisions and actions relating to employee performance and development are transparent and fair.

All staff with employee performance and development functions are provided with ongoing support and professional development to assist them to implement effective human resource management.

4. Policy Implementation

This policy is developed in consultation with all employees and approved by the Board of Directors.

All employees are responsible for understanding and adhering to this policy.

Specific monitoring activities to be undertaken are:

1. Annual personnel file audit to identify professional development processes are undertaken for all staff
2. Bi-annual review of disciplinary processes undertaken.

5. Policy Detail

5.1 Professional Development

All permanent or contract based staff are under a three (3) month probationary period at commencement of employment. On or close to the 3 month time frame, a review of the position and the employees' performance is carried out. Elements to review in the probationary period:

- Ability to perform duties as outlined in the position description
- Performance measured against indicators in position description
- Attendance and punctuality
- Participation in team and organisation professional activities.

If employment is to continue, a professional development plan is made for the next 12 months. If employment is not to continue, the employment contract will be cancelled and the employee informed in person and in writing as to why employment is not to continue.

All permanent or contract based staff participate in professional development activities as planned in the Employee Performance and Development Review.

Professional development review and planning is conducted in 12 month cycles by the immediate supervisor as outlined in the Employee Performance and Development Review Procedure and includes: a session for performance review and professional development planning and up to one (1) or two (2) review sessions.

The Employee Performance and Development Review is completed and signed by the employee and the supervisor, with the original filed in the personnel file and a copy provided to the employee. Professional development activities that Barriekneal Housing & Community Ltd may support include:

- Subscription to journals and other professional literature
- Membership of professional organisations
- In-house training, briefings and presentations
- Attendance and presentation at professional forums, seminars, workshops and conferences
- Attendance at specific training courses or further studies
- Visits to other organisations
- Study leave
- Acting in alternate or higher duties
- Undertaking specific projects or activities outside usual role
- Mentoring, supervision, coaching.

5.2 Managing Poor Performance

Following identification of poor performance, the supervisor is to follow the Poor Staff Performance and Misconduct Procedure.

Unexplained or unsatisfactorily explained poor performance will lead to a formal warning being issued, where the nature of the poor performance and the required changes are documented and provided to the employee.

Consistent and repeated poor performance may lead to termination of employment.

5.3 Managing Serious Misconduct

Serious misconduct by employees may lead to summary dismissal.

Following identification of serious misconduct, the supervisor is to follow the Poor Staff Performance and Misconduct Procedure.

Employees dismissed due to serious misconduct will not receive a written reference on performance and service details. Employees dismissed due to serious misconduct may request a written statement of service containing the length and nature of the employment. Refer to Certificate of Service Template for guidance.

6. References

6.1 Internal

Code of Conduct
 Dispute Resolution Policy
 Performance and Development Review Form
 Poor Staff Performance and Misconduct Procedure

6.2 External

Legislation
 Disability Discrimination Act 1992 (Commonwealth)

Human Rights and Equal Opportunity Commission Act 1996 (Commonwealth)

Industrial Relations Act 1996 (NSW)

Occupational Health and Safety Act 2000 (NSW)

Racial Discrimination Act 1975 (Commonwealth)

Resources

Workcover NSW, 2004, The Community Services Safety Pack: A Guide to Occupational Health & Safety. Workcover NSW, Gosford.

Workcover Authority of NSW website - www.workcover.nsw.gov.au

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

STAFF RECRUITMENT POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Purpose

The Staff Recruitment Policy has been established to ensure Barriekneal Housing & Community Ltd has the opportunity to attract the best available staff / volunteers for all vacant positions. This policy relates to employment of all staff.

Policy

Barriekneal Housing & Community Ltd is committed to providing high quality programs and services to the community. To support the achievement of this objective we recognise the importance of employing the most suitable applicant for all vacant positions.

Barriekneal Housing & Community Ltd will ensure it has the best opportunity to attract the best available staff by broadly advertising all vacant remunerated positions and volunteer vacancies.

Barriekneal Housing & Community Ltd will also internally advertise all vacant positions to current staff and volunteers to encourage career advancement, promote local opportunities and increase participation.

Procedures

- Delegation for staff appointments will be made according to the Delegations Policy.
- In the case of all permanent remunerated positions will be advertised through relevant networks, on relevant websites, through local employment services, and in at least one local newspaper. As part of the recruitment and selection process Barriekneal Housing & Community Ltd requests two referees from all applicants and prospective employees, those two referees being their current or immediately previous employer and a second employer. If an applicant has not been employed previously, they will be asked to provide an academic and a character referee. References and other pre-employment checks must be deemed as satisfactory before a formal offer of employment can be made.
- In the case of Casual, short-term or volunteer positions Barriekneal will advertise as widely as deemed reasonable. As part of the recruitment and selection process Barriekneal Housing & Community Ltd may at the discretion of the selection committee request two referees from applicants and prospective employees but is not obliged to, except in relation to positions involving significant financial responsibility or significant contact with vulnerable clients.
- For each position a Selection panel will be put together and will consist of CEO, Board Member and independent community member with background knowledge or experience in the position being recruited.
- If recruiting for the CEO, it will be two board members and an independent community member.

- All advertisements must be approved by the CEO and, if the cost exceeds the allocated budget, by the Board.
- All contact regarding the position is to be directed through the CEO, with all applications marked “Confidential” and posted to the Board.
- Basic records of the recruitment process are to be maintained. Records should include information about position descriptions sent, applications received (including applicants’ names, addresses and contact numbers), a list of applicants short-listed and interviewed, and a record that applicants have been notified of outcomes. This information will be kept Confidential.
- Letters of acknowledgment will be emailed or posted to all written applications prior to the short-listing of final suitable applicants.
- Applicants who do not meet the key selection criteria and are not suitable to be short-listed for an interview will be sent a written rejection letter.
- The short-listing and interview process will be conducted by the selection panel. If an applicant is a family member or friend of staff then the panel will be selected accordingly to protect the process and declaration of interest.
- At the conclusion of the recruitment process, all applications will be filed for five years in the Staff Recruitment File.
- The selection panel to report to the Board prior to appointment – providing a report on the successful applicant and short list.
- Delegation of authority to appoint is given to the Selection Panel. A representative from the selection panel will offer the position to the successful applicant, if they accept the others are informed of their non-success.
 - All successful applicants will be required to pass the following pre-employment checks prior to the offer of any employment contract:
 - National and international criminal history checks.
 - NSW Working with Children Check (NSW WWCC)
 - Entitlement to work (visa) checks.
 - Licence checks.
 - Qualification checks.
 - Employment history checks.
- If the other applicants were not suitable for the position will be re-advertised with previous applicants not to apply.

