

# Best Practice & Quality in Action



centacare community services

# Learning Objectives

To Identify:

1. Breaches of Code of Conduct
2. Conflicts of Interest (actual or apparent)
3. Indicators of Abuse, Neglect and Exploitation.

To Understand:

- Professional Boundaries
- Negligence and Duty of Care

Why learn this ?

So we can achieve **BEST PRACTICE & QUALITY**

# What is Best Practice & Quality?

Let's start by clarifying what ISN'T Best Practice

Activity :

Identify what is NOT Best Practice and Quality in Action in this video clip...

The YouTube logo, consisting of the word "You" in black and "Tube" in white on a red rounded rectangle background.

Support Worker video

## Centacare Code of Conduct Policy:

1. Commit to justice and Equity
2. Uphold the Dignity of all people and their right to Respect
3. Commit to Safe and supportive relationships
4. Respond with Integrity
5. Strive for Excellence in all your work

## Breaches of Code of Conduct – some examples

1. **Persistently** late, absent, doing **private** work at work
2. **False reimbursement claim** of expenses
3. **Stealing** money/property
4. **Intentional damage** of property
5. **Unapproved** use of Centacare property/funds
6. **Undeclared** conflict of interest, use for personal gain.
7. **Recording, altering or destroying** records
8. **Breaching** confidentiality
9. Not doing duties to agreed **Standards/ Policies**
10. Refuse to obey **lawful instruction** by Authorised person.
11. **Abuse of, neglect of, sexual misconduct** with client.
12. **Physical intimidation, assault**, workplace harassment

## Possible consequences of breaching Code of Conduct...

- You may be requested to attend supervision with your supervisor or HR.
- Performance improvement plans
- Disciplinary action ( verbal warning or written)
- Termination of employment

## Your Obligations:

- To report breaches of Code of Conduct to your Supervisor that you become aware of.
- To cooperate with any investigations.  
(You can bring a support person with you)
- If it involves a possible criminal offence, staff may be required to cooperate with the police.



Please complete the questions and case studies  
1 - 3 on pages 2 & 3 in your assessment  
booklets. Discuss as a group when finished.



## Conflict of Interest - Policy

It is the purpose of this policy to identify the potential that exists for conflicts to arise of a personal or financial nature that can improperly affect the operations of a parish/agency or the archdiocese.

Conflicts of Interest may be:

- Actual or perceived
- Direct or Indirect
- Financial or personal

## A conflict of interest occurs when:

- Staff executes or fails to execute any duty knowing that it will benefit his/her own or another person's private interest.
- Professional actions or decisions occur that an independent observer might reasonably question.
- A lack of impartiality may arise as a result of a family relationship, close friendship or enmity, for example, someone with whom an individual may be in conflict.
- Staff members are in a position to influence: a decision on policy, preferred suppliers, professional judgement or recruitment where they might directly or indirectly receive benefit, or give improper advantage to persons, friends or relatives.

# Situations that may lead to conflicts of interest:

- Personal relationships including family relationships
- Sexual relationships
- Financial relationships
- Recruitment
- Receipt of gifts and benefits
- Secondary employment
- Appropriate use of information
- External activities and public comment



Please complete the case study 4 on page 3.  
Discuss as a group when finished.

## Duty of care

It is the obligation to take responsible care to avoid injury to a person whom, it can be reasonably foreseen, might be injured by an act or omission.

A duty of care exists when someone's actions could reasonably be expected to affect other people.

If someone is relying on you to be careful, and that reliance is, in the circumstances, reasonable, then it will generally be the case that you owe them a duty of care.

## Relevant Factors

Harm or loss has to happen if someone is going to sue a worker for negligence.

A worker is only deemed legally liable if a client is injured whilst in their care if it can be proven that the worker has been negligent.

This depends on a number of factors, such as whether:

- The worker owed the client a duty of care.
- The injury suffered by the client was reasonably foreseeable.
- The worker failed to take reasonable care to prevent the injury from occurring.
- The harm was a direct result of the breach of duty.

# Dignity of Risk:

is a person's right to experience all that life has to offer. This may involve taking risks.

Balancing Duty of Care with Dignity of Risk is central to the work we do.

# Least Restrictive Alternative:

If restrictions are proposed it is vital that the Least Restrictive option is considered.



Please complete case study 5 and 6/7 in your assessment booklets and discuss as a group when finished.

