

Capricorn Citizen Advocacy

PROFESSIONAL CODE OF ETHICS

Policy number:	1.1.5.1	Approved by Management Committee:	27 th March 2024
Version:	1.0	Signed off by Executive:	27 th March 2024
Responsible person:	President	Scheduled Review Date:	27 th March 2027

Purpose

Capricorn Citizen Advocacy (CCA) wishes to adopt a Professional Code of Ethics as guiding principles by which the organisation, its staff and Management Committee will conduct themselves and the business of the organisation. CCA will conduct its business in a fair and honest manner, seeking at all times to be consistent and coherent with its Vision, Mission, Principles and Values.

CCA believes that a Professional Code of Ethics can help to create a healthy work environment and build a positive image of the organisation in the wider community, and with other parties with whom it engages or with which it has professional relationships.

Policy

CCA adopts and embraces the following core practices and undertakings:

RESPECT	We will treat others as we would like to be treated and respect their values and beliefs.
COURTESY	We will engage with others in a friendly, polite, considerate and cooperative manner.
HONESTY	We will act with honesty at all times.
INTEGRITY	We will do what we say we will do, and accept responsibility for our actions.
FAIRNESS	We will act fairly and impartially when making decisions.
EQUITY AND SOCIAL JUSTICE	We will recognise that each person has different circumstances and will therefore allocate resources and opportunities needed to reach an equal outcome.
PRIVACY	We will uphold people's privacy and ensure they are free from public interference.
CONFIDENTIALITY	We will not share people's information with unauthorised persons.
COMPASSION	We will display care, concern, sensitivity and understanding for others, yet put the needs of Protégés and Citizen Advocates first.

COURAGE	We will act with strength, determination and courage to do what is right.
EXCELLENCE	We will strive to achieve excellence throughout our every action.
WORKPLACE OF CHOICE	We will strive to create a workplace that is free of discrimination, harassment, or victimisation; that takes work health and safety seriously; that recognises the importance of family commitments; that values the work undertaken by staff; that is willing to provide flexible working conditions wherever possible; and which offers support that ensures staff achieve high levels of job satisfaction; and acknowledges the demanding and sometimes distressing nature of the work.
WORK PRACTICES	We will encourage appropriate work practices that are primarily based upon the Citizen Advocacy model (incorporating the Principles and the Key Office Activities)
VALUE ALL CONTRIBUTIONS	We will acknowledge and demonstrate appreciation to all who contribute towards CCA's objectives and activities and value the effort and perseverance required to achieve positive outcomes.
COLLABORATION	We will wherever possible, work in collaborative groups within CCA, or collaborate with other parties where this is consistent with the objectives of CCA.
ACCOUNTABILITY	We will be accountable to all stakeholders and uphold all commitments, contracts and undertakings, and comply with all legislative requirements.
TRANSPARENCY	We will be transparent when making decisions and ensure all decisions can withstand scrutiny.
ETHICAL PRACTICE	We will always strive for coherency in behaviour and practice that mirrors our professional values, organisational objectives, and practice frameworks.
INNOVATION AND CREATIVITY	We will be open to new ways of achieving our goals whilst remaining true to our practice frameworks and other values.
CONTINUOUS IMPROVEMENT	We will always strive to maintain high standards of conduct and practice and embrace opportunities for improvement that fit within our practice frameworks.

Ratification

This policy was adopted by Capricorn Citizen Advocacy's Management Committee at its meeting held on 27 / 03 / 2024.



SIGNED:
President

SIGNED:
Secretary

27 / 03 / 2024
(Date)

27 / 03 / 2024
(Date)