



Policy Statement

Ethics

Helping Hand is driven by values of excellence, respect, compassion and community and is committed to realising its vision to be the most trusted and exceptional partner in aged care and wellbeing services.

The organisation uses its values as a compass in its delivery of safe quality care, and in the culture it creates for its workforce.

People accessing our care services in their home and community, in residential care, or in our retirement living centres, are among the most vulnerable in our communities. It is essential that we adopt a robust approach to ethics in the design and delivery of our care, and in the environments where we work. This applies to how we make decisions and how we treat everyone we come in contact with each day.

Ethics are defined as moral principles that govern a person's behaviour or the conducting of an activity.

Professional ethics are a set of principles that guide the behaviour of people in a business context. They are essential to maintaining the legality of business and a healthy workplace.

An ethical decision is described as one that engenders trust, and thus indicates responsibility, fairness and caring to an individual. To be ethical, one has to demonstrate respect, and responsibility.

Ethical decision making within Helping Hand links to our risk and responsibility systems and processes.

Through the Ethics Policy, Helping Hand endorses the following commitments:

- We have an expectation that all employees will uphold our values of excellence, respect, compassion and community in their delivery of safe quality care and in their interactions with each other, students, volunteers, families, contractors and other stakeholders.
- We have an expectation that all employees will uphold the six universal moral values, which is to be trustworthy, respectful, responsible, fair, kind and good citizens in their delivery of safe quality care and in their interactions with each other, and our consumers, students, volunteers, families, contractors and other stakeholders.
- Our work will be guided by the principles of maintaining confidentiality, avoiding conflicts of interest, always pursuing the best interest of consumers, promoting benefit and avoiding harm.
- Where consumers are sole decision-makers about their own care, that the principles of medical ethics – respect for autonomy, beneficence (acting for the good of the patient), nonmaleficence (avoiding harm) and justice (treating like people alike) – apply.
- That the individual is always at the centre of our decision-making, regardless of how many people are involved in the decision-making and delivery of care.
- We recognise the importance of respect for dignity for consumers.
- That we provide an ethical approach to the welfare of consumers, particularly in respect to living arrangements, family and business affairs, financial and estate planning.



- That we are honest and transparent in all of our interactions with consumers, families, employees, students and volunteers and actively embrace open disclosure when required.
- That the law will be followed in all of our work and our delivery of safe quality care.
- That all Human Rights conventions will be respected and followed, in particular the United Nations Principles for Older Persons, adopted 1991, which are Independence, Participation, Care, Self-fulfillment and Dignity and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), adopted 2008) which include the principles of Equality of opportunity; Accessibility; Equality between men and women; Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

Links to Standards

ACSQC Standards

Standard 1: Consumer dignity and choice

Standard 2: Ongoing assessment and planning with consumers

Standard 3: Personal care and clinical care

Standard 4: Services and supports for daily living

Standard 5: Organisation's service environment

Standard 6: Feedback and complaints

Standard 7: Human resources

Standard 8: Organisational governance

NDIS Practice Standards

Standard 1: Rights and Responsibilities

Standard 2: Provider Governance and Operational Management