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

Related Other Policies

This policy should be read in conjunction with the following organisational policies:

- References Policy

TIME IN LIEU POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Background

Occasionally employees may be required to work longer hours to accommodate a pressing work issue, attend meetings or represent the organisation outside of their usual working hours. Time off in lieu of paid overtime will be offered as an option to employees who are required to work hours beyond their normal contractually agreed weekly hours.

This arrangement is designed to ensure that an employee is not working excessive hours and to ensure work/life balance. It is not expected that time in lieu will be a standard or regular occurrence.

Purpose

The purpose of this policy is to ensure that:

- All managers and staff have an understanding of the use of time in lieu arrangements in the organisation.
- All managers and staff are aware of the procedures for time in lieu.
- All staff are treated consistently.

Policy

1. Time in lieu can be accrued and taken only with the prior approval of the CEO or by their properly delegated authority. If individuals choose to stay late to complete work that is not considered urgent or essential, then that is their own choice and cannot be taken as lieu time.
2. Time off in lieu will be taken at the rate as described in the Social, Community, Home Care & Disability award Or where that is not applicable, it will be taken at a ratio of one hour worked to one hour time in lieu, except for Public Holidays and weekends where Time in Lieu will be granted on a 'flat rate plus one-half rate'.
3. Time off in lieu should be calculated in 30 minute intervals.
4. Time in lieu of more than 38 hours may not be accrued.
5. Time in lieu can only be accrued and taken in accordance with this policy.
6. Time in Lieu can be taken in consideration of the daily operations of the business and cannot be taken in blocks no greater than 5 working days in a block.

7. Time in lieu should be redeemed as soon as possible after it has been accrued, and all time in lieu cannot be accrued beyond 38 hours before being taken.
8. If time in lieu has not been taken prior to end of financial year it will be paid out as a time in lieu payment.
9. Time in lieu credits will form part of any eligible termination payment.

Procedure

1. Time in lieu leave must be taken at a time approved by the CEO.
2. Staff must fill out a 'Time in Lieu Accrued and Taken Form' and lodge it with the CEO

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

TRANSPARENCY AND ACCOUNTABILITY POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd wants to be proactive in its relationship with clients, members, stakeholders and the general public. They are aware of the importance of transparency in its operations, however it does recognize that privacy protection sometimes limits the opportunity for ideal transparency.

Purpose

The purpose of this policy is to:

- Indicate which documents and materials produced by the organisation are open to members and/or the public
- Indicate which documents and materials produced by the organisation are closed to members and/or the public
- Specify the procedures whereby the open/closed status of documents and materials can be altered.

Policy

Board

All board deliberations shall be confidential except where the board passes a motion to make any specific portion available.

All board minutes shall be confidential, except where the board passes a motion to make any specific portion available.

All papers and materials considered by the board shall be confidential, except where the board passes a motion to make any specific paper or material available.

Client Records

All client records shall be available for consultation by the client concerned or by their legal representatives.

Subject to the client giving permission, client records shall be made available to any other person outside the organisation who has legitimate authority or request.

Within the organisation, client records shall be made available only to those persons with responsibility for the client or if someone who is not responsible but has legitimate reason to request access, the information should be rendered anonymous.

Client records shall be made available to the board when requested but should be rendered anonymous.

Staff Records

All staff records shall be available for consultation by the staff member concerned or by their legal representatives.

Subject to the staff member giving permission, staff records shall be made available to any person outside the organisation who has legitimate authority or request.

Within the organisation, staff records shall be made available only to those persons with managerial or personnel responsibilities for that staff member, or if someone who is not responsible but has legitimate reason to request access, the information should be rendered anonymous.

Staff records shall be made available to the board when requested.

Member Records

All member records shall be available for consultation by the members concerned or by their legal representatives.

Subject to the member giving permission, member records shall be made available to any other person outside the organisation who has legitimate authority or request

Within the organisation, member records shall be made available only to those persons with managerial or personnel responsibilities for dealing with those members or if someone who is not responsible but has legitimate reason to request access.

Member records shall be made available to the board when requested.

Administrative records

All records and materials not falling into the categories above may be released to the public at the discretion of the Board, who shall take into consideration

- a. a general presumption in favour of transparency
- b. protection of the decision making process and individuals
- c. the relevant provisions of the Corporations Act regarding information to be made available to members
- d. the marketing, commercial, legal, and administrative interests, priorities, and resources of the organisation, including
 - confidentiality
 - privacy protection
 - copyright issues

Procedures Requests for access

Any request for access to records or materials shall be made in the first instance to the organisation's CEO.

Where requests are made for client files or staff files by any person not the client or staff member, the CEO shall inform the client or staff member and allow them to make any submissions they wish.

Where requests are made for Board related administrative records where Board members are named, the CEO shall inform the Board member and seek permission to disclose their name or ask if they wish to be kept anonymous.

The CEO may, where appropriate, consult with the board.

Procedures and charges for access

Requests for information will be made using the Request for Information Form and will be assessed by the CEO in consultation, if necessary, with the Chairperson and or Board.

Requests from members shall be subject to no charges, and the names of members shall be given in hard copy format and (where available) in electronic format.

For all other requests, the Chairperson shall allow access to approved organisation records and materials under such conditions and according to such arrangements as they see fit and in accordance with this Policy.

Requests for Board related administrative records will be assessed by the Board and documents will be available for viewing at the office. Documents will not be able to be taken away from the premises.

Where the request for information is on such a scale or of such difficulty that it would impose an unreasonable burden on the organisation's resources, the CEO shall impose such charges as they see fit.

Record keeping

1. The CEO shall report to every meeting of the board on the number, nature and outcome of requests for records or materials since the previous meeting.
2. The Chairperson & CEO shall ensure that membership applicants and prospective clients are aware of and consent to the organisation's Access to Information Policy.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

USE OF FACILITIES AND EQUIPMENT POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Shared facilities and equipment can provide a number of benefits to Barriekneal Housing & Community Ltd and the community. It is important that the community perceives Barriekneal Housing Community Ltd being an essential part of the community, and this is more likely to happen when Barriekneal Housing & Community Ltd makes as many of its facilities and resources available as is feasible.

Purpose

This policy is intended to ensure that proper legal, accounting, and risk management considerations are implemented in any use by external parties of the organisation's facilities or equipment.

Policy

The facilities and the equipment of Barriekneal Housing & Community Ltd are primarily used to support its mission. To the extent that these facilities are not fully utilised for such activities they may be made available for use by other persons or organisations.

Procedures

1) Agreements

Application for use of facilities and resources by the community must be formalised through the issuing of an Agreement for Use by Barriekneal Housing & Community Ltd (see Appendix 1).

