



Anavoli Code of Conduct

Introduction

Anavoli is committed to providing services that add value to the lives of all those we interact with. This Code of Conduct (The Code) sets out the minimum professional standards of integrity and conduct that apply to all Anavoli staff.

This Code is not exhaustive, Anavoli recognises that we cannot list all behaviours expected of our staff. If an unsatisfactory behaviour or action is not specifically listed, that does not mean it will not be in breach of the Code. Anavoli staff are expected to uphold exemplary standards of conduct in their role. Because they are in positions of trust and confidence, they must also have high standards in their personal lives. We expect that all staff will understand and adhere to this Code.

Broad language is used in this Code. The Code should be interpreted in the context of individual circumstance. 'Client' may refer to an individual adult or child; a student; a family, whānau, or aiga; a group; an organisation; or part of an organisation. 'Staff' means any employee, volunteer or contractor engaged in delivering services on behalf of Anavoli.

The Code consists of a framework of 9 overarching principles, which are a general guide to professional conduct. Each principle has statements describing the standards of professional conduct and practice required of Anavoli Staff.

Anavoli Staff should also be aware of the requirements placed on them as per the 'Policy and Procedure Handbook'.

If you have any queries, suggestions, or feedback on the contents of this code please forward to the Client Services Manager– admin@anavoli.co.nz.



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Principle 1 Act with integrity and honesty

You are expected to:

- 1.1 act honestly and ethically in all personal and professional behaviour,
- 1.2 comply with all legal, professional, and ethical obligations and any other relevant standards, including those in the Policy and Procedure Handbook,
- 1.3 be responsible for your own actions and decisions,
- 1.4 be reliable, dependable, and trustworthy,
- 1.5 communicate in an appropriate, open, accurate, and straightforward way,
- 1.6 decline any request to be a legal representative or power of attorney for a client,
 - if they are a former client, you should not be their legal representative or power of attorney if you gain, or looks like you gain, personal benefit from this relationship,
 - talk with your supervisor, employer, professional organisation, or seek legal advice in this situation.
- 1.7 not work in a situation where there is a conflict of interest:
 - discuss potential or actual conflicts of interest (both professional and personal) with your client and take all reasonable steps to protect their interests as much as possible,
 - tell a supervisor or employer about any potential or actual conflicts of interest and if they cannot be resolved then have the case assigned to a different case manager.

Principle 2 Respect the status of Māori as tangata whenua

You are expected to:

- 2.1 work in partnership with Māori clients and their family/whānau,
- 2.2 work in a culturally appropriate manner while recognising the diversity within the Māori population,
- 2.3 have an understanding of Te Ao Māori and be able to state and use bicultural practice models,
- 2.4 promote the rights of Māori to use Māori and/or bicultural models of practice to protect the integrity of Māori as tangata whenua,
- 2.5 promote access to services that meet the needs of all clients,
- 2.6 as a supervisor, endeavour to ensure supervision is culturally relevant if the supervisee is Māori,
- 2.7 as a supervisor, endeavour to ensure supervision is culturally relevant, safe, and responsive to Māori clients.



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Principle 3 *Respect the cultural needs and values of the client*

You are expected to:

- 3.1 respect the diversity between and within different cultures, including diversity of ethnicity, disability, economic status, age, sexuality, gender, faiths, and beliefs,*
- 3.2 understand as much as possible and support your client's cultural identity, recognising the significance of cultural identification and beliefs,*
- 3.3 consider and work with any service(s) that may help in providing culturally appropriate service make sure that your client understands the language being used and use a competent interpreter where practical if they do not understand,*
- 3.4 be aware of any personal or religious beliefs or moral positions you have and make sure these do not override a client's right to self-determination and to receive quality service,*
- 3.5 maintain professional objectivity and if this is not possible, discuss this with your client and if necessary, refer them to an appropriate person or service.*

Principle 4 *Be competent and responsible for your professional development*

You are expected to:

