

A.3. Code of Conduct - Staff and Volunteers

1.0 INTRODUCTION/BACKGROUND

Clients of Mercy Services have the right to expect the activities of the organisation to be conducted with efficiency, fairness, impartiality, honesty and integrity. Staff/volunteers therefore have a particular obligation to the client's interest. This requires standards of professional behaviour from staff/volunteers that demonstrate respect for the rights of the individual and the community and promote and maintain public confidence and trust in the work of the service. It follows that staff/volunteers are accountable for their decisions and general conduct.

This Code of Conduct reflects the Mercy Services Values of: Respect, Justice, Care, Unity and Service. Most of the principles and behaviours in this Code of Conduct are drawn from the document [Integrity in the Service of the Church](#). Some of the requirements covered by this Code of Conduct are the subject of specific provisions of our Policy and Procedures Manual. Other requirements reflect expectations of people employed in Government-funded services.

The Code of Conduct is not a replacement for any law. Relevant legal codes and legislation still apply. If any conflict arises between this Code of Conduct and the provisions of any law, the latter provisions prevail.

2.0 SCOPE

The purpose of this policy is to outline the conduct and behaviour expected at Mercy Services sites and activities and which is consistent with the organisation's mission and philosophy. It applies to all staff and volunteers (including students on placement) of Mercy Services.

3.0 POLICY STATEMENT

1. I am committed to Justice and Equity

1.1 Mercy Services staff and volunteers exhibit justice and fairness in relationships and service. They demonstrate this conduct by:

- 1.1.1 being familiar with the social justice teachings of the Church as they apply at Mercy Services;
- 1.1.2 encouraging just action among all those in whose interests they work;
- 1.1.3 extending courtesy and respect to all in the workplace;
- 1.1.4 refraining from attributing motives and blame to those seeking help; and
- 1.1.5 behaving in ways that are not discriminatory and using language that is appropriate and not sarcastic or belittling of others.

1.2 Mercy Services staff/volunteers promote proper working conditions characterised by justice and fairness. They demonstrate this conduct by:

- 1.2.1 promoting just structures for paid workers and volunteers; and

- 1.2.2 avoiding infringing the Intellectual Property rights of third parties. Other than fair dealing for the purpose of study, criticism or review, the copyright owner's consent is obtained or authorship acknowledged before the use of articles, photographs, etc.

1.3 Mercy Services staff/volunteers recognise injustice, unfairness and abuse when it occurs within Mercy Services and respond appropriately. They demonstrate this conduct by:

- 1.3.01 being alert to inadequacies/injustices and responding promptly, sensitively and decisively;
- 1.3.02 providing a safe environment where complaints are welcomed as opportunities for: learning, continuous quality improvement, clarification of the needs/aspirations of parties and developing services/systems that better meet those parties needs/aspirations;
- 1.3.03 ensure that there are no negative consequences or retribution for any person who makes a complaint;
- 1.3.04 implementing appropriate grievance procedures against improper and unreasonable administrative acts and any other expressions of injustice within Mercy Services;
- 1.3.05 support participation in the complaint handling process of any person chosen as a support by the complainant and work with them to resolve the issues;
- 1.3.06 treat each person making a complaint in a manner that protects their privacy and respects confidentiality;
- 1.3.07 fully their role to enable the fair and timely resolution of complaints;
- 1.3.08 alerting proper authorities to signs and acts of injustice, unfairness and abuse;
- 1.3.09 informing complainants of appropriate resources and procedures for redress including their right to access external bodies for assistance with or review of the complainants process;
- 1.3.10 remaining impartial when allegations of injustice, unfairness and abuse arise; and
- 1.3.11 supporting each person who makes a complaint, in a way which addresses their cultural and linguistic needs to assist them to understand and participate in the complaint handling process
- 1.3.12 being familiar with the Mercy Services protocols and procedures for addressing complaints.

