

5.9	PROFESSIONAL ETHICS AND CONDUCT
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Applies to: All staff, Committee Members, Clients
Specific responsibility: Staff, HECIS Co-Ordinator, Management Committee

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

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 HECIS 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, Management Committee members, clients 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.

Working with clients and their families (service users)

When interacting or working with people using the services of HECIS, 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
- not accept money or other gifts. (An exception may be given to accepting a 'thank you gift' from client families given at Christmas or upon leaving, of a nominal value (less than \$10).

Standards in the workplace

All staff members are required to:

- attend work in the times agreed with the HECIS Co-Ordinator, notify The HECIS Co-Ordinator 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 the HECIS Co-Ordinator 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 relevant Whistleblowers / Protected Disclosures legislation in NSW.
- observe the requirements for conditions of employment and safety as described in HECIS 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
- 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 HECIS.
- work within priorities identified by the Management Committee and HECIS Co-Ordinator
- actively participate in planning and consultative processes where appropriate and contribute to the development of the organisation
- use the specified communication channels for reporting and direction
- 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
- 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
- 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
- observe the organisation's policies regarding information management and follow specified practices in the collection, storage and disposal of files and other records.

DOCUMENTATION

Documents related to this policy	
Related policies	Code of Ethics and Conduct Conflicts of Interest Confidentiality Privacy
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	17.8.15	HECIS Co-Ordinator	Aug 2016
2	28.7.16	HECIS CoOrdinator	Aug 2017
3	14.8.17	HECIS CoOrdinator	Aug 2018
4	3.9.18	HECIS CoOrdinator	Aug 2019
5	20.8.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021