

CODE OF ETHICS & CONDUCT

INTRODUCTION

At CatholicCare Wollongong we are focused on those we serve, offering people and communities opportunities for growth, healing, and hope. We demonstrate genuine concern by fostering self-confidence and independence and ensuring the most marginalised and people experiencing disadvantage are at the centre of our care.

CatholicCare carries out its work within the structures of the Diocese of Wollongong and in line with the social teaching of the Catholic Church. The Bishop of the Diocese of Wollongong has the responsibility to oversee, guide and support pastoral work in the Diocese.

This Code of Ethics and Conduct provides a set of principles, values, and standards. Compliance with the Code is a Condition of Employment for all CatholicCare employees. It applies to employees, (which includes volunteers), as well as members of the CatholicCare Advisory Council and CatholicCare committees. The Code is to be used as a reference for making decisions and for acting ethically and professionally at all times. This Code does not cover each and every situation faced, however provides the principles and values we draw on when making decisions.

All CatholicCare employees are responsible for ensuring clients are treated fairly with an emphasis on quality service provision. We are all responsible for our own actions **and have a privileged role of service that requires prudent judgement and exercise of right relationships**. Members of the CatholicCare Executive Leadership Team (CELT) have an added responsibility for corporate governance, including the resolution of ethical issues and dilemmas.

MISSION

As bearers of Christ's love, we are an inclusive Catholic social services organisation committed to providing professional services across the lifespan to individuals, families, and communities in need throughout the Diocese of Wollongong.

We offer compassionate, high quality community services that promote human dignity, connection, and wellbeing. Our passion is supporting people to harness their strengths, thrive in their relationships, and build positive futures.

VISION

For inclusive, thriving communities where the human dignity of all is respected and valued.

VALUES

- **Dignity:** Everyone is worthy of respect.
- **Integrity:** Always do the right thing.
- **Compassion:** Be empathic and responsive.
- **Excellence:** Be the best we can be.
- **Solidarity:** Working together for the common good.

GUIDING PRINCIPLES

The following principles and behaviours guide all work undertaken in the name of CatholicCare:

Accountability

- Promote and take actions and decisions that are in the best interest of CatholicCare and of others, and not influenced by self-interest, considerations of personal gain, or other improper motives
- Be responsive to the needs of CatholicCare and its clients at all times during working hours
- Communicate reasons for decisions
- Exercise sound corporate governance
- Use resources effectively, economically, and efficiently.
- Be aware of the policies and procedures that apply to the work and in the workplace.
- If employees are uncertain about the scope or content of a policy with which they are required to comply, they seek clarification
- Be familiar with relevant legislation and mandatory compliance

Catholic Social Teaching

- Understand Catholic Social Teaching and CatholicCare values and apply them in our work

Empowerment

- Help people to harness their strengths and abilities and use these to make changes in their lives
- Assist people to be independent and develop their decision-making skills

Person Centred Care

- Seek, listen to, and act on feedback from clients, CatholicCare employees and stakeholders
- Treat people as individuals, respecting cultural and religious beliefs, values, human rights, and identities. In particular we respect the rights of Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds
- Deliver services in a fair, just, culturally appropriate, and safe manner

Professionalism

- Work within all CatholicCare policies and codes including the Framework for Practice
- Maintain roles and boundaries, ensuring relationships are appropriate and not exploited for personal, material, or financial advantage
- Observe restraint of trade and/or non-solicitation clauses in employment contract and CatholicCare policies during and post-employment
- Abide by the law, professional standards, and policies and procedures
- Maintain the integrity, confidentiality, and security of all official information and documents for which we are responsible or to which we have access
- Promote a positive public image for CatholicCare
- Present for work well-groomed and in clothing that is modest, clean, tidy, in good repair, and suitable for the duties we undertake.