1.4 Mercy Services staff/volunteers act responsibly and are accountable in the use of resources. They demonstrate this conduct by:

- 1.4.1 exercising responsibility and accountability for the financial and material resources they manage and use. For instance:
 - a. Staff and volunteers pay if they are using the photocopier for documents over five pages;
 - b. staff and volunteers do not use Mercy Services addressed envelopes and stationery for personal correspondence (stamps and envelopes may be purchased from administrative staff);

- c. mobile phones supplied by Mercy Services are only used for work purposes unless the Employment Agreement allows for personal calls. Any unavoidable personal use is notified to supervisor and the cost repaid;
 - d. Mercy Services computers are not used to access pornography, gambling, and/or for private purchasing/selling;
 - e. Mercy Services computers are not used for personal social media communication/browsing;
- 1.4.2 following Mercy Services financial and administrative policies and procedures;
- 1.4.3 limiting gifts from clients, carers or other services to ensure these are not, and cannot be perceived as, either an inducement or a reward which might oblige a staff/volunteer to act on behalf of the giver and not on behalf of Mercy Services, e.g.,
- a. staff and volunteers do not accept gifts of money (Clients and others wishing to give money to Mercy Services are directed to do so via administrative staff who can issue a receipt);
 - b. staff and volunteers can accept gifts of a token value (less than \$20) - unless it relates to c, d, or f below (The giver of more expensive gifts can be offered the option of giving it to Mercy Services for other uses such as: a team reward or raffle prize. Staff/volunteers do not accept gifts of lottery tickets and other games of chance as there is the potential for the gift value to be significant);
 - c. staff and volunteers do not allow the development of a pattern of regular gift giving from a particular client/carer even if these are of a token value;
 - d. staff volunteers refuse a token gift if the client intends the gift or benefit (or it could be reasonably perceived as intending) to encourage the staff/volunteer to deviate from the proper course of their duties;
 - e. staff volunteers politely decline any offer of a gift and any unsolicited gift is promptly returned with this Code of Conduct given as the reason;
 - f. staff volunteers alert their supervisor if they believe that they have been offered a bribe or inappropriate gift, including free travel or accommodation arrangements from companies supplying goods or services;
- 1.4.4 not misappropriating funds allocated for their work; and
- 1.4.5 using responsibly and ethically all work equipment and resources

2. I uphold the dignity of all people and their right to respect.

2.1 Mercy Services staff/volunteers treat all people with respect, sensitivity and courtesy. They demonstrate this conduct by:

- 2.1.1 listening attentively to and respond courteously towards all;
- 2.1.2 respecting gender difference and honouring the dignity of women, men and children; and
- 2.1.3 resolving disputes amicably, fairly and justly through dialogue and mediation.

2.2 Mercy Services staff/volunteers embrace diversity and difference in those they serve or with whom they work. They demonstrate this conduct by:

- 2.2.1 respectfully welcoming diversity and difference;

- 2.2.2 responding sensitively to the issues that arise when different cultures meet;
- 2.2.3 being sensitive and helpful to those who have difficulty with language or communication; and
- 2.2.4 seeking to understand and respecting the beliefs, fears and desires of all irrespective of disability, culture, race, religious affiliation, gender or sexual orientation.

2.3 Mercy Services staff/volunteers promote personal growth and development in those with whom they come in contact. They demonstrate this conduct by:

- 2.3.1 respecting and promoting the mission and vision of the Church through performance and behaviour consistent with the values articulated in this document;
- 2.3.2 seeking to bring out the best in people;
- 2.3.3 developing decision making skills;
- 2.3.4 being eager to learn relevant new skills and encourage such learning in others;
- 2.3.5 setting realistic goals and encouraging others to do likewise;
- 2.3.6 showing cultural and social awareness;
- 2.3.7 exhibiting perseverance, dedication and commitment; and
- 2.3.8 acting with respect, compassion and sensitivity.

