

CODE OF PROFESSIONAL CONDUCT

Owners Corporations Victoria Inc.

1.0 Preliminary

The recognition attached to being a member of OCV depends on the reputation of its members. Each member must maintain the high standard of ethical behaviour and professional conduct required by OCV.

2.0 Definitions

- a. "Constitution" means the Constitution of OCV
- b. "Council" means the governing Council of OCV acting in accordance with the Constitution
- c. "Client" means individuals, firms, organisations, and bodies corporate who utilise members' services
- d. "OCV" means Owners Corporations Victoria Inc
- e. "Logo" means any symbol approved by OCV as an identifying mark of OCV
- f. "Member" means a person or company admitted to membership of OCV, in any category as defined in the Constitution
- g. "NCTI" means the National Community Titles Institute
- h. "Owners corporation" means an owners corporation as defined by the Owners Corporations Act 2006
- i. "Owners corporation manager" means a person or company who, for reward, exercises functions of an owners corporation
- j. "Act" means the Owners Corporations Act 2006
- k. "Regulations" means the Owners Corporations Regulations 2007

3.0 Principles

The code is not intended to cover all aspects of ethical conduct and professional practice. Appropriate conduct requires observance of unwritten conventions. As a general guide, members should at all times conduct themselves in a dignified and responsible manner consistent with the following principles:

Integrity

Members should be straightforward, honest and sincere.

Objectivity

Members must be fair and must not allow prejudice or bias to override their objectivity.

Independence

Members should be free, and should appear to be free, of any interest that might be regarded as being incompatible with integrity and objectivity, and should disclose any direct or indirect conflict of interest.

Technical Standards

Members should carry out their work in accordance with the technical and professional standards relevant to that work.

Competence

Members have a duty to maintain their level of competence. They should only undertake work which they can expect to complete competently and in a timely manner.

4.0 Logo

Members may display the OCV members logo, but must comply with the rules regarding display of the OCV members logo advised from time to time by the Council.

5.0 Secret Commission

Members must not directly or indirectly pay or accept an undeclared commission in any form.

6.0 Ethical Conduct

- a. A member must refrain from any conduct that might bring discredit to OCV, or its members.
- b. It is unethical for a member to induce or attempt to induce a breach of contract between a Client and its owners corporation manager.
- c. A member must not denigrate another member, nor any individual, company or profession in general.

7.0 Delivery of Books and Records

- a. If a member ceases to be an owners corporation manager for a Client, they must, within 28 days make available for collection by a person or company authorised in writing by the owners corporation, all records and property of the owners corporation.
- b. The member must produce records upon request from an authorised representative of the Client, and must co-operate in the transfer of all types of records which are the property of the Client, including without limitation, electronic records.

8.0 Advertising

Members must not advertise in a way which:

- a. Creates false or unjustified expectations of favourable results; or
- b. Consists of self-laudatory or misleading statements that are not based on verifiable facts;
- c. Contains unidentified testimonials.

9.0 NCTI Code

OCV is an Affiliate member of the National Community Titles Institute (NCTI) and it is intended that this code be consistent with the Code of Conduct of the NCTI.

10.0 Additional Requirements

- a. A member shall at all times observe the Constitution of OCV and any other guideline or standard formally approved and adopted by OCV.
- b. A member must at all times conduct their owners corporation business in accordance with the Owners Corporations Act 2006 and the Owners Corporations Regulations 2007
- c. Members are expected to promote the aims and objectives of OCV and strive for the highest degree of professionalism in the practice of owners corporation management
- d. Members are expected to be active in OCV and willingly share with fellow members the lessons of their experience
- e. A member shall be responsible for actions of their employees in their business relations with fellow members and clients
- f. If a member attends a meeting of an owners corporation managed by another owners corporation manager, that the visiting owners corporation manager shall at the first available opportunity disclose their name, their company and their reason for attendance at the meeting (e.g. proxy, invitation, etc.).

11.0 Continuing Professional Development (CPD)

- a. Members must conform to any CPD training as may be required by the Council from time to time to retain membership of OCV or the appropriate category
- b. Members must conform to any additional CPD training as may be required by their professional or trade association.

12.0 Discipline

If the Council resolves to discipline a member, the council must implement the procedure provided in the Constitution.

13.0 Contact details for OCV

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