Quality

- Provide sustainable programs and activities of the highest quality, based on best practice principles and sound practice wisdom
- Utilise individual and collective talents, systems and practices, to achieve best outcomes for clients
- Identify and raise ethical dilemmas appropriately
- Identify and ensure that the appropriate support, training and resources is provided and available

- Ensure a system that allows the people that we serve to provide timely feedback

Responsibilities

- It is the responsibility of all employees regardless of position or role, to enforce and follow the behaviours outlined within this Code of Ethics and Conduct or any Code of Conduct for the Professional Association relevant to the employee's clinical or professional discipline.
- CatholicCare Employees must perform their duties in a manner that meets all legal, industrial and funding obligations, and all requirements set out in their position description.
- Report any conflicts of interest (including an outside relationship with a child)

Safety

- Promote and ensure a safe environment and safe practices to avoid causing physical, emotional or psychological preventable harm
- Be alert to and report risks to clients, employees or the agency
- Be physically and mentally ready for carrying out the duties of our roles and do not attend work under the influence of alcohol, non-prescribed drugs or misuse of prescribed drugs.

Strategic Planning

- Focus on the changing external environment in which CatholicCare operates and plan well.
- Be courageous, effective risk takers within CatholicCare's Risk Framework.

RESPONSIBILITIES WHEN WORKING IN THE COMMUNITY

Most of CatholicCare's services are provided within the Wollongong Diocese which includes the Macarthur, Southern Highlands, Illawarra, and Shoalhaven regions. Our networks extend beyond the local level to the broader community at state, national and international levels.

We act in partnership and in collaboration with:

- Individuals, families, organisations and groups within the Catholic church, particularly the Diocese of Wollongong and Catholic Social Services Australia
- Individuals, families, groups, communities, networks and agencies in the broader community on issues, policies and programs that are compatible with our vision, purpose and values
- Funding bodies and relevant government departments to ensure quality service delivery to those most in need, meeting governance standards

To meet our obligations as a socially responsible organisation we:

- Endeavour to be responsible members of the communities in which we work and live
- Doing the right thing the first time and every time
- Are publicly accountable for our programs and financial operations
- Seek to continuously improve our performance and ensure that CatholicCare fully meets all standards of the accreditation bodies relevant to our services
- Undertake and participate in research that meets appropriate academic, scientific, ethical, and legal standards

To ensure an appropriate public profile:

- Public comment related to CatholicCare activities and social justice issues is the responsibility of the Chief Executive Manager or someone expressly appointed by the Chief Executive Manager
- Our use of social media always observes relevant policies, in particular the child safeguarding policies and protocol
- Our fundraising efforts are conducted in a responsible manner, consistent with ethical and financial obligations and the law

1. PROMOTING SAFETY AND WELL-BEING

Aim

Promote the safety and well-being of all clients through understanding and fulfilment of legal responsibilities regarding mandatory reporting of children and young people at risk of significant harm; or abuse/neglect of vulnerable adults.

1.1. Why is this Important?

Priority must be given to the safety and wellbeing of children and young people and vulnerable. Ensuring that the service provided operates in a safe environment at all times is every CatholicCare employee's responsibility.

CatholicCare must report Allegations of Reportable Conduct in line with Child Safeguarding Legislation.

Reportable Conduct in relation to children and young people is defined as:

- Any sexual offence or sexual misconduct committed against, with or in the presence of a child (including a child pornography offence).

- Any assault, ill treatment, or neglect of a child.
- Any behaviour that causes psychological harm to a child, regardless of whether the child has consented.

Reportable Conduct in relation to a NDIS Participant is defined as:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible).
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.

CatholicCare must report all incidents or allegations of sexual or serious physical assault within its aged care services.

Reports must be made to the appropriate reporting bodies based on the Program requirements on the

legislation that they are governed by. Reporting may also include notification to NSW Police for further investigation.

Reportable Conduct in relation to an Aged Care Consumer is defined as:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Neglect of a consumer
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion by a staff member
- Inappropriate use of [restrictive practices](#)
- Unexplained absence from care

1.2. What should we be doing?

Be aware of the potential for exploitation and power imbalance in dealing with children and young people and vulnerable clients.

Establish clear boundaries between ourselves and clients, especially young people and the vulnerable, for what is appropriate behaviour.

Ensure that professional relationships are not exploited for personal, material or financial advantage.

Under no circumstances develop personal relationships with clients, including outside of working hours.

Avoid any form of physical contact with clients or other persons that may violate professional boundaries, result in intentional or unintentional emotional or psychological harm, or damage the professional relationship.

Ensure they understand the principles of informed consent and the circumstances in which informed consent may be required.

Know and carry out all obligations relating to mandatory reporting.

Any employee who becomes aware of abuse of a client or who suspects that such abuse is occurring reports it as soon as is possible to their Line Manager and/or Executive Manager. The Executive Manager will have responsibility for deciding the action to be taken.