- 1.1. In instances where the standard Agreement for Use does not satisfactorily cover the requirements for a particular use, the CEO may amend them
- 1.2. A representative of the body applying for use must sign the agreement as a representative of their group, and will be responsible for ensuring compliance with the conditions of hire
- 1.3. CEO may refuse to make any agreement where they believe the proposed activities to be inconsistent with the aims and objectives of Barriekneal Housing & Community Ltd or likely to interfere with its operations
- 1.4. Where users are not incorporated bodies particular caution must be exercised in drawing up such agreements
- 1.5. Copies of Agreements for Use must be kept by the CEO

1.6. Agreements may be terminated where:

there is a breach of the conditions;

unforeseen circumstances result in a need for exclusive use by Barriekneal Housing & Community Ltd of the facilities and resources concerned; and situations where the activity engaged in by the user is detrimental to Barriekneal Housing & Community Ltd

2) Fees and charges

The basic schedule of fees, charges, and refundable bonds to be applied for the use of the facilities and resources of Barriekneal Housing & Community is to be determined by Barriekneal Housing & Community from time to time and shall be available for viewing in the office.

Fees may be charged for the hire of facilities and resources and to cover the costs associated with their use, including power consumption, water, cleaning, insurance, administration, additional wear and tear and the use of specific items of equipment.

As a minimum requirement, fees should at least meet the additional recurrent operating costs incurred through use of the facilities and resources.

Users will also be responsible under the Agreement for the costs of repair or replacement of equipment or damage to buildings or fixtures.

Further additional fees may be levied after the use of the facility where, for example, additional cleaning is necessary, or security personnel are called out because the user has failed to reset the alarm system.

When setting a fee, account shall be taken of the following factors:

- nature of the intended use, including degree of wear and tear on the facility and/or use
- of equipment and resources;
- access times required;
- size of the user group;
- capacity of user to pay;
- comparability of fees to those charged by other providers within the local community;
- any additional administrative staff time which may be necessary; and
- category of user;
- not-for-profit groups operating in the local community
- other not-for-profit groups
- governmental or quasi-governmental agencies (local, state or federal)
- commercial enterprises

Fees may be waived in whole or in part on the authority of the CEO after considering whether such use is likely to advance the goals of Barriekneal Housing & Community Ltd.

3) Risk Management

The CEO will make an assessment of the risk of the proposed use, taking into account:

- The age of the participants;
- The nature of the proposed activity;
- The quality of supervision;
- The facilities/equipment to be used;
- The group's ability to provide evidence of satisfactory use of other facilities;
- Whether the activity involves consumption of alcohol;
- The level of skill required to operate any equipment involved; and
- Any special circumstances related to the particular users.

The CEO shall then institute procedures to ensure that the user has undertaken to provide for the avoidance of all foreseeable risks, and that adequate insurance cover is in place.

Any damage or accidents occurring during use must be immediately reported to the CEO, who shall make an appropriate record of all incidents.

Incorporated groups and commercial users must show evidence of appropriate insurance Cover.

Responsibilities

1) Authorised Officer

It is the responsibility of the CEO of Barriekneal Housing & Community Ltd to appoint one or more persons authorised to enter into agreements for the use of the organisation's facilities and/or equipment. The names of all such authorised officers shall be reported to the Board regularly.

Applications for use of facilities and resources must be approved by the CEO and formalised through a written agreement signed by the CEO and a representative of the user group.

2) Charges

Users will be charged fees, where appropriate, for the use of facilities and equipment, these fees to be set according to guidelines approved by the board from time to time. Charges may be waived in whole or part by the CEO where this is thought to be likely to advance the goals of Barriekneal Housing & Community Ltd any such waiver shall be reported to the Board at its next meeting.

3) Risk Management

Barriekneal Housing & Community Ltd's responsibility for ensuring a safe environment for all users of its facilities and resources extends to community users. Users will be required to follow Barriekneal Housing & Community Ltd's policies on such matters as risk management.

Incorporated groups and commercial users must show evidence of appropriate insurance cover.

WHISTLEBLOWER PROTECTION POLICY

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd is committed to developing a strong ethical culture within our organisation. The reporting of improper conduct is a key element in developing this ethical culture.

This includes the ability for people within and outside of the organisation being able to come forward with complaints of fraud, corruption or general misconduct (“reportable conduct”) and not fear retribution.

The objectives of this Whistleblower protection policy are to:

- Encourage the reporting of matters that may cause financial or non-financial loss or damage to the organisations reputation;
- Enable the organisation to effectively deal with reports from whistleblowers in a way that will protect the identity of the whistleblower and provide for the secure storage of the information provided;
- Establish the policies for protecting whistleblowers against reprisal by any person internal or external to the organisation; and
- Provide for the appropriate infrastructure including the appointment of a Whistleblower Protection Officer and a Whistleblower Investigations Officer (or designated persons) and alternative means of reporting ¹

This policy will be supported by practice document clearly setting out the procedures that will be followed when whistle-blower reports are received / made. A system for recording and reporting on whistleblower reports will also be set up.

Definitions

We will follow the definitions provided by the Australian Standard for Whistleblower Protection Programs, which (AS8004-2003) are as follows²:

Corruption

Dishonest activity in which a Director, executive, manager, employee or contractor of an entity acts contrary to the interests of the entity and abuses his/her position of trust in order to achieve personal gain or advantage for him or herself or for another person or entity.

¹ AS8004-2003 Australian Standard Whistleblower Protection Programs for Entities

² AS8004-2003 Australian Standard Whistleblower Protection Programs for Entities

Fraud

Dishonest activity causing actual or potential financial loss to any person or entity including theft of moneys or other property by employees or persons external to the entity and whether or not deception is used at the time, immediately before or immediately following the activity. It also includes the deliberate falsification, concealment, destruction or use of falsified documentation used or intended for use for a normal business purpose or the improper use of information or position.

Investigation

Evidence connecting or tending to connect a person (either a natural person or a body corporate) with conduct that infringes the criminal law or the policies and standards set by the entity concerned.

Reportable conduct

Conduct by a person or persons connected with an entity which, in the view of a whistleblower acting in good faith, is—

- (a) Dishonest;
- (b) Fraudulent;
- (c) Corrupt;
- (d) Illegal (including theft, drug sale/use, violence or threatened violence and criminal damage against property);
- (e) In breach of Commonwealth or state legislation or local authority by-laws (e.g. *Trade Practices Act* or *Income Tax Assessment Act*);
- (f) Unethical (either representing a breach of the entity's code of conduct or generally);
- (g) Other serious improper conduct;
- (h) An unsafe work-practice; or
- (i) Any other conduct which may cause financial or non-financial loss to the entity or be otherwise detrimental to the interests of the entity.

Reportable conduct may also include conduct as gross mismanagement, serious and substantial waste or repeated instances of breach of administrative procedures.

