



**Local Outlet:
Seventh-day Adventist Church
Cnr Lyones & Railway Ave
UPPER FERNTREE GULLY 3156
Victoria**

updated 28/1/06

CODE OF CONDUCT

Purpose and basis of this code

The purpose of this code is to set out the standards of conduct between staff and clients and between staff members so that both staff and clients can have confidence that they will be treated fairly, effectively, efficiently and with courtesy.

This code is based on our strongly held belief that:

- *All humans are created by God regardless of their race, religion, ethnic background, gender, social class or life style.
- *As a consequence of the above, all human beings are of infinite value in the sight of God.
- *All human beings, notwithstanding how they might appear, have enormous potential.
- *All human beings should be treated with courtesy, respect and assisted in a manner that preserves their dignity.

Treatment of clients

We recognise that some questions need to be asked in order to render appropriate assistance. However, the scope of questions should not exceed what is reasonably necessary to gain an appreciation of the client's problem. Although the client may tell us a lot of personal information, in most cases the information recorded can be limited to name, address, telephone number and the amount and type of assistance given.

Our dealings with clients should be characterised by:

- openness and honesty
- objectivity
- non judgmentalism
- thoroughness
- sympathy and/or empathy
- appropriate action

When a check is necessary to confirm information given by a client, we should ensure that:

- the client knows and agrees to our checking
- no confidential information, unless strictly relevant to the enquiry or with the expressed or implied permission of the client, is given to the referee
- we faithfully represent the client

Use of client information

In the course of operation of our organization, it is inevitable that personal information of clients will come to the knowledge of staff members. Use of this information is restricted in

the following ways:

- *It can be used for the benefit of the client
- *It can be used for the proper management and efficient working of our organization.
- *It can be used for the purpose of staff training.
- *It must not be used for the private purpose of any staff member or of any other person or organization.
- *It must not be used for the business purpose of any staff member or of any other person or organization.
- *It must not be used for the marketing or promotion of any product, cause or ideology.
- *Client information can, and should, be used for the proper and accurate recording of transactions so that we can account for grants and donations.

Advice giving

In the course of our work, clients may sometimes ask our advice on a matter outside the scope of our organization’s role. Any advice that we give should be only of a most basic nature and for the information of the client; there are many tracts, pamphlets or booklets printed for this purpose. In particular, we should avoid giving advice in any of the following fields:

- law (including family law)
- taxation
- financial planning
- medicine
- spiritual or religious matters (except when a client specifically asks)

If a client does seek advice from us in any of the above areas, we should tell them to consult a specialist in the relevant area. We should bear in mind that, besides being outside our organization’s role, the giving of advice in the above areas could be illegal and may expose us to legal action and/or penalties.

Staff relations

We are a closely knit group of people and consequently personal information about each other becomes common knowledge among ourselves. This personal information should be treated with the same respect and confidentiality as information about clients. It is therefore imperative that the following be observed:

- ? Private addresses and phone numbers should not be given to anyone including clients.
- ? Business interests of any staff member should not be given to anyone including clients.
- ? The telephone number of the church can be given to clients.
- ? Staff members shall not use their position or function in the organization to promote their own business or personal interests.

Signed by:

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 Employee Name
 (Please print)

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