1.3. What questions can we ask to reflect on what we are doing?

Am I physically and mentally ready for the carrying out of the duties consistent with their role?

Am I acting honestly, truthfully and with integrity, honesty and

transparency in all of my dealings with other employees and the public?

Is there any real or apparent conflict between personal or family interest and official duty that has arisen or has the potential to arise?

1.4. What do we not want to see?

Providing alcohol, tobacco or tobacco products children or young people, or any client/s who are receiving services or previously in receipt of services from CatholicCare (unless approval has been given).

The consumption or use alcohol, tobacco or tobacco products in the presence of those who are receiving services or previously in receipt of services from CatholicCare.

Providing home phone number, private mobile phone number or personal contact details to children or young people, vulnerable client/s, or any client/s or their families unless approved in writing by their supervisor.

Engage in any contact with clients via electronic or social media other than that sponsored by CatholicCare itself.

Engaging in misconduct or serious misconduct as defined in CatholicCare policies and procedures

Engage in any form of inappropriate interaction or conduct with people with disability or older people that may lead to physical, emotional, financial or other harm.

Engage in any form of inappropriate interaction or conduct with children and young people that may lead to physical, emotional or other harm or damage. This includes rough physical play.

2. DIGNITY, RESPECT AND FAIRNESS

Aim

Always treat clients and each other with dignity, respect and fairness.

2.1. Why is this Important?

The personal and professional conduct of employees and volunteers of CatholicCare includes striving to create a harmonious, safe and productive workplace that models CatholicCare's ethos and organisational values.

Employees and volunteers are expected to respect the dignity of the public, clients, volunteers, and other

employees by treating them with courtesy, honesty, and sensitivity to their rights. This includes people's rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions.

Information for clients that identifies their will and preferences must be communicated in a clear & concise language for ease of understanding.

2.2. What should we be doing?

Always treat each other with dignity and respect, promoting harmonious and productive working relationships and collaborative teamwork.

Act as a positive role model for children and young people and model respectful behaviours at all times.

Encourage an organisational culture that is open, supportive, caring and sensitive to the needs of all.

Carefully assess the needs of clients to ensure we offer appropriate assistance and exercise appropriate duty of care.

Provide care, supports and services in a safe and competent manner, with care and skill.

Inform clients of their rights and responsibilities, the purpose of the service they will receive and the role of the personnel providing that service.

Assist clients regardless of gender, race, sexual orientation, disability, physical or mental health, marital status, cultural background, socio-economic status, religion, age, or political conviction.

When working with people with disability and older people, at all times demonstrate the utmost respect for them and to not do anything that would directly harm or abuse them.

Commit to protecting the rights and welfare of all workers as defined in the Work Health and Safety Act 2011 and the Fair Work Act 2009. To this end, CatholicCare does not tolerate proven situations of workplace bullying.

In accordance with anti-discrimination and bullying legislation, employees and volunteers are not to harass, victimise, bully or discriminate against fellow employees or volunteers, services users or others who may work at or visit CatholicCare sites or services, on the grounds of sex (including pregnancy), sexuality, transgender

status, race, colour, ethnic or ethno-religious background, descent or national identity, marital status, disability, age, political conviction or religious belief, or other grounds that may be covered by relevant legislation unless such legislation permits them to do so.

2.3. What questions can we ask to reflect on what we are doing?

Am I acting with fairness and impartiality to other employees and clients?

Are my actions and discussions inclusive in relation to people who, for whatever reason, are subject to prejudice or discrimination?

Do I respect the rights of all people, including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds and people with disability?

Does my professional behaviour and decision-making practices embody CatholicCare Wollongong's Mission and Values and not merely based in economic terms?

2.4. What do we not want to see?

An intolerance to any individual/s, their traditions, beliefs and background.

It is unlawful to harass, vilify, victimise or discriminate against any person based on:

- age
- sex
- pregnancy
- disability (includes past, present or possible future disability)
- race, colour, ethnic or ethno-religious background, descent or nationality
- marital status
- carer's responsibilities
- homosexuality or
- transgender

Misconduct involving wilful or deliberate behaviour or conduct that is not consistent with the terms of an employee's contract of employment or that causes serious or imminent risk to the health and safety of a person, or the reputation, viability or profitability of the employer's business.

