

# CENTRECARE CODE OF ETHICS



The purpose of the Code of Ethics is to affirm the minimum standard of conduct expected of all Centrecare staff. The statements below are reflective of Centrecare values, and staff are to:

1. Respect and embrace Centrecare's values and purpose.
2. Maintain high standards of professional conduct.
3. Maintain and strive to improve proficiency in their professional practice.
4. Maintain the code of ethics of relevant professional bodies.
5. Follow Centrecare's Code of Conduct – Child Safety.
6. Make every effort to foster maximum self-determination and responsibility in clients.
7. Provide such information as can be reasonably obtained about available services, and where appropriate, refer clients to them.
8. Advise clients as needed about their qualifications, experience and the preferred ways of working.
9. Maintain the confidentiality of client and Agency information obtained in the course of professional service, as per the Agency Privacy Policy and Oath of Affirmation confidentiality.
10. Inform clients fully about the limits of confidentiality.
11. Work conscientiously to avoid, as far as possible, imposing their own values and beliefs on clients.
12. Refrain from using their professional client relationship to promote personal, religious, political or business loyalties or interests, and not accept personal payment from clients.
13. Ensure as far as possible that the services provided to clients are appropriate to their need, and that clients are referred either internally or externally as appropriate.
14. Not misuse any client relationship for personal gratification and advantage.
15. Not establish personal relationships with clients at any time unless the professional process has been terminated for a reasonable\* period of time.
16. Not engage, while employed at Centrecare, in work with clients or potential clients of Centrecare outside the agency without the consent of the Director. Any conflict of interest must be disclosed to the director prior to obtaining this consent.
17. Staff will present the agency and other stakeholders in a positive and professional manner.

\* The term reasonable is taken to mean "what a reasonable person would think". The most appropriate way to assess this in any given situation is through discussion with a group of peers, until a consensus is achieved. It would be wise to select colleagues who are not personal friends or who are otherwise inclined to support the individual's point of view without thorough reflection. Wherever uncertainty about the meaning of any ethical standards arises, it is always wise to seek consultation with senior members/management.