

## CODE OF ETHICS

### Commitment to Social Justice

PANDSI has a commitment to three principles:

**Equity:** fair distribution of services to families.

**Access:** ensuring fair and equal access for all clients.

**Participation:** maximizing the opportunities for clients to participate.

All staff and volunteers will work towards achieving the above principles for all those involved in the support organization.

### 1. Confidentiality and Privacy

- All Staff and volunteers with PANDSI will respect the confidentiality of information obtained in the course of meetings, advice or referral service.
- Staff and volunteers will not share confidences revealed by clients without their consent except when compelling moral or ethical reasons exist.
- Staff and volunteers need to inform users fully about the limits of confidentiality in any given situation, the purposes for which information is obtained and how it may be used.
- Staff and volunteers will allow members access to their own files and exercise due care to protect the information of other members.

### 2. Professional Conduct

- All programs and services will reflect PANDSI's aims and principles.
- Staff and volunteers will act to ensure that all persons have access to the resources, services and opportunities that contribute to their well-being.
- Staff and volunteers will aim to expand choices and opportunities for all persons with special regard for disadvantaged or oppressed groups and persons.

- Staff and volunteers will encourage respect for the diversity of cultures that constitute Australian society.
- Staff and volunteers will encourage informed participation by members of the community in addressing relevant issues.
- The Staff and volunteers' role is to empower and work with members and support them, not to decide what is best for them.

**3. Client Self-Empowerment**

Staff and volunteers will provide users with accurate information regarding the extent and nature of the services available to them and will not knowingly withhold such information.

Staff and volunteers will let service users know of their rights and the implications of services available to them.

**Agreement:**

I (Please print name).....agree to abide by the terms of PANDSI's Code of Ethics.

Signed .....

Date                    /   /20