Whistleblower

A person being a director, manager, employee or contractor of an entity who, whether anonymously or not, makes, attempts to make or wishes to make a report in connection with reportable conduct and where the whistleblower wishes to avail themselves of protection against reprisal for having made the report. A whistleblower may or may not wish to remain anonymous.

Whistleblower Investigations Officer

A person or persons being a director, manager, employee, contractor, or nominated individual / organisation of an entity who has responsibility for conducting preliminary investigations into reports received from a whistleblower. A person who is a Whistleblower Protection Officer should not be appointed a Whistleblower Investigations Officer within the same entity.

Whistleblower Protection Officer

A person or persons being a director, manager, employee, contractor or nominated individual / organisation of an entity who has responsibility for protecting whistleblowers.

Reporting Reportable Conduct

Any person such as Board members, senior management, full/part/casual staff, contractors, volunteers or any external party who has involvement with this organisation can report reportable conducted by either mail, phone or through an external avenue including the ACHP's auditor, funder or regulatory authority. In cases of suspected criminal conduct it may be appropriate for the matter to be reported to the police.

The method for reporting must be clearly explained and available to staff, governing body, partners / contractors, members and service users. Barriekneal Housing & Community Ltd will nominate a Whistleblower Investigations Officer and Whistleblower Protection Officer.

Any person who has involvement with the Barriekneal Housing & Community Ltd is also encouraged to report reportable conduct externally:

Corporations Act requirements –

In order for you to be considered a 'whistleblower' under the Corporations Act and for the Corporations Act to provide you with protection as a whistleblower, you must meet certain criteria and do certain things when making your disclosure

1. You **must** be either:
 - an officer (usually that means a director or secretary) of the company your disclosure is about
 - an employee of the company your disclosure is about, or
 - a contractor, or the employee of a contractor, who has a current contract to supply goods or services to the company your disclosure is about.
2. You **must** make your disclosure to either:
 - the company's auditor, or a member of the company's audit team
 - a director, secretary or senior manager of the company
 - a person authorised by the company to receive whistleblower disclosures, or
 - ASIC.
3. You **must** identify yourself when making your disclosure (this means giving your name to the person or authority you are making the disclosure to).
4. You **must** have reasonable grounds to suspect that the information you are disclosing indicates that the company or company officer may have breached the Corporations Act or the *Australian Securities and Investments Commission Act 2001* (ASIC Act).
5. You **must** make the disclosure in 'good faith'.³

³<http://www.asic.gov.au/asic/asic.nsf/byheadline/Whistleblowers+and+whistleblower+protection?openDocument#INFO52>

Confidentiality

Any whistleblower who reports or seeks to report reportable conduct will be given a guarantee of anonymity, unless in circumstances, where the law requires disclosure of identify of the whistleblower for legal proceedings.

Confidentiality will be limited to the designated Whistleblower Protection Officer (or other position).

All documents relating to the reportable conduct will be kept confidential and secure on file. Any information received from a whistleblower will be kept in the strictest confidence and will only be disclosed to a person not connected to the matter raised for investigation:

- If the whistleblower has been consulted and consents in writing to the disclosure; or
- If the organisation or Whistleblower Protection Officer or Investigations Officer (or dedicated person) are compelled by law to do so.

Communication with the Whistleblower

If a person making a report of reportable conduct is a Board member, employee or volunteer we will ensure that the whistleblower is kept informed of the outcomes of the investigation of his/her report subject to the considerations of privacy of those against whom the allegations are made and customary practices of confidentiality with the organisation.

If the person making a report of reportable conduct is not an employee, the procedures as noted within the Investigations and Feedback policy will apply once the person has agreed in writing to maintain confidentiality in relation to any information provided to him or her in relation to a report made by him or her⁴.

Investigation and Feedback

All reports of reportable conduct will be the subject of a thorough investigation with the objective of locating evidence that either substantiates or refutes the claims made by the whistleblower.

Such investigations will be conducted by the Whistleblower Investigations Officer (or designated person). They should follow best practice in investigations and be fair and independent of either the part of the business concerned, the whistleblower or any person being the subject of the reportable conduct.

Barriekneal Housing & Community Ltd is committed to providing feedback to the whistleblower on the progress of dealing with the complaint. Depending on the severity and/or complexity, the whistleblower will be given written feedback within 14-21 working days after receiving the complaint.

⁴ AS8004-2003 Australian Standard Whistleblower Protection Programs Entities

Protection

Any person who reports reportable conduct must not be personally disadvantaged by having made the report by:

- (a) Dismissal.
- (b) Demotion.
- (c) Any form of harassment.
- (d) Discrimination.
- (e) Current or future bias.

The whistleblower who reports or seeks to report reportable conduct will be given a guarantee of anonymity (if desired by the whistleblower) bearing in mind, that in certain circumstances, the law may require disclosure of the identity of the whistleblower in legal proceedings and in other circumstances, as a result of the size and structure of the organisation, it may be easily deduced who the whistleblower is.

If reprisals are taken or are claimed to have been taken against a whistleblower, the whistleblower will have the automatic right of appeal to an independent appeal body, independent mediator or arbitrator, if the matter cannot be resolved internally.

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

False Reporting

Where it is shown that a person purporting to be a whistleblower has made a false report of reportable conduct, then that conduct itself should be considered a serious matter and the person concerned maybe subject to disciplinary proceedings.

Reporting

The Board will follow and implement internal reporting arrangements that ensure:

- (a) all verifiable corruption and compliance failures are dealt with appropriately; and
- (b) systemic and recurring problems of corruption and non-compliance are reported to those with sufficient authority to correct them.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

Review

This policy will be reviewed on, at least, a yearly basis.

Related Policies

- Code of Ethics and Code of Conduct
- Delegations Policy and Delegations Schedule
- Conflict of Interest

APPENDIX 1: REQUEST FOR INFORMATION FORM



For office use only	
Date received	
Fee Processed	
Date provided	
Time taken to complete	

Request for Information Form

Barriekneal Housing & Community Ltd is committed to providing transparent and accessible information to its members and the general public. The time for processing and the cost of the request for information will vary depending on the amount of information you require and the availability of staff and resources.

This application form is to be used for:

- a) Request for information regarding membership history
- b) Request for information regarding Company financial or administrative functions
- c) Request for information regarding Tenancy
- d) Request for employment history and information

If you need help completing this form please call 02 6829 0356.

Your Details

Name_____

Organisation_____

Postal Address_____

Telephone_____

Email_____

Request for Information

Please specify what information you require

APPENDIX 2: RISK MANAGEMENT FORM

What have you identified as a potential hazard or risk for the organisation	L i k e l i h o o d	S e v e r i t y	R i s k	How will this issue be addressed	Who will address the issue?	When should this be addressed?	When and who addresses the issue?