3. I am committed to safe and supportive relationships

3.1 Mercy Services staff/volunteers know, understand and respect the physical and emotional boundaries of adults, children and young people. They demonstrate this conduct by:

- 3.1.1 understanding that:
 - an unsafe relationship is one that poses risk to the emotional, physical or sexual health of any of the individuals involved;
 - an unsupportive relationship is one that does not recognise the needs of those it is supposed to assist; and
 - unsafe and unsupportive relationships have an extremely harmful impact on human dignity and self-esteem.
- 3.1.2 being conscious of and respecting the physical and emotional space and privacy required by others;
- 3.1.3 providing caring support within the limits of their position/role;
- 3.1.4 ensuring children are disciplined/restrained by their parents (not by Mercy Services staff/volunteers);
- 3.1.5 recognising that physical contact can be necessary and helpful in giving care, comfort or affirmation, and following the appropriate standards for such contact;
- 3.1.6 interacting with others in a consistent professional manner;
- 3.1.7 working within a well-defined role description that complies with the relevant legal obligations associated with the tasks; and

- 3.1.8 staff and volunteers only handling a client's personal possessions, with the client's permission or when it has been determined necessary as part of their duties.

3.2 Mercy Services staff/volunteers are aware of the dangers involved when the boundaries between personal and service relationships are blurred. They demonstrate this conduct by:

- 3.2.1 consciously maintaining the distinction of a 'work' role with clients/carers:
- a. prior approval from supervisor is secured before any gifts are given to a client/carer;
 - b. prior approval from supervisor is secured before organising or participating in a social activity with client/carers outside of work hours;
 - c. money, equipment, alcohol or cigarettes are never given or loaned to client/carers;
 - d. non-Mercy Services products/services are never sold to client/carers by Mercy Services staff/volunteers;
 - e. staff volunteers do not accept a position where they are responsible for a client's funds, property or decision making;
 - f. staff volunteers do not disclose their own or another staff/volunteers personal mobile phone number, address or personal information to clients/carers;
 - g. clients/carers are required to communicate their needs and roster changes with their coordinator and never with Community Care Assistants;
- 3.2.2 monitoring and evaluating, with their supervisor, any unavoidable dual relationships (where staff or volunteers have a relationship with someone that is both of a work and personal/other nature).

3.3 Mercy Services staff/volunteers understand the importance of meeting their own personal emotional needs outside work relationships. They demonstrate this conduct by:

- 3.3.1 reflecting on the reasons for undertaking work with Mercy Services to determine that they are grounded in a desire to be of service to others rather than in a need for emotional attachment or fulfilment;
- 3.3.2 maintaining a reasonable balance between time spent at work and other aspects of life, such as family, friends and community; and
- 3.3.3 encouraging staff who are not on-call to turn off their work mobile phone after hours to enable them to enjoy their leisure and family time free from work interruptions.

3.4 Mercy Services staff/volunteers take appropriate action when a relationship is not benefitting those being served. They demonstrate this conduct by:

- 3.4.1 recognising when service relationships are becoming unsafe and/or ineffective and be prepared to terminate those relationships with appropriate referral.

3.5 Mercy Services staff/volunteers understand the problems which can occur because of the imbalance of power in a service relationship. They demonstrate this conduct by:

- 3.5.1 understanding that by virtue of their position of trust Mercy Services staff/volunteers are placed in a position of power in the relationship;
- 3.5.2 exercising this power in a caring, compassionate and non-patronising way that enriches a safe and supportive relationship; and
- 3.5.3 not engaging in any form of physical, psychological or emotional coercion within relationships.

4. I reach out to those who are poor, alienated or marginalised.

4.1 Mercy Services staff/volunteers, in word and action, cooperate in bringing about a just world and a truly human community. They demonstrate this conduct by:

- 4.1.1 accepting responsibility for sustainable and equitable stewardship of the earth's resources;
- 4.1.2 supporting advocacy for the poor and disenfranchised; and
- 4.1.3 seeking to build strong partnerships with the whole community in the service of others.

