



Code of Ethics and Conduct

Major changes to this document: Rebrand.

1.0 Purpose and/or Policy Statement

Multicultural Australia's Code of Ethics and Conduct shall be used to guide staff, including Cultural Support Workers (CSWs), Directors and volunteers to ensure the best possible standards of service delivery and professional conduct. The Code of Ethics and Conduct embodies both our values and the principles that underpin our approach to our work.

2.0 Values

We are committed to respect for human rights and the social justice principles of fairness, equity, opportunity, and dignity for all people.

3.0 Principles

The Code of Ethics and Conduct seeks to embody the principles of social and natural justice and the maintenance of the confidentiality and/or privacy of those we work with and for.

The dignity of clients will be respected, as will the dignity of staff, volunteers, members and other people with whom the organisation has dealings.

We are committed to ensuring the safety and wellbeing of all those who access its services including children and young people, and recognises that harm may be caused by physical, psychological, emotional and/or sexual acts or omissions.

We are also committed to ensuring the integrity of the organisation through maintaining high professional standards, including appropriate standards of behaviour and conduct.

3.1 Social Justice

The principles of social justice shall underpin the work of Multicultural Australia's at all levels and applies equally to the practice of all staff, Directors and volunteers.

We will ensure that all eligible people, communities and organisations are informed about and have access to its services regardless of factors such as age, gender, disability, religion, sexuality, cultural or linguistic background or political opinion.

The ability to work within a social justice framework shall be one of the selection criteria in all position descriptions. However, we recognise that not all people are familiar with the terminology 'social justice' and so background information may be given to candidates to ensure that our selection process is fair and equitable.

Multicultural Australia's [Access and Equity Policy](#) sets out the organisation's philosophy and practice in relation to these aspects of social justice principles.

3.2 Natural Justice

Staff, Directors and volunteers will, at all times, act fairly, in good faith and without bias or prejudice.

We are committed to inclusive decision making processes that are based on consultation with key stakeholders (both inside and outside the organisation), the right of access to information to enable informed participation in the decision making process, and the right of appeal for those affected by a decision.

In addition, staff and Directors need to be aware of their personal limitations, values and needs and ensure that these do not:

- Overshadow the fulfilment of the organisation's vision, mission and primary purposes;
- Alienate or intimidate colleagues, clients (including children and young people), volunteers or members;
- Affect the development and maintenance of appropriate professional boundaries with our clients (including children and young people); or
- Interfere with prompt and effective decision making or conflict resolution processes.

3.3 Confidentiality and Privacy

The confidentiality and privacy of clients, staff, volunteers and Directors will be respected and information obtained in the course of professional conduct will be held in confidence. In particular information gained by individuals in the course of their work for us must not be used for the purposes of ethnic or religious community linking and/or activities.

Client information will not be disclosed to any person or organisation unless the prior written consent of the client is obtained or under special circumstances where either Multicultural Australia is required by law to disclose information or where not to disclose information would breach the organisation's duty of care (e.g. where there is an acknowledged risk to people's lives or well-being).

Also see the Client Privacy and Confidentiality Policy, Document Control and Records Management Policy and related procedures.

3.4 Ensuring the safety and wellbeing of all those who access its services, including children and young people

All staff, Directors and volunteers shall comply with all policies, procedures, training and instructions designed to protect the safety and wellbeing of themselves and of others in the course of their work.

All staff (including CSWs), Directors and volunteers will ensure that their behaviour and conduct as a representative of Multicultural Australia does not cause harm to others, recognising that harm may be caused by physical, psychological, emotional and/or sexual acts or omissions on their part.

Particular attention should be paid to ensuring that cultural and religious norms and preferences are observed and respected when dealing with clients, and that appropriate standards of conduct and behaviour are always maintained when dealing with children and young people.

3.5 Maintenance of the organisation's integrity through maintaining high professional standards

All Directors, staff (including CSWs) and volunteers shall:

- Conduct themselves in a professional and appropriate manner when carrying out their duties as a representative of Multicultural Australia. Particular attention should be paid to ensuring the maintenance of professional relationships with clients, including children and young people;
- Ensure that they use appropriate language and refrain from inappropriate physical contact with other staff, volunteers and clients, including children and young people.
- Acknowledge their position of influence and trust in respect of our clients and ensure that this does not lead to the exploitation or bullying of these persons, including children and young people;
- Ensure that personal relationships, both within and outside of the organisation, do not adversely affect their performance, or that of others, in the conduct of the organisation's business;
- Maintain both client and organisational confidentiality when engaging with people outside of the organisation;

- Respect the integrity of other organisations that we are involved with and demonstrate this respect through behaviour;
- Recognise their responsibility to contribute to the development of good practice and the continuous improvement of our service delivery through the maintenance and improvement of their skills and knowledge in respect of their professional practice;
- Declare all personal, professional or financial interests that may, or may be seen to, unduly influence the performance of their duties at Multicultural Australia (see the *Declaration of Interests Procedure* for more information);
- Declare any conflict of interest that arises in relation to their role in the conduct of the business of the organisation and abide by any decision of the Board in relation to the management of that conflict of interest (see the *Conflict of Interest Policy* for more information); and
- Comply with all financial and other procedures that relate to the performance of their role and ensure that the resources of the organisation are used appropriately, effectively and efficiently.

We will provide additional information, training and support to staff, volunteers and Directors, as required, to ensure that they have the knowledge and skills required to comply with the required standards of conduct and behaviour.

4.0 Management of policy area

The CEO is responsible for this policy area and ensuring the Code of Ethics and Conduct is reviewed.

5.0 Breaches of the Code of Ethics and Conduct

Alleged breaches of the Code of Ethics and Conduct should be reported to the CEO or, where the CEO is the subject of the alleged breach, to the Chair.

Alleged breaches will be investigated and may result in action being taken through the Multicultural Australia Managing Underperformance and Disciplinary Policy and Procedures.

Serious breaches of the Code of Ethics and Conduct may result in dismissal and/or referral to external investigation bodies.

6.0 Related documents

- [Access and Equity Policy](#).
- [Client Privacy and Confidentiality Policy](#).
- [Document Control and Records Management Policy](#) and related procedures.
- [Australian Privacy Principles](#).
- [Workplace Health and Safety Policy](#) and procedures.
- [Child Protection Policy](#).
- [Conflict of Interest Policy](#) and [Declaration of Interests Procedure](#).
- Financial policies and procedures.
- [Managing Underperformance and Disciplinary Policy](#) and related procedures.

7.0 Agreement

I acknowledge that I have read and understood this document, and agree to comply with its requirements, including the Privacy laws which protect client privacy and confidentiality.

Name of staff / Volunteer / Director

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Signature

(/ /)
Date