APPENDIX 3: APPLICATION FORM – CONFIRMATION OF ABORIGINALITY

Barriekneal Housing & Community Ltd

The *Proof of Aboriginality Form* on page 4 is a statutory declaration that forms part of a request for Proof of Aboriginality from the Barriekneal Housing & Community Ltd Board of Directors in accordance with the Barriekneal Housing & Community Ltd Board Policy, *Confirmation of Aboriginality 2018*.

The Barriekneal Housing & Community Ltd Board of Directors assesses requests using the following criteria (applicant must meet all three criteria to be considered eligible):

1. That the applicant is of Aboriginal descent;
2. That the applicant self-identifies as an Aboriginal person; and
3. That the applicant is accepted as such by the Lightning Ridge community.

Eligible applicants must be from Lightning Ridge NSW, by reference to one of the below locality requirements:

1. The applicant must be from Lightning Ridge NSW and still currently living in Lightning Ridge NSW; or
2. The applicant must be from Lightning Ridge NSW or have lived the majority of their life in Lightning Ridge NSW but is currently living elsewhere; or
3. The applicant's family must be from Lightning Ridge NSW but the applicant has not lived in Lightning Ridge NSW.

In cases of stolen generation or disconnection from family, the Barriekneal Housing & Community Ltd Board of Directors will consider applications that provide clear supporting documentary evidence (from [Link-up](#) or other such family history or reunification services) that confirms family heritage is Aboriginal with links to Lightning Ridge NSW.

TO MAKE A REQUEST PLEASE PROVIDE THE FOLLOWING:

1. **The applicant's details page 2**
2. **An explanation as to how you, or the applicant if applying for a child, meet the Western NSW locality requirements on page 2**

If you are applying on the basis that your family are from Lightning Ridge NSW but you have not lived in Lightning Ridge NSW (No. 3 of the Lightning Ridge NSW locality requirements), please provide a letter of support confirming your family links to Lightning Ridge NSW from a prominent Lightning Ridge NSW Aboriginal person (who is not a relative or a current Barriekneal Housing & Community Ltd Director), who is known to you or your family or provide [Link Up](#) documentation.

1. **Complete the family tree on page 3**
1. **Provide a declaration on the Proof of Aboriginality Form on page 4**
1. **Provide a copy of photo identification or birth certificate**

APPLICANT DETAILS

NAME OF APPLICANT	
DATE OF BIRTH	
PLACE OF BIRTH	
POSTAL ADDRESS	
TELEPHONE NUMBER	
EMAIL	
IF ACCEPTED, HOW WOULD YOU LIKE THE PROOF OF ABORIGINAL FORM RETURNED TO YOU?	

LOCATIONAL ELIGIBILITY

You must meet the Lightning Ridge NSW locality requirements by one of the following:

1. The applicant must be from Lightning Ridge NSW and still currently living in Lightning Ridge NSW; or
2. The applicant must be from Lightning Ridge NSW or have lived the majority of their life in Lightning Ridge NSW but is currently living elsewhere; or
3. The applicant's family must be from Lightning Ridge NSW but the applicant has not lived in Lightning Ridge NSW. If you are applying on this basis please also provide a letter of support confirming your family links to Lightning Ridge NSW from a prominent Aboriginal person from Lightning Ridge NSW (who is not a relative or a current Barriekneal Housing & Community Ltd Director). who is known to you or your family or provide Link Up documentation.)

Please explain which criteria that you meet above, including details about your history and connection to Lightning Ridge NSW

I agree that the information provided in this application is true and correct

SIGNATURE (APPLICANT/GUARDIAN)

DATE

FAMILY TREE

Family tree for _____ (APPLICANT'S NAME)

<div>Mother's Parent</div> <div></div> <div></div>	<div>Father's Parent</div> <div></div> <div></div>
<div>Mother</div> <div></div>	<div>Father</div> <div></div>
<div>Applicant</div> <div></div>	

PROOF OF ABORIGINALITY FORM

I, (Applicant's full name)

If you are known by any other name please provide details

_____ Of

(Applicant's address) _____

Solemnly and sincerely declare

I am of Aboriginal Decent

☐

I self-identify as an Aboriginal person

☐

I am accepted as such by the following community in which I/my family currently live or have lived
(must be Lightning Ridge)

Community name: _____

This declaration is true and I know it is an offence to make a statutory declaration knowing it is false in a material particular.

Declared at _____ the _____ day of 20____

Signature of the person making the declaration:

Signature of witness:

Full name of witness:

Contact address or telephone number of witness:

NOTE: This declaration may be witnessed by any person who is at least 18 (eighteen) years of age.

NOTE: This written statutory declaration must comply with Part 4 of the *Oaths Affidavits and Declarations Act*.

NOTE: Making a declaration knowing it is false in a material particular is an offence for which you may be fined or imprisoned.

OFFICE USE ONLY

It is hereby confirmed that the above named applicant has provided sufficient evidence to indicate that he/she is recognised as being of Aboriginal descent.

Name of Director
Signature
Date
Name of Director
Signature
Date

COMMON SEAL

APPENDIX 4: BOARD MEMBER WRITTEN UNDERTAKING TO COMPLY WITH CODE OF CONDUCT



Board member Written Undertaking To Comply with Code of conduct.

- The Code of Conduct is created for the purpose of maintaining good conduct and instilling the values and culture in contributing and maintaining a positive environment in the company as well as the community. This is built under the purview that the conduct of an employee & Board member reflects his or her quality of output as well as his or her standard for ethical business conduct. We are fully committed to providing the highest quality of work we provide within, with our affiliates and partners, and with our customers and other stakeholders. It is likewise important that we maintain our respect towards others at all times for the purpose of strengthening our foundation and support as a single unit in order to achieve our goals.

Please read the Code of Conduct to know and understand the company has required values. We encourage pleasing them by heart and applying its principles with a passion to show and receive the best values of this code at work.

If you have any questions or concerns, please do not hesitate to reach out to us.

- **Inappropriate Behaviours**

The following are, but not limited to the enumerations below, considered behaviours that are undesirable whether offline or online, especially in social media:

- Inappropriate use of sexual connotations;
- Stalking;
- Performing intimidating acts;
- Direct or implied threats or violence;
- Blackmail;
- Conducts of abuse or discrimination;
- Inappropriate use or offensive languages;
- Bullying or acts of threat or harm, whether physical, social, or moral against race, enter, class, religion, sexual orientation, age, political affiliation, disability or injury, or status.

Alcohol and Drugs

We have a simple policy relative to these matters. As long as the law permits, we likewise permit. However, we do not allow consumption or use of these during office hours or in the office. As we maintain an utmost quality of standard towards our work output, we do not allow anything that would impair our work performance or

would carelessly result in any inappropriate behaviour, especially if it would endanger the safety of others.