4.2 Mercy Services staff/volunteers involved with people who are vulnerable or abused express particular concern, care and protection for them. They demonstrate this conduct by:

- 4.2.1 listening in a non-judgemental way to the story of one who speaks of abuse or neglect;
- 4.2.2 familiarising themselves with:
 - the steps to be taken for the protection of the vulnerable;
 - the causes and signs of child and adult abuse and neglect;
 - the procedures to follow if abuse or neglect is suspected or observed; and
- 4.2.3 avoiding any form of over-familiarity or inappropriate language; and
- 4.2.5 avoiding, whenever reasonably possible, being alone with a child or young person.

4.3 Mercy Services staff/volunteers treat those who are alienated or marginalised with understanding and compassion. They demonstrate this conduct by:

- 4.3.1 encouraging and supporting programmes of outreach that seek to meet the needs of those who are alienated;
- 4.3.2 seeking to understand the factors that have led to alienation through listening non-defensively to people, especially when they express their pain or anger; and
- 4.3.3 behaving and speaking in public in ways that express compassion and understanding for people who have experienced alienation and marginalisation.

4.4 Mercy Services staff/volunteers act with justice and consideration towards those who are poor or disadvantaged. They demonstrate this conduct by:

- 4.4.1 recognising the personal and social factors that contribute to poverty and disadvantage in today's society;
- 4.4.2 listening sensitively to people's needs and putting them in touch with government and other resources that address these needs; and
- 4.4.3 recognising the need to work with and care for those who bear the scars of poverty and struggle and not just those who are less confronting.

4.5 Mercy Services staff/volunteers who are policy and decision makers work to create conditions where those who are poor, alienated or marginalised are treated with understanding and compassion. They demonstrate this conduct by:

- 4.5.1 establishing and supporting programmes that reach out to those who are poor, alienated or marginalised;
- 4.5.2 assisting all Mercy Services staff/volunteers for whom they are responsible to act always with sensitivity and compassion; and
- 4.5.3 providing a climate of warmth, welcome and connection when those who feel alienated or marginalised take tentative steps to re-engage/express their needs/aspirations.

5. I strive for excellence in the performance of my work**5.1 Mercy Services staff/volunteers commit themselves to providing professional and competent service.** They demonstrate this conduct by:

- 5.1.1 carrying out all requirements of their role with due diligence and commitment;
- 5.1.2 striving for optimum performance in all areas of their work;
- 5.1.3 attending work at rostered times or discussing with supervisor any delay/absence (Prior approval is secured before taking/changing work times or taking annual/long service/other leave);
- 5.1.4 never reporting for duty when negatively affected by alcohol or substances. Where an employee/staff is taking prescription medication he/she must be aware of any adverse effects that such prescribed medication may have on their work performance and discuss this with their supervisor as soon as possible);
- 5.1.5 not consuming alcohol during a Mercy Services activity unless authorised by the Chief Executive Officer;
- 5.1.6 respecting and promoting the particular mission/vision of Mercy Services;
- 5.1.7 not wilfully disobeying or disregarding any lawful order given to them by their supervisor;
- 5.1.8 working within their defined role and avoid the overstepping of boundaries;
- 5.1.9 Observing appropriate confidentiality and privacy.
 - a. ensuring that confidential and sensitive information in any form (e.g., documents, computer files) cannot be accessed by unauthorised persons;
 - b. following Mercy Services practices regarding the collection, storage and disposal of files and other records; and
 - c. ensuring access to information is provided when required by law or to assist other employees in their duties.

5.2 Mercy Services staff/volunteers commit themselves to ongoing professional development. They demonstrate this conduct by:

- 5.2.1 maintaining the currency of their competence;
- 5.2.2 being open to processes of personal and organisational review and development;
- 5.2.3 engaging in their own personal ongoing spiritual development, especially when holding a leadership or teaching role; and
- 5.2.4 providing appropriate modelling, advice and guidance to assist others in their professional development.

