

## Bridge Buddies

### Code of Conduct

#### Scope

The Code of Conduct covers anyone who is participating in the Bridge Buddies program. Bridge Buddies are responsible for following the Code of Conduct whilst they participate in the program. They must also use the Code of Conduct to guide their behaviour and decision making while they are enrolled in the program.

#### It is nice to be nice!

All tenants participating in Bridge Buddies are expected to:

- Treat your buddy with respect regardless of their cultural identity, race, ability, gender, sexual orientation or age. Treat your buddy the way you would like to be treated.
- Share your experiences as a Bridge Housing tenant to help new Bridge Housing tenants settle in to their home and neighbourhood.
- Stick to the contact times you have both agreed to. Don't contact your buddy early in the morning or late at night (unless you arranged your phone calls that way).
- Let the Bridge Housing Community Team know immediately if you have any concerns about your Buddy's wellbeing or welfare.

There are some behaviours that will not be tolerated in Bridge Buddies program. These includes:

- Offensive language, including swearing and racial slurs
- Showing aggression through yelling or making emotional gestures
- Speaking with your friend while under the influence of drugs or alcohol.

Bridge Buddies has a zero tolerance to discrimination, bullying and harassment. If you are experiencing bullying, harassment or discrimination from your Buddy please call the Community Team on 8324 0800. You may be asked to leave the program if we believe you have been engaging in this type of behaviour.

#### Who to call.

All Bridge Housing tenants need to contact Bridge Housing if:

- You get into difficulty with rent or water payments
- Your property needs any repairs or maintenance.
- Your personal details or circumstances change.
- You need to report nuisance and annoyance issues.

**Remember, talking to your buddy is not the same as talking to your Housing Manager at Bridge Housing.**

## No-fault departure

Bridge Buddies operates on no-fault departure. This means that the buddy connection can be ended at any time by request of either tenant. The request will be respected by both parties and no blame will be assigned or discussion entered in to about the ending of a buddy agreement.

### Important things to remember.

- If your buddy has a question about Bridge Housing that you don't know the answer to, that's ok. You can tell your Buddy to call Bridge Housing or make a note of the question and talk to your Housing Manager or a member of the Community Team to find out the answer.
- Let your buddy know about Bridge events and initiatives you have been involved in and enjoyed.
- Share your experience as a Bridge Housing Tenant. This might include knowing how to pay rent, what to provide at Rent Review, and what happens at a property inspection, requesting a block meeting.
- If you have concerns about your Buddy's welfare, call your Housing Manager or the Community Team straight away.
- Being a buddy shouldn't be a chore, so tell us if it has become too time consuming, if your buddy is calling you at inappropriate times or is causing you difficulties.
- If a buddy makes another tenant feel uncomfortable, or acts inappropriately Bridge Housing will investigate and may ask them to leave the program.

***If you are concerned about your Buddy, feel uncomfortable with anything shared by your Buddy or you need assistance with your Buddy, please let the Community Team know as soon as possible.***

### Important things to note.

To be eligible for Bridge Buddies program you must agree to and meet the following points:

- You must not be subject to any ongoing dispute with Bridge Housing, such as noise and nuisance, or Notice of Termination in order to apply
- You must be at least 18 years old.
- Bridge Housing or the tenant can end the agreement at any time
- Should an issue arise Bridge Housing will refer to the Complaints and Grievance Handling Procedure and other related policies outlined in the agreement
- All participants and Bridge Housing have a shared responsibility for making sure the program is safe for all. If tenants become aware of a Health or Safety risk they must make Bridge Housing aware of the issue.

## Code of conduct - Bridge Buddies Agreement

I have read, understand, and agree to the Bridge Buddies Code of Conduct and Tenant Complaints and Grievance Handling Procedure

Name	<input type="text"/>
Address	<input type="text"/>
Signature	<input type="text"/>
Date	<input type="text"/>

### NOTE

Before you can participate in the Bridge Buddies program you must read, sign and return the following documents

- Code of Conduct Agreement
- Tenant Volunteer Confidentiality Agreement

You can return the documents via the following methods:

- Mail: PO Box 20217 World Square NSW 2002
- Email: [community@brighthouse.org.au](mailto:community@brighthouse.org.au)
- Drop the forms into a Bridge Housing office
  - Head Office: Level 9, 59 Goulburn Street, Sydney
  - Northern Beaches Office: Level 1, 660-664 Pittwater Road, Brookvale

**English**

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

**Simplified Chinese**

如果您理解这封信有困难, 请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing, 电话 8324 0800。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。要求用您的语言来协助您。

**Spanish**

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 8324 0800. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

**Russian**

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 8324 0800. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

**Greek**

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

**Vietnamese**

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 8324 0800 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.

**Arabic**

إذا احتجت إلى مُساعدة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بِمَكْتَب على رقم 8324 0800 بدون تكلفة عليك. وبيْمَكُنك أيضا الحضور إلى مَكْتَب Bridge Housing وطلَب المُساعدة بلُغَتك.