



Policy Reference
SPOL-007

Professional Code of Ethics and Conduct

The purpose of this policy is to apply a code of professional ethics and conduct to the workplace which is consistent with the mission, values, and strategic objectives of the Children's Therapy Centre, the NDIS Code of Conduct and with best practice in the industry.

This policy is to be used in conjunction with the **NDIS Code of Conduct**.

Record of policy development

Version	Date approved	Date for review
1.0	17/12/2018	18/02/2019
2.0	18/02/2019	18/02/2022
3.0	04/09/2019	18/02/2022

Responsibilities and delegations

This policy applies to	All people who have an identified role within the structure of Children's Therapy Centre, including members of the Board, CEO, employees (full-time and part-time, permanent and casual) and volunteers; as well as people working under consulting and contracting arrangements.
Specific responsibilities	The Professional Code of Ethics and Conduct: <ul style="list-style-type: none"> • sets standards for behaviour and ethics; • provides an ethical base for decision making; • guides employees in situations where no relevant policies could apply.
Policy approval	The SCCTC Board

Policy context – this policy relates to:

Standards	NDIS Quality and Safeguarding Framework
Legislation	<ul style="list-style-type: none"> • <i>Corporations Act 2001</i> • Australian Charities and Not-for-profits Commission (ACNC) • Office of Fair Trading
Contractual obligations	Service Agreements with: <ul style="list-style-type: none"> • Department of Communities, Child Safety and Disability Services

Sunshine Coast Children's Therapy Centre



	<ul style="list-style-type: none">• Department of Education and Training• NDIS Service Provider, Plan Manager and Support Coordinator
Organisation policies	<ul style="list-style-type: none">• Confidentiality and Privacy Policy• Conflict of Interest Policy• Safe Use of Therapy Facilities• Harassment and Bullying Policy• Workplace Health and Safety Policy• Fraud, Corruption and Control Management Policy
Forms, record keeping, other documents	Professional Code of Conduct Agreement - Board, Employees, Volunteers, Contractors and Consultants

Definitions

Organisational values

The guiding statement that the organisation uses to convey the culture of the organisation to positively influence how employees work and decisions they make on behalf of the organisation.

Workplace ethics

The set of moral principles that guide workplace conduct / behaviour.

Privacy

The commitment and legal obligations of an organisation to keeping personal, sensitive or health-related information secure and restricted to those who require access to it for the purposes of delivering services required by their role.

Workplace confidentiality

The restriction of information acquired as part of a job within the organisation until such time as it is officially released.

Procedures

Board members, the CEO, employees (full-time and part-time, permanent and casual), volunteers, contractors and consultants will, on joining the organisation, sign an agreement to adhere to the:

- Children's Therapy Centre Professional Code of Ethics and Conduct; and
- NDIS Code of Conduct.



Board members, the CEO, employees (full-time and part-time, permanent and casual), volunteers, contractors and consultants are required to:

- **Be committed to Children's Therapy Centre's Values**
 - Respect for and empowerment of children, teens and families
 - Client-friendly, professional, accessible and streamlined service delivery
 - Accountability through evidence-based practice and clinical safety
 - Respect for employees and commitment to workplace safety

- **Be respectful, honest and courteous when dealing with clients and each other**

- **When interacting or working with clients**
 - always treat clients with respect, and be mindful of their rights to privacy and confidentiality (refer to Children's Therapy Centre's *Confidentiality and Privacy Policy*);
 - 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 clients 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 client at the time of their service use;
 - not accept money or other gifts unless approved by the CEO or the Board.

- **Observe standards in the workplace**
 - attend work in the times agreed with management, notify management 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 management 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. Anybody making a report will be protected from reprisal in line with the relevant 'Whistle-blowers' legislation (refer to Children's Therapy's *Fraud, Corruption and Control Management Policy*);
 - observe the requirements for conditions of employment and safety as described in Children's Therapy Centre's *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.
- **Participate in work appropriately**
 - sharing a commitment to the values and strategic objectives of the Children's Therapy Centre;
 - working within priorities identified by the Board and management;
 - actively participating in planning and consultative processes where appropriate; and contributing to the development of the organisation;
 - using the specified communication channels for reporting and direction;
 - providing and receiving constructive feedback and criticism.
 - **Engage in teamwork**
 - working together towards agreed work objectives and goals, and communicating regularly with one another about progress;
 - working together to look for ways to improve work methods and to solve workplace and service related problems;
 - giving support and guidance to each other, ensuring appropriate training and development and recognising each other's results and achievements.
 - **Use resources appropriately**
 - ensuring they have the necessary delegation to authorise expenditure or making use of organisational resources;
 - only using organisational materials, facilities, funds, people and equipment for authorised purposes and taking responsible steps to prevent misuse by others;
 - conserving and efficiently using resources through recycling, energy saving and waste minimisation.
 - **Use information appropriately**
 - observing the organisation's policies regarding privacy and confidentiality when disclosing sensitive or confidential information, and providing access to information when required by law or to assist other employees in their duties;
 - not misusing information obtained at work, either for financial reward or gain, or for taking advantage of another person;
 - observing the organisation's policies regarding information management and following specified practices in the collection, storage and disposal of files and other records.



- **Identify conflict of interest**
 - acting impartially and without prejudice (refer to Children's Therapy Centre's *Conflict of Interest Policy*);
 - declaring any potential or actual conflict of interest
 - not accepting gifts or benefits that would influence a decision.

- **Respect confidentiality and privacy**
 - respecting and keeping confidential internal matters of the organisation (refer to Children's Therapy Centre's *Confidentiality and Privacy Policy*);
 - respecting the privacy of others.

- **Refrain from and deal with harassment and bullying**
 - refraining from harassment based on a person's sex, race, ethnic religious background, age, pregnancy, marital status, disability, transgender (transsexual) status or sexuality (refer to Children's Therapy's *Harassment and Bullying Policy*);
 - refraining from obvious or subtle, direct or indirect forms of harassment and bullying, e.g.:
 - sexual or suggestive remarks or gestures;
 - displaying or circulating sexually suggestive, offensive or degrading/insulting material (e.g. on walls, computer screen savers, email);
 - making fun of someone, spreading rumours, and unwelcome practical jokes;
 - obscene or unsolicited telephone calls, letters, faxes or email messages;
 - invasion of personal space, unnecessary physical contact;
 - continually ignoring or dismissing someone's contribution;
 - pushing, shoving or jostling or assault;
 - threats, insults, name calling, inappropriate language;
 - creating a hostile feeling or environment, even when there are no direct attacks being made on a person;
 - using workplace resources to harass, threaten or abuse an intimate partner or family member within or outside the workplace.

- **Report unethical behaviour**
 - reporting unethical behaviour to management and/or the Board, i.e.:
 - workplace behaviour that is contrary to Children's Therapy Centre's *Professional Code of Ethics and Conduct*, the *NDIS Code of Conduct*, or other workplace policies;
 - workplace behaviour that violates any law, or is corrupt conduct or misconduct;
 - mismanagement of resources or fraudulent behaviour;
 - behaviour that creates a danger to public health or safety or the environment.



Reviewing and approving this policy		
Frequency	Person responsible	Approval
Three years	Board	Chair

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1.0	17/12/2018	CEO	17/12/2021
2.0	18/2/2019	Board	18/02/2022
3.0	xxx	Board	18/02/2022