



*Mater Dei: Professional Ethics and Conduct
National Standard 6 - Service Management*

201409012	PROFESSIONAL ETHICS AND CONDUCT
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Applies to: All staff, Volunteers, Mater Dei Board of Directors
Specific responsibility: All staff, Volunteers, Mater Dei Board of Directors

Version: 001
Date approved: 09/14
Next review date: 09/16

Policy context: This Policy relates to	
Standards or other external requirements	NSW Industrial Relations Fair Work Australia
Legislation or other requirements	Industrial Awards and Agreements Work Health Safety Act 2011 Community Services Grievance and disputes and Appeals Monitoring Act (NSW) 1993 Disability Services Act (NSW) 1993 Human Rights and Equal Opportunity Commission Act (Commonwealth) 1986 Disability Discrimination Act (Commonwealth) 1992 Anti-Discrimination Act (NSW) 1977 Disability Inclusion Act 2014
Contractual obligations	Department of Education & Communities Catholic Education

POLICY STATEMENT

The purpose of this Policy is to apply a code of professional ethics to the workplace which is consistent with the mission, values, and objectives of Mater Dei and with best practice in the industry.

This Policy is to be used in conjunction with the *Code of Ethics and Conduct*.

PROCEDURES

Dealing with people

When dealing with one another, members of the Mater Dei Board of Directors, children, students, young people and service users, external stakeholders and other agency representatives, staff members will be respectful, honest and courteous. Staff members will give accurate information and prompt attention and observe fairness and equity in their dealings with others.



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Working with Children and Young People

When interacting or working with people using the services of Mater Dei, staff will:

- always treat service users with respect and be mindful of their rights to privacy and confidentiality
- always show respect for people's cultural or religious sensitivities or requirements and ensure the responsiveness of the service to their particular needs and circumstances
- ensure that service users are provided with, and understand, all information relevant to their situation, options available to them and conditions of use for the service
- ensure they have access to independent advocacy or support if they require in making any decisions
- be aware of personal boundaries and never enter into a sexual relationship with a service user, and
- not accept money or other gifts. Exceptions may include congratulatory or celebratory cards, or gifts with value of less than \$10 example flowers or cake.

Standards in the workplace

All staff members are required to:

- attend work in the times agreed with CEO/Principal, notify Program Manager and other stakeholders of their absences, report and account for all leave taken, record attendance and obtain approval before changing their work times
- comply with the requirements of their duty statements and agreed work plans, paying appropriate attention to quality and detail in their work
- provide accurate and honest information to Program Manager about work completed and challenges experienced in completing work
- follow instructions that are reasonable and lawful and within their capability and training
- report any suspected corrupt or fraudulent practices of others. Any staff member making a report will be protected from reprisal in line with the Protected Disclosures Legislation
- observe the requirements for conditions of employment and safety as described in *Mater Dei Workplace Health and Safety Policy*
- perform their duties unaffected by alcohol or the use of drugs other than those prescribed for them by a Medical Practitioner
- maintain a harmonious, co-operative and productive workplace, respectful of diversity, and
- ensure they do not use their position to exert inappropriate influence over others.

Work participation

Staff members will:

- share a commitment to the values and objectives of Mater Dei
- work within priorities identified by the Mater Dei Board, CEO/Principal and Program Managers
- actively participate in planning and consultative processes where appropriate and contribute to the development of the Organisation



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- use the specified communication channels for reporting and direction, and
- provide and receive constructive feedback and criticism.

Teamwork

Staff members will:

- work together towards agreed work objectives and goals and communicate regularly with one another about progress
- work together to look for ways to improve work methods and to solve workplace and service related problems, and
- give support and guidance to each other, ensure appropriate training and development and recognise each other's results and achievements.

Use of resources

Staff members will:

- ensure they have the necessary delegation to authorise expenditure or make use of Organisational resources
- only use Organisational materials, facilities, funds, people and equipment for authorised purposes and take responsible steps to prevent misuse by others, and
- conserve and efficiently use resources through recycling, energy saving and waste minimisation.

Information

Staff members will:

- observe the Organisation's Policies regarding *Privacy and Confidentiality* when disclosing sensitive or confidential information and provide access to information when required by law or to assist other staff in their duties
- not misuse information obtained at work either for financial reward or gain, or for taking advantage of another person, and
- observe the Organisation's Policies regarding information management and follow specified practices in the collection, storage and disposal of files and other records.



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DOCUMENTATION

Documents related to this Policy	
Related Policies	Recruitment and Induction Code of Conduct Code of Ethics and Conduct Conflicts of Interest Confidentiality Privacy
Forms, record keeping or other Organisational documents	Personnel File Code of Conduct

Reviewing and approving this Policy		
Frequency	Person responsible	Approval
Two Yearly	CEO/Principal Director of Services Program Manager	Board of Directors

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1			
2			
3			