Conflict of Interest

There might come a time that opportunities might be offered that may appear of benefit and that may be in conflict with the business of the company. We consider that you consider your course of action and think it over. If you think that the company's business might be affected, we highly suggest that you avoid it.

Here are the included, but not limited to, list of conflicts of interests identified:

- Personal investments outside the company with the same line of business targeting the same clients or customers;
- Secondary or outside employment whose business is in conflict with the company;
- Use of company's products for personal gain at the expense of the company;
- Using products of companies in competition with ours;
- Acceptance of personal gifts without consent of the company;

Who Must Follow

Every person employed & Board member is expected to follow the code. There is no deviation on who is exempted, whether you are a manager, a supervisor, ordinary people.

Privacy and Security

Just as to the commitment we provide to our end-users, we also committed to your privacy and security. We highly respect the trust given to us. Any correspondence shared with us shall be kept with us in trust. Our privacy policies in place ensure that all information held by us shall be kept private in a strict manner. Any processing made shall be under the conduct of our privacy rules, particularly with proportionality and portability of information. Any other means outside the scope required shall be brought to your attention for further consent.

You're Part in this Endeavour

If you think you are a victim or you see someone else involved that is relatively affected by this code of conduct whether as the violator or the receiving end, if you have concerns, questions, reactions, or ways on wanting to improve the community, please do not hesitate to get in touch with us. Your privacy shall be highly respected.

Name: _____

Signature: _____

Date: _____

CODE OF CONDUCT

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Policy

The Board of Barriekneal Housing & Community will conduct its operations with the highest ethical standards and abide by all relevant laws and legislation.

Principles

This Code of Conduct is based on the following principles, which all board members agree upon:

- Respect, for each other, for people's decisions and their opinions
- Honesty, fairness and trustworthiness in all conduct
- Behave with manners and politeness
- Disciplined and professional behavior
- Make well informed decisions
- Maintain confidentiality
- Identify and declare conflict of interest
- Nepotism will not be tolerated
- Transparency and accountability in all decision making and activities
- Create a prejudice free environment
- Accountability for all actions and decisions

Code of Conduct

All Board members will be required to provide a written undertaking to comply with this Code of Conduct policy.

Conflicts of interest

Board Members will declare any actual or perceived conflicts of interest and will abide by the Conflict of Interest Policy.

Gifts, bribes or favors

Board members will not seek or accept gifts, bribes, hospitality, benefits, services or favors, specifically anything that can be resold or where there is personal gain. This excludes employer sponsored events i.e. Christmas functions.

In instances where declining a gift may be offensive, small gifts including flowers and cake may be acceptable.

Decision making

Barriekneal Housing & Community Board make a decision within agreed and respected processes, which are open to scrutiny and aren't taken personally.

Decisions by the Board will be made with a majority agreement, with opposers to be noted in the Company Minutes of the Meeting. Where a split decision exists, the Chairperson has the casting vote.

In serious cases where people don't want their decisions to be public, decisions will be put to a secret ballot (for/against) with the majority decision.

Complaints and Appeals

Barriekneal Housing & Community Board will ensure that all clients, tenants and members are able to make a complaint or appeal a decision without retribution. Refer to the Complaints and Appeals Policy for more information.

Community Ownership

The Board remember that the company is community owned and operated and that they are to ensure that the resources are used appropriately.

Political and personal activities

Board members must remember that they are representatives of the organization even when they are conducting personal or political activities and as such should not be negative about the Company and that this Code of Conduct and the Companies policies and procedures bind them.

They recognize that in the community and in business, their words and actions should represent the organisation in a positive manner.

Respect

Board members will treat everyone with courtesy and respect and in a manner which is appropriate to their role as a professional and in accordance with relevant Legislation and Company Policy.

Alcohol and drugs

Board Members will not be under the influence of alcohol or drugs when representing the organisation in meetings and public forums. Refer to the Alcohol and Drugs Policy for more information.

Public comment

Board Members will not publicly comment on behalf of the organisation unless authorised by the Board to do so. Refer to the Media Policy for more information.

Confidentiality

Barriekneal Housing & Community Board will ensure that information is shared on a need to know basis only. At the same time Board recognise that their activities may expose them to information, particularly personal information about individuals or contracts that is confidential.

Information will not be released to external parties unless with permission or because of Legislative requirements. Refer to the Confidentiality Policy for more information.

Fraud

There are no circumstances which will permit Board members in fraudulent activities. If a Board member is aware of fraudulent activities they will notify the CEO or the Board immediately. Refer to the Fraud Policy for more information.

Procedure

Breach of the Code of Conduct

Board members have a responsibility to ensure that the organisation maintains a high level of accountability and transparency and is not brought into disrepute. It is therefore their responsibility to report possible breaches of the code of conduct to the appropriate person so it can be investigated.

The appropriate person will vary depending on the conduct and the persons believed to be involved.

If the suspected breach has involved:

- One or more staff members - then it can be reported to the CEO or Chairperson
- A board member - then it can be reported to the CEO or Chairperson
- The CEO - then it can be reported to the Chairperson
- The Chairperson - then it can be reported to the Board

In all circumstances the Board is to be notified.

Investigating breaches of the Code of Conduct

Investigations will be handled discreetly. Information will be shared on a 'need to know' basis only and all people questioned should be reminded of their responsibilities to maintain Confidentiality.

Investigations should be managed by appropriate staff, Board member or external third party, legal advice should be sought as required.

Any investigation should be handled with a view that a person who is alleged to have breached the code of conduct:

- will be presumed innocent until proven guilty
- will have a right to respond to allegations made against them

Outcome

Depending on the nature of the breach, assuming the breach is confirmed, the outcome may be as follows:

- Training or education
- Additional supervision or mentoring
- Formal warning
- Board member given the opportunity to resign
- Dismissal
- If the breach is serious it may also lead to police prosecution or other legal proceedings
- Notifying the Australian Charities and Not For Profit Commission

Barriekneal Housing & Community Ltd will notify the Registrar in a timely manner of any incidents relating to its operations that in its opinion seriously damages or may damage the reputation of the community housing sector.

Responsibility

Barriekneal Housing & Community Ltd Board is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.

APPENDIX 5: STAFF, VOLUNTEERS AND CONTRACTORS WRITTEN UNDERTAKING TO COMPLY WITH CODE OF CONDUCT



Staff, Volunteers and Contractors Written undertaking To Comply with Code of conduct.