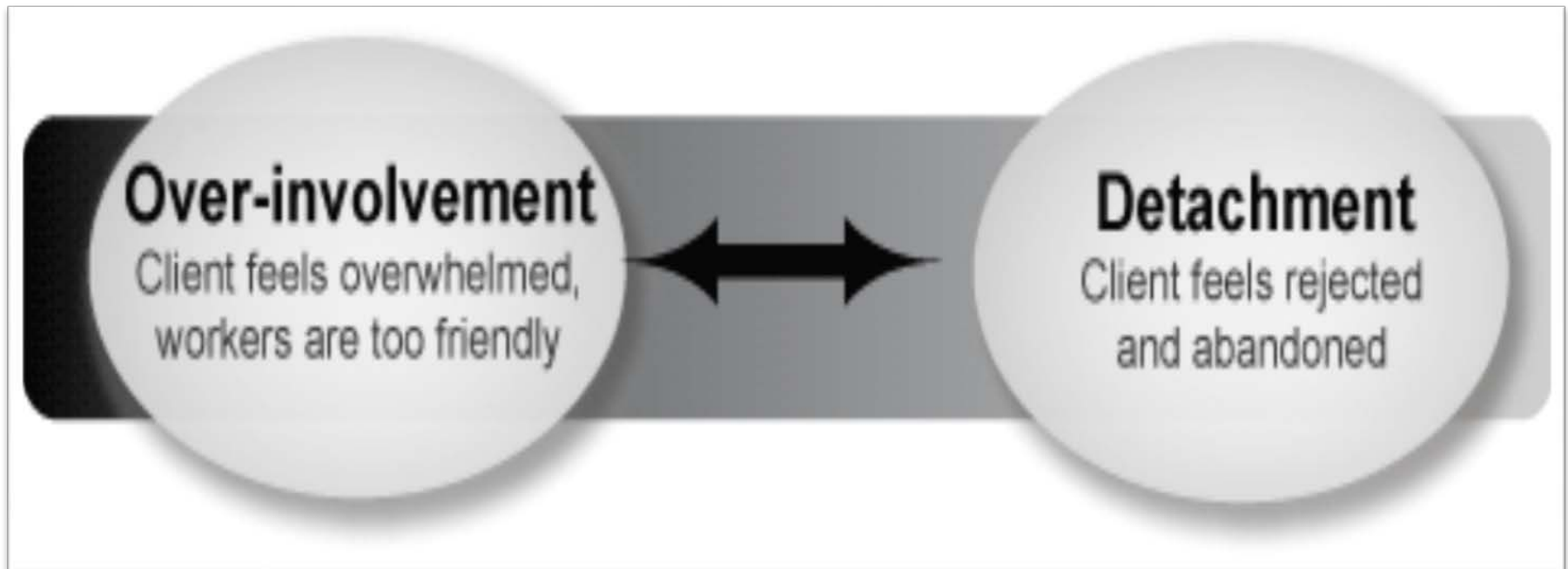


# Professional Boundaries



**Professional Boundaries – Video**  
**( to be edited)**

# What is Best Practice with Professional Boundaries?



# Why are Boundaries important?

As professionals, it is important that we understand the significant role we play with people in their lives as workers and in assisting them to develop *(unpaid/natural)* relationships with others.

centacare community services

aged care services · disability services · respite · mental health support  
housing · home safety services

 **centacare**  
catholic support services. providing help. creating hope.



## Helpful resources:

- Position Descriptions
- Policies and Procedures
- Task Hazard Analysis / Task Breakdowns
- Individual Service Agreements (ISA's)
- Client Specific information i.e. Advanced Health Directives, potentially including Do not Resuscitate orders



Please complete Personal Reflection Task on Page 5.

# Definitions:

- **Abuse** : a violation of human rights both civil and human, including both acts committed and omitted.
- **Neglect**: a failure to provide necessary care or guidance to an individual to whom you have a duty of care.
- **Exploitation** : taking advantage of an individual (or their resources) for another's profit or advantage.

# Abuse types

- Emotional Abuse
- Violation of Human Rights
- Self-neglect
- Neglect
- Financial abuse
- Sexual abuse
- Physical abuse

# Safeguards to prevent Abuse & Neglect:

- **Archdiocesan Policy – Safeguarding Children and Vulnerable Adults Prevention and Protection Policy**

(July 2014) Code of Ethical Behaviour

“Children, young people and vulnerable adults are a gift from God with an intrinsic right to dignity of life, respect and security from physical and emotional harm. They are to be treasured, nurtured and safeguarded.”

- **Community Visitor Program**

centacare community services

aged care services · disability services · respite · mental health support  
housing · home safety services





Please complete case studies 8 to 10 on page 6 in your assessment booklet. Discuss as a group when finished.

# Summary

- Conduct yourself in a professional manner that is consistent with the values of the Catholic Church.
- Declare all conflicts of interest to your supervisor.
- Take reasonable actions to prevent any negligence and breaches in duty of care.
- Remain within your professional boundaries.
- Report any suspected abuse or neglect.