Misrepresentation of Policies and Procedures.

Improper conduct, violation of relationships such as through intimidation, bullying, harassment

and breach of professional boundaries, or abuse of power.

Rude or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening, or derogatory language and physical abuse or intimidation towards others.

Engaging in a manner that could be perceived as bullying and harassment of other employees, volunteers or clients. Bullying does not include management action taken in a reasonable manner.

Inappropriate language and images through the transmission of electronic devices.

Ask for or accepting any additional fees for providing the service

Accept or provide gifts or entertainment that will obligate or appear to obligate the recipient.

Seek, solicit, or use you position to obtain gifts or benefits from external organisations or individuals for personal use

Disregard of CatholicCare's Mission, Vision, and Values.

3. THE CLIENT VOICE

3.1. Why is this Important?

Aim

Actively seek feedback from our clients and be open and responsive to feedback.

Client feedback (both positive and negative) is a valuable resource that should be encouraged throughout all aspects and phases of the service.

Effective feedback, both positive and negative, provides valuable information that will be used to make important decisions, adjust and improve current and future actions and behaviours, and access opportunities that helps to improve and enhance our services.

We must be mindful of the complexities of seeking the voice of children and young people and accommodate this in our work. Therefore, we should promote an open environment where children and young people can have a say and express their thought and feelings and be taken seriously.

3.2. What should we be doing?

Uphold the rights of people to critique, complain about and question any service they may receive from CatholicCare or any other agency,

institution or instrumentality, and assist them in making complaints through the appropriate channels.

Uphold the rights of people to question, make complaints and offer compliments and suggestions about any CatholicCare service, ensuring they have access to assistance and advocacy if required.

Actively consult clients and their family and carers where appropriate, in the development, delivery and evaluation of service

Actively seek feedback from our clients and are open and responsive to feedback

3.3. What questions can we ask to reflect on what we are doing?

Am I taking the feedback too critically/or personally instead of looking at the concerns of the individual and reflect on the process that may need work?

Do I understand the concern being raised?

How can I alter my behaviours and work practices to provide a better outcome for the individual now and in the future?

Do I possess the necessary information to assist the individual or do I need to seek clarification?

3.4. What do we not want to see?

Treatment of a client or an employee in a demeaning or disapproving way due to the result of feedback.

Taking no action on the feedback provided.

Inability to reflect on constructive criticism and become resentful to peers and working groups.

Not seeking assistance from the client or an employee on how they think the resolution could be remedied.

Ignoring, disbelieving or minimising allegations or concerns of abuse from children and young people or adults.

4. TIMELY AND APPROPRIATE RECORDS

Aim

Create and maintain timely and appropriate records in relation to their professional practice, utilising the appropriate confidentiality and privacy required for our clients or CatholicCare.

4.1. Why is this Important?

Given the activities and decisions that CatholicCare employees may be involved in, all Employees have a responsibility to create and maintain timely and appropriate records in relation to their profession practice.

A record serves as an essential administrative, legal and historical purpose, and in certain circumstances may be required for access to view or produce in Court.

4.2. What should we be doing?

Create and maintain timely and appropriate records and data in relation to our professional practice in the care and protection of children and young people, and the vulnerable.

Maintain appropriate confidentiality and privacy in relation to information gained in the course of our duties in relation to our clients or CatholicCare.

Always obtain consent before acquiring, recording or storing any client details

Conform to the principles of natural justice and ensure procedural fairness is followed in decision making. We maintain accurate records of decisions and the reasons for those decisions

Only access information for purposes that are directly relevant to their duties.

Release information only with the consent of the person concerned, or for a lawful purpose and in accordance with legislative requirements.

Understand and fulfil our legal responsibilities regarding mandatory reporting of children and young people at risk of significant harm and management of allegations of reportable conduct against CatholicCare personnel.

Understand and fulfil our obligations and duty of care to report allegations

of abuse or neglect of older people or people with a disability.

Raising and acting on any concerns that may impact the quality of care, support and service we provide.

4.3. What questions can we ask to reflect on what we are doing?

Before disclosing information, am I satisfied that I am authorised to release the information?

What do we not want to see?

Divulging, either during employment or after leaving CatholicCare, any confidential information gained as a CatholicCare employee that could adversely affect CatholicCare's services, clients or standing in the community.