- The Code of Conduct is created for the purpose of maintaining good conduct and instilling the values and culture in contributing and maintaining a positive environment in the company as well as the community. This is built under the purview that the conduct of an employee & Board member reflects his or her quality of output as well as his or her standard for ethical business conduct. We are fully committed to providing the highest quality of work we provide within, with our affiliates and partners, and with our customers and other stakeholders. It is likewise important that we maintain our respect towards others at all times for the purpose of strengthening our foundation and support as a single unit in order to achieve our goals.

Please read the Code of Conduct to know and understand the company has required values. We encourage pleasing them by heart and applying its principles with a passion to show and receive the best values of this code at work. If you have any questions or concerns, please do not hesitate to reach out to us.

- **Inappropriate Behaviours**

The following are, but not limited to the enumerations below, considered behaviours that are undesirable whether offline or online, especially in social media:

- Inappropriate use of sexual connotations;
- Stalking;
- Performing intimidating acts;
- Direct or implied threats or violence;
- Blackmail;
- Conducts of abuse or discrimination;
- Inappropriate use or offensive languages;
- Bullying or acts of threat or harm, whether physical, social, or moral against race, enter, class, religion, sexual orientation, age, political affiliation, disability or injury, or status.

Alcohol and Drugs

We have a simple policy relative to these matters. As long as the law permits, we likewise permit. However, we do not allow consumption or use of these during office hours or in the office. As we maintain an utmost quality of standard towards our work output, we do not allow anything that would impair our work performance or would

carelessly result in any inappropriate behaviour, especially if it would endanger the safety of others.

Conflict of Interest

There might come a time that opportunities might be offered that may appear of benefit and that may be in conflict with the business of the company. We consider that you consider your course of action and think it over. If you think that the company's business might be affected, we highly suggest that you avoid it.

Here are the included, but not limited to, list of conflicts of interests identified:

- Personal investments outside the company with the same line of business targeting the same clients or customers;
- Secondary or outside employment whose business is in conflict with the company;
- Use of company's products for personal gain at the expense of the company;
- Using products of companies in competition with ours;
- Acceptance of personal gifts without consent of the company;

Who Must Follow

Every person employed & Board member is expected to follow the code. There is no deviation on who is exempted, whether you are a manager, a supervisor, ordinary people.

Privacy and Security

Just as to the commitment we provide to our end-users, we also committed to your privacy and security. We highly respect the trust given to us. Any correspondence shared with us shall be kept with us in trust. Our privacy policies in place ensure that all information held by us shall be kept private in a strict manner. Any processing made shall be under the conduct of our privacy rules, particularly with proportionality and portability of information. Any other means outside the scope required shall be brought to your attention for further consent.

You're Part in this Endeavour

If you think you are a victim or you see someone else involved that is relatively affected by this code of conduct whether as the violator or the receiving end, if you have concerns, questions, reactions, or ways on wanting to improve the community, please do not hesitate to get in touch with us. Your privacy shall be highly respected.

Name: _____

Signature: _____

Date: _____

CODE OF CONDUCT FOR STAFF, VOLUNTEERS AND CONTRACTORS

Date of Review: May 2023

Date for Next Review: May 2025

Version Control: Version 2, 2023 replacing version 1 2020 - Approved by BOD May 2023

Introduction

Barriekneal Housing & Community Ltd is committed to ensuring that all staff including volunteers and contractors uphold the highest standards of conduct. Barriekneal Housing & Community Ltd acknowledges the importance of providing guidance in areas where staff, volunteers and contractors need to make professional and ethical decisions during the course of their work for the Barriekneal Housing & Community Ltd.

The aim of the Code of Conduct ("Code") is firstly to clarify the standards of behaviour that are expected of all staff (including volunteers and contractors) in the performance of their duties. Secondly, it informs the public about the standards of behaviour they can expect when dealing with employees of Barriekneal Housing & Community Ltd.

Policy

This Code provides guidance to you and your employer in the conduct of your work and any activities or relationships connected with your work.

The aim of the Code is to lay down guidelines which will help you to maintain the values and mission of your employer, and protect you from misunderstanding or criticism.

For the CEO, where the Code refers to 'your manager', this will generally mean the Chairperson/Board.

The term 'staff' in this Code refers to all employees, volunteers and contractors who are aligned with Barriekneal Housing & Community Ltd.

Principles of this code

There are a number of core principles which underpin the expected conduct of each employee in this organisation, most of which are covered in specific terms throughout this document. These include:

Objectivity – make certain that in the delivery of services and the appointment of staff you ensure impartially, and that choices are made on merit alone.

Accountability – accept responsibility for your decisions and actions and submit yourself to whatever scrutiny is appropriate.

Openness – be open about all the decisions and actions that you take.

Leadership – lead by example

Honesty/Integrity - do what you say you are going to do and do the right thing even if no-one is looking

Trustworthiness - be trustworthy in your actions and behaviour's

Respect - have respect for the Company its people and objectives, mission and values

General Conduct

The Code is intended to give direction to staff, volunteers and contractors about the high standards of personal conduct expected of Barriekneal Housing & Community Ltd. All staff, volunteers and contractors should promote a team spirit and show loyalty, courtesy, efficiency, reliability, sobriety and punctuality, and present yourself appropriately when representing your employer.

All staff, volunteers or contractors will be required to provide a written undertaking to comply with this Code of Conduct policy.

Financial

- Any use of funds must not be misappropriated for any other use other than the purpose intended. Funds should be safeguarded against abuse (such as theft) and any staff, volunteer or contractor should seek to ensure value for money for their employer.
- Staff, volunteer or contractors should be able to demonstrate that any rewards have been legally received.
- Policies and Procedures relating to financial management and conduct are to be strictly adhered to.

Failure to follow the code

- Staff should be aware that failure to comply with this Code may be potentially harmful to Barriekneal Housing & Community Ltd. Staff may be subject to disciplinary proceedings if they are unable to comply with the Code.
- Volunteers and contractors should be aware that failure to comply with this Code may harm the reputation of Barriekneal Housing & Community Ltd. Volunteers and contractors may have their positions or contractual agreements terminated if unable to comply with the Code.
- In cases where fraud, illegal conduct, misappropriation, harassment or any other malicious or inappropriate behaviour is suspected the Board retains the right to report or take appropriate legal action.

Relationships

- Professional relationships must not be exploited for personal, material or financial advantage.

Equality

- All members of the community and your fellow employees have a right to be treated with fairness and equity. Discrimination of any kind will not be tolerated in the areas of (but not limited to) disability, colour, ethnic origin, gender, sexual orientation, age, religion, political or other opinions.

Confidentiality

- You must maintain the confidentiality of other staff at all times if you have access to information that is not public knowledge. Information about other people may only be passed on with the explicit written consent of that person.
- Confidential information may not be used in any way that can be considered as a personal benefit.
- Staff, Volunteers and Contractors should observe confidentiality in respect of all information gained through your participation.