5.3 Mercy Services staff/volunteers commit themselves to effective professional working relationships with colleagues, clients and all to whom they serve. They demonstrate this conduct by:

- 5.3.1 maintaining appropriate boundaries in their working relationships;
- 5.3.2 refraining from smoking with clients/carers;
- 5.3.3 establishing professional relationships that prioritise the needs of others;
- 5.3.4 addressing any real or potential conflict of interest¹ by:
 - a. being alert to the inherent risks of conflict of interest, personal gain, manipulation and emotional dependence;
 - b. refraining from private work arrangements with Mercy Services clients whilst employed by Mercy Services;
 - c. avoiding any financial or other interest that could compromise the impartial performance of their duties;
 - d. disclosing any potential or actual conflicts of interest to their supervisor; and
 - e. in consultation with supervisor, resolving any conflicts of interest that occur, or could occur by:
 - recording the details of the situation and taking no further action because the potential for conflict is minimal or can be eliminated by disclosure or effective supervision;
 - relinquishing the personal interest; or
 - transferring the particular task where the conflict arises to another staff/volunteer.
- 5.3.5 being fair and equitable in dealing with others, and using consistent and appropriate methods of settling grievances;
- 5.3.6 providing mutual encouragement and support and affirming the initiatives of co-workers;

¹ Potential areas of conflict of interest may include: (a) Financial benefit to you or your family/friends from a transaction with Mercy Services/ its Clients/ its Volunteers/ its Staff/ its Contractors; (b) Bias in the recruitment of staff or contractors towards people you like or dislike; (c) Decisions about which potential clients are accepted for service; (d) Decisions about the quality or frequency of service to clients; (e) Actions more on the basis of your personal beliefs or attitudes than the best interest of the client or Mercy Services; (f) Use of information or decisions more in support of your involvement with political activities or another organisation than the best interest of the client or Mercy Services; and/or (g) Secondary employment, business, commercial, or other activities outside of the workplace, which impacts on clients, other employees, the employees work at Mercy Services and/or the reputation of Mercy Services.

- 5.3.7 maintaining clear communication with colleagues, clients and with their designated supervisor.
- 5.3.8 using consultation methods that provide appropriate transparency, collaboration and involvement in decision-making;
- 5.3.9 ensuring all contact with the media has prior approval from the Chief Executive Officer; and
- 5.3.10 taking care that any unauthorised comment they make is not seen as an official comment of Mercy Services, during work or non-work time, at a public forum or in the media (including social media).
- 5.3.11 refrain from making comments in public (including on social media) about clients, staff members or decisions made within Mercy Services (see (D.16) Social Media Policy)

5.4 Mercy Services staff/volunteers do not operate beyond the limits of their competence and qualifications. They demonstrate this conduct by:

- 5.4.1 providing clients/others with information and options. Staff/volunteers are not to give advice to clients/carers;
- 5.4.2 showing willingness to seek guidance and advice from others;
- 5.4.3 not engaging in tasks or activities for which they have inadequate expertise or qualifications, especially Pastoral Care, Counselling or Spiritual Direction; and
- 5.4.4 recognising the appropriate time to make referrals to those with proper qualifications/expertise.

5.5 Mercy Services staff/volunteers exercise responsible stewardship. They demonstrate this conduct by:

- 5.5.1 maintaining accurate and reliable records and documents as appropriate;
- 5.5.2 complying with relevant legislation and directives;
- 5.5.3 following all policies, procedures and other requirements particular to their position;
- 5.5.4 seeking advice and guidance from appropriately qualified supervisors when in doubt;
- 5.5.5 being mindful of information management policies, e.g.:
 - a. staff are not permitted to authorise official documents unless designated to do so;
 - b. staff and volunteers are not permitted to witness any legal documents pertaining to a client and/or person(s) responsible. The Chief Executive Officer may authorise and/or witness official/legal documents pertaining to the client's service provision;
 - c. staff and volunteers are not permitted to display notices on notice boards in the organisation without the approval of the Director of Care Services/Site Manager;
 - d. staff and volunteers are only disclose information about Mercy Services if it is information which Mercy Services has already released to the public; and
- 5.5.6 Avoiding misuse of ones position or information gained through Mercy Services for personal or financial advantage

5.6 Mercy Services staff/volunteers maintain personal hygiene and appearance that is appropriate to their job role and demonstrates respect for others. They demonstrate this conduct by:

