

1 January 2020

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 – Carers, 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 services 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.
- Should a parent or carer resign registration to NurtureProgram services, registration will not be accepted for 12 months to any regions.
- Should a parent or carer registration to NurtureProgram services be revoked for breach of this Code of Ethics or any other policies, the parent or carer registration will not be accepted for any future NurtureProgram services.
- 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.
- NurtureProgram 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