



ACCESS 2 PLACE HOUSING

CULTURAL CHARTER



The Access 2 Place Housing (A2P) Cultural Charter, in conjunction with the Code of Conduct Policy set the cultural and professional standards that A2P strives to have and provides a shared understanding and expectation of the way we behave as individuals, towards the people we work with, our tenants and the people who access our services.



A2P is an independent, innovative and dynamic organisation with a tenant focussed approach to disability housing. The A2P vision, mission and core values guide our actions and identify what we aspire to be and offer, both as an organisation and as staff members.



Our vision is that appropriate specialised housing solutions are available to all people living with disability so that they have the freedom and opportunity to live their lives with independence, choice and control.



Our mission is to provide innovative, secure, choice-based, affordable housing options and sustainable tenancy management for people living with disability.



We will uphold the values of the Convention on the Rights of Persons with Disabilities. This international human rights treaty of the United Nations intends to protect the rights and dignity of persons with disabilities. Parties to the Convention are required to promote, protect, and ensure the full enjoyment of human rights by persons with disabilities and ensure that they enjoy full equality under the law. The Convention has served as the major catalyst in the global movement from viewing persons with disabilities as objects of charity, medical treatment and social protection towards viewing them as full and equal members of society, with human rights.

In addition, A2P has core organisational values. Staff are required to adopt the following core values, at all times, during their employment with A2P:



**“We do the right thing -
even when no one is looking”**

I will demonstrate this by:

- Using this Cultural Charter, the A2P Tenant Charter and the suite of A2P policies and procedures as reference points for guiding my decisions and actions.
- Fostering relationships with tenants and stakeholders that are based on mutual respect and trust.
- Listening to tenants and inviting feedback, questions and comments.
- Being approachable, polite and friendly.
- Keeping an open mind and being curious as to what is reasonably achievable.
- Having honest and open discussions with tenants and stakeholders about what is reasonably achievable.
- Providing transparent decision making and a willingness to be challenged and held accountable for the decisions I make.
- Being aware of, and upholding, the A2P complaints, compliments and suggestions process and relevant legislation (e.g. Disability Discrimination Act 1992 (Cth), Equal Opportunity Act 1984 (SA), Health and Community Services Complaints Act 2004 (SA)).
- Being aware of, and upholding, organisational compliance requirements (as relevant to my role).
- Asking questions if something does not feel right.

Evolving



“We are agile, we adapt, we lead”

I will demonstrate this by:

- Embracing change and new ideas and looking for ways they can be incorporated into my role.
- Rising to challenges.
- Showing the courage of my convictions and demonstrating leadership when it is required.
- Responding to people’s changing needs.
- Being willing to take risks and question the status quo.
- Collaborating with tenants, colleagues and peer organisations to achieve common goals.
- Welcoming training as opportunities for improvement.
- Learning from experience and applying what I learn.
- Adopting evidenced-based contemporary practice and being willing to share it with others for the benefit of the organisation.
- Keeping up to date with changes to A2P policy and practice.
- Supporting A2P to increase its social impact within the community.



**“We recognise that not everyone has
the same advantages in life”**

I will demonstrate this by:

- Treating everyone as important.
- Respecting the inherent right for people to make decisions about their lives.
- Taking the time to understand people and creating an environment where they can exercise their rights.
- Recognising the impact my decisions and actions have on people’s lives.
- Appreciating diverse points of view and what I can learn from others.
- Valuing a person’s contribution.
- Remembering that true equity implies that a person may need to experience or receive something different (not equal) in order to maintain fairness and access.
- Upholding the values of the United Nations Convention on the Rights of Persons with Disabilities.

Choice



“We recognise that a person’s choice is as individual as they are

I will demonstrate this by:

- Recognising a person’s right to make choices about things that directly affect their lives.
- Providing information to people and supporting them to make informed decisions.
- Supporting people to recognise they have a choice.
- Keeping people informed.
- Seeking to provide options.
- Appreciating that choice may be limited but still endeavouring to achieve the best possible outcomes for people.
- Listening with care and responding with respect.
- Not imposing my views on others.
- Using a variety of communication methods.