Express personal views through public comment to the media, giving the impression that they are speaking on behalf of or representing the view of CatholicCare unless they have prior authorisation from the Chief Executive Manager.

5. SAFE WORKING ENVIRONMENT

Aim

Promote a safe working environment and safe work practices and report all hazards for prompt attention.

5.1. Why is this Important?

Reporting incidents and hazards in the workplace is about creating a safe working environment. It's not about calling out (or blaming) certain people or environments.

It's important to report even minor hazards. This ensures that the likelihood of that hazard occurring again is minimised or (preferably) eliminated. Most importantly, it ensures that the hazard does not grow into a more serious risk.

5.2. What should we be doing?

Promote the safety and well-being of all clients, particularly children and young people and vulnerable adults.

Refrain from any form of interaction that may cause harm, including ill treatment, neglect, psychological harm, sexual offences or sexual misconduct

Promote a safe working environment and safe work practices and report all hazards and attend to them promptly

Contribute to the health and safety of self and others in the workplace.

No matter how big or small, if you notice a hazard in your place of work, you must report this immediately. Depending on the business protocols, this can either be to the Team Leader/Coordinator, or directly to the Executive Manager. Every program must follow CatholicCare hazard reporting procedures.

5.3. What questions can we ask to reflect on what we are doing?

How likely is it that the hazard could harm me or someone else?

How badly could I or someone else be harmed?

5.4. What do we not want to see?

Not reporting Hazards because you feel that the hazard does not directly affect you and that it is not your responsibility.

Hazards not monitored and controlled to reduce the impact and injury of clients and/or employees.

Report for any duty at any time under the influence of illicit drugs, alcohol or medication, to the extent that it may impair your ability and the ability of your colleagues to safely and effectively perform any work requirements.

6. POLICIES AND PROCEDURES

Aim

Be aware of the policies and procedures that apply to the work they are employed for.

6.1. Why is this Important?

CatholicCare has a responsibility to ensure all employees know and understand the requirements of their job by providing access to training and advice as well as documented policies, procedures and guidelines.

Employees are also responsible for their own professional development and education.

6.2. What should we be doing?

Maintaining an up-to-date knowledge of relevant policies, procedures and guidelines and applying them appropriately. All policies, procedures and guidelines are available through the Intranet.

If workers are uncertain about the scope or content of a policy with which they are required to comply, they should seek clarification from their Line Manager.

Be familiar with the legislation under which you are employed, as this may specify requirements for mandatory compliance.

Work collaboratively with individuals, groups and social agencies on issues, policies and programs that are compatible with CatholicCare's mission and vision.

Carry out reasonable directions given by supervisors, Line Managers, Executive Managers, the Chief Operating Officer (COO) or the Chief Executive Manager and follow CatholicCare's policies and procedures at all times.

Transport clients in accordance with CatholicCare's policies and procedures in a way that promotes a culture of safety for clients and personnel

6.3. What questions can we ask to reflect on what we are doing?

Am I aware of the Policy or Procedure that relates to the function I am carrying out?

Do I understand the process of locating the most current document relating to the Policy or Procedure I need?

6.4. What do we not want to see?

Acting outside your level of competency or authority.

Not asking questions about how to carry out your duties if you are unsure.

Engage in or tolerate any fraudulent or corrupt activity of any kind, including for the benefit of CatholicCare.

Undertake any secondary engagement or outside activities, whether paid or voluntary, that may create a conflict of interest and/or duty with your position without formally notifying CatholicCare.

7. CONTINUOUS IMPROVEMENT

Aim

Commit to continuous quality improvement of programs, systems, policies and procedures by using the appropriate systems.

7.1. Why is this Important?

Continuous Quality Improvement (CQI) is a quality management philosophy that encourages all team members, including Advisory Council members, volunteers, and employees, to continuously ask what can be done better.

A continuous quality improvement program aims to ensure that all team members, feel consistently empowered to improve efforts and results.

7.2. What should we be doing?

Being committed to continuous quality improvement of programs, systems, policies and procedures by using the appropriate systems

Most problems are found in processes, not in people. Seek to find solutions to produce the best

outcome, instead of blaming people for problems that arise.

Make processes and procedures consistent. When output is consistent, teams can begin to improve processes.

