

Code of Conduct

Professionalism and Integrity

- I will act with a high standard of professionalism, and with integrity, at all times.
- I will never act in a manner that exploits, or could be seen to exploit, the power imbalance inherent in a staff-client relationship.
- I will not engage in any behaviour that can cause physical, verbal, sexual or psychological abuse, including unwarranted and inappropriate touching.
- I will conduct myself within the professional boundaries of my role and profession and in a manner that does not cause reasonably foreseeable damage to the reputation or interests of MCM, or to the interests of clients. This includes conduct on all forms of social media.
- I will comply with all of MCM's policies and procedures.
- I will not give or accept gifts, benefits or entertainment that will compromise, or appear to compromise, the integrity and objectivity of performing my duties, or cause, or appear to cause a conflict of interest.
- I will declare any conflicts of interest, perceived or actual, to MCM as soon as they arise. This includes where I am involved in, or have significant ownership or personal financial interest in, enterprises that have a direct conflict with MCM activities.
- I will dress in an appropriate and presentable manner when interacting with clients, customers, suppliers, contractors or visitors as MCM is a place of business, at all times.
- I will maintain accurate, clear and timely records as per service or program requirements.

Property and Information and Communications Technology (ICT)

- I will use MCM property, including ICT equipment, vehicles, finances any other resources for the purposes for which they are provided.
- I will not steal, damage or misuse property of MCM, including ICT equipment and intellectual property.
- I will not use MCM property for private purposes except where prior approval has been granted by my manager.

Application to Duties

- I will undertake my duties within the framework of the current MCM strategic directions, philosophy, values and goals.
- I will undertake my duties as outlined in my position description, in any relevant legislation and in MCM policies and procedures.
- I will be punctual, reliable and productive in my work.
- I will participate constructively in staff supervision processes, team meetings, and training.
- I will comply with any reasonable, lawful and safe direction given by my supervisor, manager or other authorised person.

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Respect and Dignity

- I will listen and learn from clients to ensure their self-determination and social responsibility is maximised.
- I will ensure that clients are the centre of all planning, decision making and choices being made about them, and that clients make those decisions where they have the capacity to do so, with my support.
- I will observe and act by the Victorian Charter of Human Rights and Responsibilities Act 2006 when setting or implementing policy and providing service.
- I will respect the dignity and rights of every individual or group of clients and staff I have contact with, and will not discriminate because of identity, culture, gender, sexual orientation, age, ability, beliefs, national origin, marital or family status or political belief.
- I will maintain a respectful, cooperative and courteous manner toward clients, colleagues, staff from external agencies and members of the community.

Duty of Care

- I will work in a manner that ensures the safety and care of myself, my colleagues, clients and children.
- I am committed to the safety, participation and empowerment of all children and people I support.
- I have zero tolerance of any form of abuse, including child abuse and family/domestic violence.
- I will report child abuse allegations, and any other abuse and safety concerns relating to clients, volunteers and staff, to my manager and the relevant authorities.

Complaints and Feedback

- I will ensure that all employees and clients are aware of the process to make complaints and provide feedback. I will respect their right to do so and provide resources and support to assist them to do this.

Alcohol, Tobacco and Other Drugs

- I will not present for work or conduct MCM business impaired by illegal or legal drugs (including alcohol).
- I will support clients to purchase and/or use legal drugs (including tobacco and alcohol) where it is a part of an approved client support plan.
- I will not provide, sell or receive illegal or legal drugs (including tobacco and alcohol) from any client, or obtain illegal drugs for any client.

Quality, Safety and Risk

- I will act within the constraints of the law.
- I will comply with the requirements of mandatory health and safety laws, policies, standards and procedures, assist those working with MCM to do the same.

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- I will assess the hazards and risks inherent in each situation before commencing action, and adapt my behaviour accordingly.
- I will report any near miss, accident, injury, illness or unsafe condition so that the appropriate action can be taken to prevent, correct or control the situation. This includes any financial and reputational risks.
- I will actively support and identify the ongoing quality improvement of the systems, care and services provided at MCM.

Privacy and Confidentiality

- I will respect the privacy and confidentiality of staff and clients, including holding confidential conversations in an appropriate setting.
- I will only collect, use or disclose information for its original purpose, for what is identified as being 'reasonable' use, or as required by law.
- I will ensure that consent is obtained prior to sharing information with other parties, unless required to do otherwise by law.

Breach of the Code of Conduct

- I understand that a breach of this Code of Conduct will result in disciplinary action being taken in accordance with MCM's Performance Counselling and Disciplinary Procedure.

Development and Review

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