Resilience



“We are here to stay”

I will demonstrate this by:

- Being responsible with resources to support a sustainable A2P.
- Promoting robust financial controls to protect the homes that have been entrusted to us.
- Looking for ways to improve my performance and efficacy.
- Supporting team members and sharing knowledge.
- Adopting a flexible approach.
- Recognising and highlighting changes in the marketplace, then finding ways to adapt.
- Understanding the need for A2P to undertake commercial activity with the aim of working towards its charitable purpose.

Persistence



“We ask the difficult questions and we don’t shy away from a challenge”

I will demonstrate this by:

- Keeping the tenant’s best interests at the forefront of my decisions and actions.
- Being determined to get the best possible outcomes for tenants.
- Recognising that any goal worth reaching may take time, effort and the learning of new skills and thinking patterns.
- Being willing to admit when something is not working.
- Being willing to adjust and look for better ways that will increase the chance of success.
- Being quick to adapt to the ideas of others that have been shown to work well.
- Being clear and fair in actions.
- Recognising that persisting can be challenging and being prepared to ask for support and be ready to support my colleagues.
- Holding myself and others to account.

Acknowledging Excellent Conduct

If you believe that someone you are working with has displayed excellent conduct, you are encouraged to let them know. You may also consider letting their manager know that you value the conduct and behaviour displayed.

Breach of the Code

All staff have a responsibility to act consistently with the behaviours of this Charter and the Code of Conduct Policy.

Access 2 Place treats breaches of the Code of Conduct Policy and Cultural Charter very seriously.

Failure to comply with the expectations set out in the Cultural Charter and/or the Code of Conduct Policy may lead to disciplinary action or termination of employment.

A breach of the law will be referred to the police or relevant legal authority under Access 2 Place's legal obligations.

Reporting a Breach

There are informal and formal ways of raising a breach. If you believe a breach of the Cultural Charter and/or the Code of Conduct Policy has occurred at Access 2 Place, you are encouraged to raise your concerns informally in the first instance with the person/s concerned (where you feel you can), the A2P Contact Officer or with your manager. If the breach involves your manager, you can raise it with the Contact Officer or CEO.

The Grievance Resolution Policy can be used as a guide for raising a breach more formally.

The Cultural Charter and/or the Code of Conduct Policy does not affect your right to approach an external agency in relation to your complaint. For more information go to www.hreoc.gov.au or www.fwa.gov.au

If you are uncertain about whether your actions or the actions of others are in accordance with this Code, you are encouraged to seek guidance from your manager or CEO.



Integrity



Evolving



Equity



Choice



Resilience



Persistence

Commitment


As a staff member of Access 2 Place, and as a term of my employment with Access 2 Place, I will abide by this Cultural Charter. I understand that the list of examples provided throughout this document is designed to give context to the topics covered and is not an exhaustive list. I understand that this Cultural Charter supplements the Code of Conduct Policy and other various legal and policy obligations I have as a staff member of Access 2 Place.

Name

Position Title

Signature

Date

	<h2>Cultural Charter</h2>	Policy Number	CO06
		Version	2
		Date	May 2020
		Review Date	May 2022

Related Documents

- Code of Conduct Policy
- Human Rights Policy
- Tenant Charter

Policy Approval

Content Author:	Delegated Authority: Board
Date: December 2019	Date approval given in minutes: 22 nd April 2020
Name: Rebecca Chapman Position: Policy Adviser	CEO approval of Board requested changes and circulation to staff: 13 th May 2020

Revision History

Date	Version	Author / Amended By	Comments / Review History
November 2018	1	Rebecca Chapman	Supportive document for the Code of Conduct Policy
February 2020	2	Rebecca Chapman	Collaboration with S Singleton and J Cartledge – inclusion of new values and review of demonstrated behaviours to support these values.