Improvement should be part of the culture of the organisation and a natural part of how people perform their jobs.

Improvement doesn't only mean success in a one-off project; rather, it is an ongoing effort, concurrent with regular duties.

Test improvements as they happen, to ensure that programs are constantly improving without waiting for a formal evaluation. It lets you serve your clients better.

Monitor service quality and client satisfaction by using valid data and getting feedback.

7.3. What questions can we ask to reflect on what we are doing?

Is there a better and more efficient way of providing this service?

Would there be a more effective way of completing this task/procedure?

Have I scheduled time to work on tasks that enable continuous improvement?

Do I use data, do I have data that enables me to inform my program?

Why? Why? Why? Why? Why? What? How?

7.4. What do we not want to see?

Blaming the people and not reviewing and identifying the gaps/enhancements in the process that need improvement.

Adopting the saying "*If it isn't broken, don't fix it*"

8. INTELLECTUAL PROPERTY (IP) RIGHTS

Aim

Respect that the intellectual property rights arising from works developed in relation to their employment, belongs to and remains the property of CatholicCare.

8.1. Why is this Important?

In Australia, the employer owns the IP created by an employee if it is related to the employer's business, unless the employment contract stipulates otherwise. This obligation continues past termination or ceasing employment with CatholicCare.

8.2. What should we be doing?

Use and maintain resources responsibly in an honest, efficient, and careful manner and for the purposes for which they are designed and approved

Use and maintain CatholicCare property and resources responsibly and accept accountability for the use of these resources

Only use CatholicCare resources for private purposes with prior approval

Respect that the intellectual property rights arising from works we develop in relation to our employment belong to CatholicCare.

We take responsibility for the care and protection of this material and ensure all IP remains the property of CatholicCare

8.3. What questions can we ask to reflect on what we are doing?

Is this related to my role at CatholicCare or completely unconnected?

8.4. What do we not want to see?

Using Program information downloaded onto a flash drive to distribute, email or print for and to be used externally.

The use of software that was designed for use in a Program within CatholicCare being utilised for external purposes. This includes excel databases, PowerBI reports, PowerPoint presentations.

Processes or business plans created for the purpose of making programs more efficient, serviceable, or productive shared with external parties or used for individuals benefits outside of CatholicCare programs.

Any products that were designed to enhance CatholicCare services and client delivery shared with external parties or used for individuals' personal benefits or ventures.

Promotional material including newsletters, articles, media statements or advertising used for

any purpose than sharing information within CatholicCare and with its stakeholders.

9. SOLICITING CATHOLICCARE CLIENTS

Aim

Safeguard CatholicCare clients from potential coercion through solicitation or enticement to ensure continuity and quality of services provided by CatholicCare.

9.1. Why is this Important?

Provisions are included in an employment contract or deed of release which prevent employees from 'soliciting' or 'enticing away' the clients, employees or suppliers of their employer for a specified period of time after their employment ends.

Solicitation occurs where an ex-employee directly or indirectly requests, persuades or encourages clients of their former employer to transfer their business to their new employer.

9.2. What should we be doing?

Preserve the best interests of CatholicCare, and refrain from acting contrary to its interests.

Do not directly or indirectly solicit or attempt to solicit on your own behalf or on behalf of any other person or entity, a client of CatholicCare with whom we have worked or had access to their confidential information, while we are employed by CatholicCare, and for a period of at least 12 months after termination of employment with CatholicCare.

Disclose to a Line Manager any real or apparent conflict of interest between official duty and personal matters that could adversely impact CatholicCare's clients, services, or financial position or the agency's standing in the community.

If a current employee is aware that a current or former employee is soliciting clients raise this as a matter of concern to your Line Manager as soon as you are aware of this situation. On receipt of this information the Line Manager escalates immediately to their Executive Manager.

9.3. What questions can we ask to reflect on what we are doing?

Am I breaching my employment contract in soliciting a CatholicCare client?

Is soliciting a CatholicCare client in the best interest of the client?

In soliciting a client am I abiding by the mission, vision and values of CatholicCare?

Am I being true to my own moral compass or am I taking an action based on greed?

9.4. What do we not want to see?

Collection of Client data to use for solicitation of a client.

Contacting clients prior and/or after exiting employment at CatholicCare to terminate their services at CatholicCare and to become a client of the new provider.