

# Code of Conduct – part 1: board, staff, volunteers<sup>1</sup>

**[insert organisation name]** strives to create a positive environment for all people associated with us. We value professional behaviour, a responsible attitude toward work and respect for people, premises and property.

I know that I am expected to:

1. Carry out my duties in a conscientious, competent, safe and honest manner.
2. Treat people with respect, honesty and fairness.
3. Abide by relevant legislation in the course of my duties.
4. Comply with **[insert organisation name]** policies and procedures.
5. As applicable, follow reasonable direction of my supervisor and/or CEO/Manager.
6. Use any real or perceived position of authority in a fair and equitable manner.
7. Declare and/or avoid any interest, which may be in conflict with my duties and responsibilities of my involvement, employment or placement with the organisation.
8. Use information obtained through my involvement, employment or placement only for the purposes of carrying out my duties, and not for financial or other benefit, or to take advantage of another person or organisation.
9. Respect the property, funds and facilities of the organisation and make use of such for authorised purposes only.
10. Collaborate with other organisations and institutions in the sector in order to promote the wellbeing of the consumers and carers
11. Seek clarification, if needed, about any part of my involvement, employment or placement conditions, including details of this Code of Conduct.

Failure to comply with the Code of Conduct may lead to disciplinary action being taken.

**By signing this document, I understand and agree to the [insert organisation name] Code of Conduct as outlined above.**

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Signature

Name

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Position

Date

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<sup>1</sup> Adapted from NADA Code of Conduct

## Code of Conduct – part 2: people supporting people<sup>2</sup>

1. My primary responsibility is to help individuals understand recovery and achieve their own recovery needs, wants, and goals. I am guided by the principles of self-determination and informed decision making for each individual I support. I will conduct myself in a manner that fosters recovery and will consider sharing my personal stories of hope and recovery.
2. I will, at all times, respect the rights, dignity, privacy and confidentiality of those I support. I will let people know, when first discussing confidentiality
  - a. the degree to which information will be shared with others,
  - b. that probable or actual harm to self or others cannot be kept confidential
  - c. that xxx will be notified immediately about any person's possible harm to self or others or abuse from caregivers
  - d. that if family and carers are to be involved in their care that they will be given sufficient information to support their caring role.
3. I will never intimidate, threaten, harass, use undue influence, physical force or verbal abuse, or make unwarranted promises of benefits to people I support. I will protect the welfare of all individuals I support by ensuring that my conduct will not constitute physical or psychological abuse, neglect, or exploitation.
4. I will never engage in any sexual activities with individuals I support. I will not enter into a relationship or commitment which conflicts with the support needs of individuals I support.
5. I will not practice, condone, facilitate or collaborate in any form of discrimination on the basis of ethnicity, race, sex, sexual orientation, age, religion, national origin, marital status, political belief, or disability.
6. I will not accept gifts of significant value from individuals I support. I do not loan, give, or receive money or payment for any services to, or from, individuals I support and nor will I encourage them to make gifts or loans to any other people or organisations.
7. I will not discuss my employment situation in a negative manner with any individual I support.
8. I will provide trauma informed support at all times, by:
  - a. Valuing and respecting the consumer and their informed choices in all aspects of service delivery
  - b. Focusing on what happened to a consumer rather than what is wrong with them
  - c. Integrating care – taking a holistic view
  - d. Sharing power and governance within helping relationships across organisations
  - e. Focusing on consumer empowerment in governance matters and the development of shared understanding and collaborative approaches
  - f. Recognising the high rates of Complex PTSD and other psychiatric diagnoses related to trauma exposure in children and adults
  - g. Recognising that the treatment and service delivery environment may be traumatising, in itself, whether overtly or covertly

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<sup>2</sup> Adapted from Wisconsin Peer Specialist Code of Conduct

- h. Using neutral, objective and supportive language, avoiding shaming and humiliation at all times
  - i. Promoting individually flexible plans and approaches
  - j. Creating a safe environment in which people can disclose if they wish
  - k. Dealing with disclosure appropriately
  - l. Sensitive and appropriate enquiry about current abuse without triggering the person
  - m. Sharing my firm belief that Recovery is possible
9. I will advocate for individuals so that they, or an authorised substitute decision-maker, may make decisions in all matters relating to their care.
10. I will only provide service and support for individuals on behalf of **[insert organisation name]** within the hours, days and locations that are authorised by **[insert organisation name]**.
11. I will keep current with emerging knowledge relevant to recovery, and openly share this knowledge with my co-workers and individuals I support. I will refrain from providing advice outside my scope of expertise.
12. I will participate in recovery-oriented, and other forms of, supervision and abide by the standards for supervision established by **[insert organisation name]**.

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Signature \_\_\_\_\_ Name \_\_\_\_\_

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Position \_\_\_\_\_ Date \_\_\_\_\_

## References

NADA (2010). *Code of Conduct*.

[http://www.nada.org.au/index.php?option=com\\_content&task=view&id=236&Itemid=44](http://www.nada.org.au/index.php?option=com_content&task=view&id=236&Itemid=44)

Wisconsin Association of Peer Specialists. *Wisconsin Peer Specialist Code of Conduct for Mental Health and Mental Health/Substance Use Disorder Services*.

<http://waps.health.officelive.com/WICODEOFCONDUCT.aspx> Accessed May 31, 2011.