

# Code of Conduct Policy

## POLICY 4

Clients should experience safe and high-quality services and support from CatholicCare. Our Code of Conduct provides the directions for staff to demonstrate the conduct that reflects our commitment to our clients, our communities and each other.

We acknowledge the importance of clients' rights and the need for honesty, accountability, respect for others and upholding the law. We value high ethical standards of behaviour and expect honesty, openness and integrity in everything we do.

### We will

- Respect each other, our clients and the communities we serve
- Ensure that our clients, families, and others in our communities experience professional and consistent behaviour and conduct from CatholicCare staff, volunteers, students and contractors
- At all times exhibit fairness, impartiality, honesty and equity in providing services to our clients
- Safeguard public trust and confidence in the integrity and professionalism of our employees
- Ensure that the Code of Conduct is generally consistent with community expectations, and sets clear guidelines for our employees, drives best practice and reflects the operational needs of CatholicCare
- Make the Code of Conduct available to every staff, volunteer, student and contractor and providing adequate training and learning opportunities, and expect them to comply with it
- Encourage clients, staff, volunteers, contractors and those who we encounter to speak up regarding behaviour that is inconsistent with our Code of Conduct or ethical culture without fear of reprisal
- Provide a range of ways, including anonymously, for those speaking up to do so safely
- Manage allegations of illegal, improper or unethical conduct within the principles of procedural fairness and natural justice, including protecting individuals who raise eligible disclosures
- Review and take appropriate action when a breach of our Code of Conduct is identified or reported
- Comply with all requirements of relevant legislation and uphold the United Nations Convention.

### Wrongdoing is illegal, improper or unethical conduct that

- Is in breach of legislation or regulations, or which is otherwise illegal
- Is a breach of the organisation's Code of Conduct, or other policies
- Infringes on the rights of any person, or endangers the health and safety of others
- Is fraudulent or dishonest
- Could cause financial or non-financial damage to the organisation, or the reputation of the organisation
- Constitutes maladministration, or is a misuse of organisational, public or other funds.

### We recognise

Our responsibility to determine the course of action in any given situation that best meets our Code of Conduct and Values.

### Accountability

Accountability sits with the Executive Director alongside the Diocese for the development and implementation of our Code of Conduct and ensuring safe and effective ways for individuals to report wrongdoing. All employees, volunteers and contractors are responsible for reporting wrongdoing.



**Peter Loughnane**  
Executive Director  
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