

Ethical Code & Guidelines

Information Sheet



People who use RFQ Services can expect a high standard of ethical conduct from RFQ staff. All staff must uphold the organisation's values and perform their work according to the RFQ Ethical Code and Guidelines. As detailed in this Code, staff must engage in courteous, respectful relationships with clients according to the following principles:

1. Respect and dignity – includes treating people with courtesy, respect and dignity through speech, appearance, manner and behaviour.

2. Professional relationship – includes supporting people in a competent and thoughtful manner, with a focus on the person and their issues, minimising care taking and maximising recovery.

3. Staff as a role model – includes maintaining high standards of personal conduct and exercising discretion in all work related activities.

4. Autonomy – includes allowing people the freedom to make decisions and act on their own judgements; presenting choices and options; working in partnership.

5. Beneficence (doing good) - includes doing the right thing; acting in the person's best interests; working to promote good.

6. Non-maleficence (not doing harm) - includes not harming, neglecting, abusing or exploiting people.

7. Justice - includes providing fair, equitable, non-discriminatory and just services; ensuring peoples' rights are respected.

8. Veracity - includes being honest with people; communicating clearly with supervisors; not lying, cheating or stealing.

9. Fidelity - includes maintaining dedication to support relationships with people; keeping promises and following through with expectations.

10. Confidentiality and privacy - includes respecting the privacy and dignity of people; holding in confidence clients' verbal and written information; informing in advance about limitations to confidentiality.

11. Informed consent - includes ensuring people understand their rights, risks and obligations associated with receiving RFQ support; explaining any assessments or interventions.

12. Competence - includes performing work proficiently; acquiring new attitudes, knowledge and skills to maintain and improve competence.

13. Unusual programming and interventions - includes exploring the ramifications of employing unusual or alternative support activities.

14. Sexual harassment, touch, intimacy, relationships - includes not engaging in sexual banter, touch or any activity that could be perceived as seductive or harassing; not developing private relationships with clients.

15. Alcohol and drugs - includes not working under the influence of alcohol or illegal substances or purchasing illegal substances for/from/with clients.

16. Staff communications - includes discussing proactively with supervisors all ethical questions and issues that arise with clients.

17. Personal awareness and growth - includes being aware of any personal issues and vulnerabilities which may impact on work activities and relationships; communicating these issues with supervisors.

18. Use of resources - includes ensuring that RFQ resources are used legitimately and economically.

Other staff, students etc. - these guidelines are to be applied as appropriate by students on placement, RFQ administrative staff and volunteers.

WHS Statement overleaf 

Workplace Health & Safety Information Sheet



RFQ is committed to providing a working environment which protect the health, safety and welfare of all people at the workplace. The organisation actively encourages safe working practices.

RFQ seeks to ensure that the Workplace Health and Safety Act 2011 and all other relevant laws and legal requirements are complied with.

When RFQ staff are in your home, it is part of their workplace. The organisation therefore must ensure that it is a safe environment for its workers.

Workers are entitled to a smoke-free workplace under the Tobacco and Other Smoking Products Act (1998).

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