

1 January 2025

To: All Stakeholders

From: CEO



## Code of Ethics – Parents, Carers, Guests

The purpose of this document is to identify the position of Miracle Babies Foundation on ethics and proper practice and to document the standards expected in attending a service or event delivered by Miracle Babies Foundation.

### INTRODUCTION

This policy applies to all Miracle Babies Foundation volunteers, staff, board, members, parents, carers and guests. All volunteers and staff of Miracle Babies Foundation are committed to ethical conduct in providing the best possible service to the Community.

This Code of Ethics – Parents, Carers, Guests provides a set of standards and an ethical framework and expected behaviours for all stakeholders attending a service or event delivered by Miracle Babies Foundation volunteers and staff.

All volunteers and staff of Miracle Babies Foundation have a legal and moral responsibility to manage the organisation in the best interests of the community it serves. All volunteers and staff will demonstrate professional ethical behaviour at all times – in their responsibilities to the organisation, in their professional relationships with each other, and in their professional service to the community and will be required to adhere to this code of ethics.

All parents, carers, guests have a moral responsibility to adhere to the values, ethics and standards as set by Miracle Babies Foundation staff and volunteers.

### PARENTS, CARERS, GUESTS

All STAKEHOLDERS, including but not limited to parents, carers, guests agree to:

- Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of the organisation and the organisation's service users, ensuring that all members, particularly those who are recipients of services, are treated fairly according to their rights.
- Act in a manner that is safe, responsible, cautious and effective.
- Notify the organisation of any risk, activity or illness that may negatively impact Miracle Babies Foundation and the organisation's service users as early as possible.
- When attending services or events, behave in a lawful manner so as to assist in ensuring the organisation carries out its business in accordance with the law; recognising both legal and moral duties.
- Respect and safeguard the property of the organisation, the public and colleagues, and observe safe work practices so as not to endanger themselves or others.
- Maintain confidentiality regarding any personal information of service users gained through their attendance (Refer to **Privacy Policy** for additional information).
- Be honest, open and transparent of any transactions, risks, agreements and records that occur through attending services or events.
- Undertake no personal or business activities for personal gain while at the organisation or while conducting business of the organisation, unless specifically invited by the organisation to do so.
- Create a safe and respectful environment and community. Any bullying, slander or defamatory behaviours will not be tolerated.
- Refrain from acting as a counsellor, therapist or in any other professional capacity other than peer support and friendship, unless a professional invited to do so.
- Be impartial, non-judgmental and non-discriminatory towards all board, members, staff, volunteers and Miracle Babies Foundation service users; this includes discrimination based on race, sex, age, ethnic origin, religion, disabilities or sexual orientation.
- Adhere to the various policies of Miracle Babies Foundation whilst attending services as part of the *NurtureProgram*, or events delivered by Miracle Babies Foundation.

- Adhere to the Wellness Policy, safety and security, food and drink rules in attending services or events.
- Respect the individuality, dignity and rights of all board members, staff, volunteers and Miracle Babies Foundation service users, including but not limited to parents, carers and guests.
- Refrain from sharing confidential information divulged at services or events by board, members, staff, volunteers and Miracle Babies Foundation service users without their consent except when compelling legal, medical or ethical reasons exist. In these circumstances the person must inform the appropriate board member or designated person. For guidelines regarding notification, refer to Miracle Babies Foundation Confidentiality Policy.
- Services are a non-smoking environment.

### **RESPONSIBILITY**

The CEO of Miracle Babies Foundation is responsible for the implementation and review of this policy.

All board, members, volunteers and staff (including casual, permanent and contract staff), parents, carers and guests are responsible for adhering to all applicable clauses and reporting any instances in breach of this policy to the CEO.

### **RELATED DOCUMENTS**

Miracle Babies Foundation Privacy Policy

Miracle Babies Foundation Confidentiality Policy

Miracle Babies Foundation Wellness Policy

**Approved By**

CEO, Board of Directors, Miracle Babies Foundation

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# Child Protection Policy

Miracle Babies Foundation is committed to improve, support and enhance all lives impacted by a premature or sick birth. Family support services, resources and information is delivered through the *NurtureProgram*, including *NurtureTime* with in hospital visits, *NurtureLine*, a 24 hour helpline and also supporting families following discharge through the *NurtureGroups*. Together with *NurtureNetwork*, *Nurture 'E'* and *NurtureResources*. In broad terms this means that we:

- Must listen and pay attention to communications with staff, volunteers, parents, carers and children whilst providing support.
- Ensure that all concerns are reported to Management and appropriate reports are made to request follow up or investigation.
- Use and disclose personal information only when a concern is raised.

## 1.1 CODE OF CONDUCT

- Act honestly and in good faith at all times in the interest of the organisation and the organisation's service users, ensuring that all families and carers, in particular the children and their families are treated with respect at all times.
- Act in a manner that is safe, responsible, cautious and effective. Staff and volunteers are to perform all their duties to the best of their ability. Taking into account their skills, experiences, qualifications and position.
- Act as a positive role model to the children and set clear boundaries about appropriate behaviour with the children, as this will help all involved carry out their roles effectively.
- If there are any concerns regarding any child behaviour towards any other children please speak to the *NurtureProgram* Support Worker, Coordinator or Management.
- Adhere to the Code of Ethics.
- Staff and Volunteers who are involved within *NurtureProgram* and Events are to adhere to their respective policies and procedures.

## 1.2 BEHAVIOUR MANAGEMENT

- It is our belief that staff, volunteers and children benefit most when they know how they are expected to behave and should be free to interact within a child friendly environment without the fear of being hurt or unfairly restricted.
- Bullying involves the persistent physical or verbal abuse of another child or children. Miracle Babies Foundation takes this matter very seriously, if a child bullies another child we will:

- Intervene to stop the child from harming another
- Explain to the child doing the bullying why their behaviour is inappropriate
- Give reassurance to the child who has been bullied
- Advise parent/carer of incident, complete and submit an incident form to head office as required

### **1.3 COMPLAINTS**

Record and act on serious complaints of abuse as outlined in the complaints policy.

### **1.4 RECRUITMENT OF STAFF**

All volunteers and staff will undergo the routine recruitment process defined by Miracle Babies Foundation including a Working With Children and Vulnerable People Check, National Criminal Record Check. Volunteers and staff that are recruited to assist with the *Nurture*Program may undergo further screening checks required by local hospitals or health districts.

### **1.5 COMMUNICATION**

Our policy will be discussed during our induction sessions for all new staff and volunteers. Children and parents joining our programs will receive a copy of the Policy and Code of Ethics

**Approved By**  
CEO, Board of Directors, Miracle Babies Foundation