Employment matters and ensuring impartiality

- Staff involved in the employment of other potential staff members, volunteers or contractors should remain impartial at all times ensuring that successful candidates are employed on the merit of competency of tasks alone. Personal preferences should not influence decisions made.
- To avoid any potential bias in the employment of other staff, you must not be involved in an appointment where you are related to an applicant, or have a close personal relationship outside work with him or her. Any such relationship should be declared to your manager.

Secondary Employment

- Where volunteers and staff are unsure if their proposed employment or business activity conflict with the duties they have been contracted to do, they must discuss with their Manager. This applies equally to unpaid voluntary activity as to paid work.
- Where a conflict is deemed to exist by the Manager, staff members must request permission from the Board prior to taking up secondary employment. Permission will not be unreasonably withheld.

Outstanding activities

- While Barriekneal Housing & Community Ltd has no wish to interfere with the personal lives of its staff, volunteers or contractors, when personal matters impact an individual's capacity to work or on the workplace, intervention may be required.

- Any political, campaigning and/or public activities undertaken by staff members must not bring Barriekneal Housing & Community Ltd into disrepute.
- Staff, volunteers and contractors must remain impartial and not allow their political views to influence the work undertaken for Barriekneal Housing & Community Ltd.
- Barriekneal Housing & Community Ltd office facilities should be used with the work associated with your role in the organisation. If office facilities are used personally or for the community, common sense and integrity to be applied and must not jeopardize the reputation of the Company.

Gifts and hospitality received or offered

- Any gifts received or offered (small or modest) from contractors, tenants, community groups, customers, public officials, suppliers or other business groups may be retained by the employee, volunteer or contractors and must be logged immediately in the gift and hospitality register. Any significant gifts received or offered must be approved by the CEO and should be immediately recorded in the gifts and hospitality register.
- As a general rule, Barriekneal define small gifts and hospitality as, up to \$50 and modest gifts and hospitality as, up to \$100 and significant gifts as, over \$100. All gifts must be recorded in the gifts and hospitality register.
- In certain circumstances, the offers of gifts or hospitality may be perceived as a conflict of interest and therefore the employee, volunteer or contractor may be asked to return the gifts. Declining gifts will be at the discretion of the CEO. When declining gifts, staff, volunteers and contractors should be courteous to the person(s) offering gifts.
- If an employee or associated person wishes to provide gifts to tenants, suppliers, customers, clients or other business contacts, prior written approval from the CEO is required, together with details of the intended recipients, reasons for the gift and business objective. Employees and where applicable, associated persons must supply records and receipts, in accordance with Barriekneal's Payment and Reimbursement of Expenses policy.
- Any benefits or funds received from Barriekneal Housing & Community Ltd may not be accepted outside of those agreed in the employment contract or as reimbursement of legitimate expenses.
- Staff, volunteers or contractors must not seek out gifts or intentionally purchase items that include bonuses or gifts
- Staff, volunteers or contractors may participate in Company promotions that involve gifts, vouchers or money but must not use their position to achieve an unfair advantage

Maintaining Records

- Staff, volunteers or contractors are required to ensure receipts/records are accurately maintained in relation to all or contracts, business activities, including financial invoices and all payment transactions with tenants, clients, suppliers and public officials.
- No accounts can be kept "off-book" to facilitate or conceal improper payments or gifts.
- Staff, volunteers or contractors are required to keep accurate, detailed and up-to-date records of all corporate hospitality, entertainment or gifts accepted or offered by way of recording them in a gifts and hospitality register.

Reporting and Investigating Breaches

Reporting Breaches

Barriekneal depends on its Staff, volunteers or contractors to ensure that high standards of ethical conduct are maintained in all its business dealing. Staff, volunteers or contractors are encouraged to report any concerns that they may have to the CEO as soon as possible by using the whistleblowing procedure to do so. Issues that should be reported include: Suspected cases of fraud, illegal conduct, misappropriation, harassment, malicious or inappropriate behavior, failure to log acceptance of small, modest or significant gifts, suspected or actual attempts at bribery, offers of gifts or hospitality to associated persons such as tenants, contractors, community groups, customers without prior consent by the CEO, concerns that other employees or associated persons may be being bribed or; concerns that other employees or associated persons may be bribing third parties, such as tenants, clients or community groups.

Investigation

Investigation upon receipt of a concern, the CEO of Barriekneal will evaluate the severity of the concerns to determine whether internal or external investigation is required.

The CEO will then assign the investigation accordingly and maintain oversight of the investigation to ensure appropriate and timely resolution.

All findings to be presented to the Board, the status/resolution of the investigation will be communicated to the Claimant, where possible.

Declarations of interest

- Staff and volunteers must declare any actual or potential conflicts of interest affecting them, their close family, friends or associates during employment.
- If you are the Board (or committee) member of another organisation or if you are present at a meeting of the Board, you should declare any conflicts of interest. If in any doubt you should seek advice from your manager.

Workplace health and safety

Any worker (i.e. staff, volunteer or contractor) employed or contracted by Barriekneal Housing & Community Ltd MUST:

- Take reasonable care for your own health and safety;
- Take reasonable care for the health and safety of co-workers and ensure that your actions do not put your co-workers at risk;
- Use and maintain machinery and equipment properly;
- Ensure that your work area is free of hazards;
- Co-operate with Barriekneal Housing & Community Ltd in anything that you are required to do in order to ensure a safe workplace including:
 - notifying your supervisor of actual and potential hazards
 - notifying your supervisor of incidents and injuries
 - carrying out work in a safe manner
 - wearing or using prescribed safety equipment
 - following health and safety instructions, policies and procedures

- cooperating with any investigation into an incident or accident
- taking notice of signs
- adhering to speed limits
- participating in safety training.

As a worker (i.e. staff, volunteer or contractor) you must NOT:

- Be affected by alcohol while on any Barriekneal Housing & Community Ltd property;
- The Barriekneal Housing & Community Ltd will not tolerate any staff, volunteer or contractors supplying, encouraging or using any illegal and/or dangerous substance whilst on Barriekneal Housing & Community Ltd property;
- Illegal behaviour by any staff, volunteer or contractors will not be tolerated at any time, when on Barriekneal Housing & Community Ltd property;
- Intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare;
- 'Skylark' or play jokes that may put the health and safety of others at risk;
- Behave in a way that results in risk to yourself or others;
- Intentionally hinder or obstruct the giving or receiving of any form of aid when a person is injured at work.

Responsibility

Barriekneal Housing & Community Ltd Board/ is responsible for adopting this policy.

Barriekneal Housing & Community Ltd Board, CEO and all staff members, contractors and volunteers are responsible for the implementation of this policy.

Barriekneal Housing & Community Ltd CEO is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.