- 5.6.1 wearing the specified Personal Protective Equipment/clothing and uniform (where a uniform is compulsory);
- 5.6.2 wearing clothes that are clean, tidy and appropriate to the function and their role. Neat, casual attire may be worn and includes pants, skirts and/or dresses. Neat shirts and t-shirts with a collar are acceptable. Shirts bearing the logo of other organisations are not to be worn on duty. No staff/volunteers are to wear: low cut tops, miniskirts, high-cut shorts, or garments that show midriff, are tight or see-through;
- 5.6.3 wearing National costume and/or garments to comply with religious requirements is acceptable as long as they do not pose a work health and safety risk or an impediment to performing the duties of the position. The supervisor must be consulted before such clothing/garments is initially worn;
- 5.6.4 refraining from wearing offensive clothing e.g., displaying racist or other messages that may reasonably be considered to be offensive;
- 5.6.5 ensuring personal cleanliness (no offensive body/smoking odour);
- 5.6.6 ensuring hair is clean and worn in a neat and tidy fashion. Long hair, including pony tails, must be neatly secured. Males should be clean shaved or deliberately growing a beard or moustache;
- 5.6.7 ensuring displayed jewellery and body art/piercing is modest, inoffensive and meets work health and safety and infection control guidelines;
- 5.6.8 ensuring finger nails are clean and kept short. Nail polish and/or acrylic nails are not to be worn where there are infection control issues;
- 5.6.9 ensuring shoes are generally enclosed and have low heels. Boots and neat clean sports shoes may be worn if appropriate to the function/role. No thongs are to be worn and soles should be appropriate to the floor surface to be worked on; and
- 5.6.10 all staff must wear/carry an identification name badge at all times while rostered on duty.

4.0 PROCEDURES

4.1 Preventing high risk people representing Mercy Services

All records relating to criminal checks, charges and allegations are to be maintained with strictest confidentiality and respect for the privacy of individuals concerned.

4.2 Awareness of this Code of Conduct

A copy of this Code of Conduct will be given to all staff and volunteers upon recruitment.

The organisational orientation session for new staff and volunteers will provide an overview of this Code of Conduct.

Coordinators will specify with new staff and volunteers the particular Code of Conduct issues that have and/or are likely to arise in the course of their duties.

4.3 Implementation and monitoring of this Code of Conduct

The Chief Executive Officer and all staff supervising others will take all reasonable steps, such as seeking information from clients/carers and other organisations, to ensure staff and volunteers act in accordance with this Code of Conduct.

At a Performance Review and Development session the Chief Executive Officer or staff supervising others will give staff/volunteer feedback on what are seen as that person's strengths and challenges in acting in accordance with the Code of Conduct.

The Chief Executive Officer and all staff supervising others must make sure that the workplace is free from all forms of harassment and unlawful discrimination. He or she should understand and apply the organisations policies and procedures in relation to Equal Employment Opportunity, Anti-Aggression, Harassment, and Bullying. He or she will also ensure that the employees he or she supervises are aware of and conforming to these policies and procedures.

4.4 Breaches in the Code of Conduct

Code of Conduct complaints and allegations of improper behaviour will be handled in a fair and prompt manner according to Policy F.6 Management of Poor Conduct or Performance.

Staff/volunteers who breach this Code of Conduct render himself or herself liable to disciplinary action, which may include dismissal from employment or termination of the volunteer or student contract.

Nothing in this Policy or Procedure precludes the Board and/or Chief Executive Officer from summarily dismissing an employee for sufficient reason.

4.5 Compliance

Compliance with this policy is being measured by:

- a) New employee and volunteer information package includes the Code of Conduct
- b) Orientation session includes an explanation of this Code of Conduct
- c) Staff annual Performance Review & Development includes a review of compliance with this Code of Conduct

4.6 Evaluation

The performance indicators for the evaluation of this policy are:

- a) At least 90% average scores from Mercy Services staff, volunteers and clients in Satisfaction Survey.

