



Code of Ethics

Preliminary

The prestige and obligations attached to being a member of the Australian Resident Accommodation Managers' Association (ARAMA) are based on the regulation of past and present members. The right to use the title 'member' casts an obligation on all members to maintain the high standard of professional conduct demanded by the Association and expected by all associated individuals and groups which have come to rely on ARAMA members for the truth and fair practice. All members take it as their duty to observe this obligation and avoid any conduct which is discreditable.

Members and affiliates (grouped as members under this code) are governed in the conduct of their professional relationships with others by the Rules of Ethical Conduct which are based upon fundamental principles:

Integrity

Members shall be straight forward, honest and sincere in their approach to professional work.

Objectivity

Members must be fair and must not allow prejudice or bias to affect their objectivity. An impartial attitude must be maintained at all times.

Independence

Members shall be and appear to be free of any interest which might interfere in their proper management practices.

Discretion

Members shall respect the confidentiality of information acquired in the course of their work and should not disclose such information unless it is their legal or professional duty to do so.

Professional Standard

Members shall carry out their professional work in accordance with their professional standards.

Professional Competence

Members have a duty to maintain their level of competence throughout their professional career, using their knowledge and skills in management matters.

Efficiency

Members shall be well organised due to the complex nature of tasks performed.

Personal Conduct

Members shall conduct themselves in a manner consistent with the good reputation of their profession and refrain from any conduct which may bring discredit to their profession.

Loyalty

Members shall display loyalty to the Association and its members through their conduct.

Ethical Behaviour

1. Acceptable Conduct

To act at all times with honesty, integrity and responsibility and in the spirit of good faith and fair dealing.

2. Practices

Not to engage in any conduct which is unfair, harsh or unconscionable including but not limited to providing dishonest information in order to mislead for personal gain or otherwise.

3. Lowering Standards

Not to engage in any practice which might lower the standard applicable to the Association, including but not limited to neglecting one's duties to unit owners, guests and the Association by not providing an appropriate service in all areas of operation.

4. Observing the Law

To observe both the spirit and the letter of the relevant laws of the Commonwealth and State.

5. Observing the Code

To observe the principles of this Code and any additions on that code.