5.0 REFERENCES

1. Australian Standards	a) nil
2. Legislation	<ol style="list-style-type: none"> a) Anti-Discrimination Act, 1977 (NSW). b) Work Health Safety Act, 2011 (NSW) c) Children and Young Persons (Care and Protection) Act 1998 (NSW) d) Child Protection (Working with Children) Act 2012

3. Professional guidelines	a) nil
4. Codes of Practice	a) nil
5. Codes of Ethics	a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf c) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards e) Mercy Services Code of Conduct
6. Evidence	a) nil
7. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES AND PROCEDURES

- A.01 Mission and Philosophy
- A.02 Code of Conduct - Board
- A.04 Environmental Responsibility
- A.05 Reconciliation
- A.06 Pastoral Care
- B.01 Board Policy and Procedures
- B.02 Delegations
- C.01 Management Roles and Responsibilities
- C.02 Strategic Planning
- C.03 Operational Planning
- C.04 Program performance and monitoring
- C.05 Quality Improvement
- C.06 Risk Management
- D.15 Policy Development, Review and Implementation
- E.01 Service Guarantee
- E.02 Service Access and Equity
- E.03 Meeting Individual Needs
- E.04 Client fees
- E.05 Client Participation, Decision Making & Advocacy
- E.06 Involvement of Families and Friends
- E.08 Complaints
- E.09 Client Records
- E.10 Community nursing
- E.11 Coordination with other services
- E.12 Client Exit from Programs
- E.13 Cultural Awareness
- E.14 Duty of Care
- E.15 Privacy Policy
- E.16 Protection of Vulnerable adults from Abuse and Neglect

- E.17 Protection of Children from Abuse and Neglect
- E.19 No Response From Client
- E.20 Deteriorating Client Health
- F.01 Employment conditions
- F.02 Diversity Policies
- F.03 Recruitment Policies
- F.04 Learning and development
- F.05 Performance Review and Development
- F.06 Management of Poor Conduct or Performance
- F.07 Employee records
- F.08 Staff Grievances
- F.09 Compelled assistants
- F.10 Volunteers
- F.11 Credentialing
- F.12 Succession Planning
- G.01 WHS Policy

7.0 RELATIONSHIP WITH STANDARDS

<i>Aged Care Accreditation Standards</i>	<i>Home Care Standards</i>	<i>NSW Disability Standards</i>	<i>EQulP Standards</i>
1.1, 1.2, 1.3, 1.4, 1.6, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.8, 4.1, 4.2, 4.3, 4.4, 4.5,	2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 3.5	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 2.1, 2.3, 2.5, 2.6, 3.1, 3.2, 3.4, 3.5, 4.1, 4.2, 4.3, 4.4, 4.5, 5.1, 6.1, 6.2, 6.3,	1.6.2, 1.6.3,

8.0 DOCUMENT CHANGES RECORD

<i>Dates of change</i>	<i>Section altered</i>	<i>Natures of changes made</i>
12/09/2006	All sections of Code of Conduct in previous Policy Section 11: Position Descriptions and Conditions of Employment	Policy created
07/05/2009	All sections	Policy rewritten
23/03/2011	7.0 Relationship to Standards	Replace HACC Standards and CACP Standards with Community Care Common Standards and update to EQulP 5 Standards
09/10/2012	All Sections	Organisation name updated.
23/10/2013	6 Personal Boundaries and 13 Conflicts of Interest	Restricting Mercy Services staff having business/secondary employment with clients
23/07/2014	a) 1.0 Introduction b) 4.0 Policy c) 4.2 Awareness of this Code of Conduct d) 4.5 Compliance and 4.6 Evaluation e) 5.0 References	a) Add reference to the document: Integrity in the Service of the Church b) Completely rewritten based on Integrity in the Service of the Church as a basis c) Delete requirement for the Board of Directors to read this Code annually d) New sections e) Add Child Protection Act 2012; Integrity in the Service of the Church; delete previously quoted Evidence

14/04/2016	a) 3.4.3.3 and 3.4.4.3 b) 3.5.3.11	a) Expanded to make more specific b) New section
Review Due 14/04/2019		