- 4.1 meet relevant standards of practice, which includes being competent in all aspects of your designated role,*
- 4.2 work in accordance with the law,*
- 4.3 work in a safe way,*
- 4.4 provide good-quality, effective client service,*
- 4.5 be accountable for the quality of your work,*
- 4.6 provide the client with details of the extent and nature of the services to be provided by their programme,*
- 4.7 maintain and improve your knowledge and skills,*
- 4.8 know and work within the limits of your own practice and seek supervision and guidance where necessary,*
- 4.9 Utilise the ANZASW Code of Ethics to assist in ethical decision-making,*
- 4.10 be responsible for, and engage in, continuing professional development, including actively participating in supervision and critically reflecting on practice,*
- 4.11 take responsibility for your own emotional, mental, and physical health, and practise appropriate selfcare – seeking help if your performance, practice, or judgement is affected by health concerns,*
- 4.12 effectively supervise tasks that you have asked others to carry out,*
- 4.13 have the necessary skills, experience, and competence if teaching or doing research,*
- 4.14 make sure that your students understand the relationship of this Code of Conduct, the Code of Ethics, and other relevant standards of practice to their present or future work practice.*



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Principle 5 *Protect the rights and promote the interests of clients*

You are expected to:

- 5.1 advocate for the human, legal, and civil rights of your client while also making sure that their behaviour does not harm themselves or others,*
- 5.2 support the client's right to self-determination – if their capacity and/or circumstances limit the possibility of self-determination, you must where possible protect your client's rights and welfare,*
- 5.3 facilitate fair access to services, resources, and other professionals where it is in the interests of your client and make appropriate referrals where possible,*
- 5.4 recognise and use responsibly the power that comes from any social work role, keeping the dignity of the client front of mind,*
- 5.6 never engage in or become a party to any discriminatory behaviour, harassment, coercion, or sexual or financial exploitation of clients,*
- 5.7 never abuse, neglect, harm, or exploit clients in any way,*
- 5.8 maintain personal and professional boundaries and not form inappropriate relationships with clients or those close to them,*
- 5.9 abstain from sexual relationships or any form of sexual interaction with clients or with those close to them – including any behaviours or comments which might reasonably be interpreted as being a sexual advance or sexually demeaning,*
- 5.10 not form a sexual relationship or have any form of sexual interaction with former clients or those close to them, where you have (or it could appear that you have), used any power imbalance, knowledge, or influence obtained while you were their social worker to exploit, coerce, or manipulate, intentionally or unintentionally, the person with whom the sexual relationship or interaction occurs,*
- 5.11 report any dangerous, abusive, exploitative, or discriminatory practice of any other social worker to the appropriate authority,*
- 5.12 advise clients of how to make a complaint if they are unhappy with the service provided,*
- 5.13 end the relationship with the client if it is clear a continued relationship would not benefit them and provide for alternative professional help if necessary.*



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Principle 6 Strive to establish and maintain the trust and confidence of clients

You are expected to:

6.1 treat clients with respect and dignity,

6.2 behave in a professional manner,

6.3 never abuse the client's trust,

6.4 never encourage or ask clients or former clients to give, lend, or bequeath money or gifts that will benefit yourself or those close to you – decline gifts or benefits that will place you under any obligation or perceived influence and do not put pressure on clients or former clients or their families/whānau to make donations to other people or organisations – receiving small token gifts (for example, chocolates or flowers) for sharing with colleagues may be acceptable, but cash gifts or items of larger value should never be accepted,

6.5 honour work commitments, agreements, and arrangements and when it is not possible to do so, explain to clients why this is not possible,

6.6 recognise, understand, and honour a client's right to make informed choices and give informed consent to any service or treatment they receive, except where any enactment or the common law provides otherwise,

6.7 if a client cannot give informed consent because they are unable to fully understand and/or communicate their decision, make sure you take reasonable steps to find out their views and seek consent from a person legally empowered to do this on your client's behalf (where such a person exists),

6.8 ask to see any relevant legal documents, such as an enduring power of attorney and its activation document if someone other than the client is trying to make decisions on the client's behalf,

6.9 take complaints seriously and respond to them in an appropriate, professional, and constructive way.



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Principle 7 *Respect the client's privacy and confidentiality*

You are expected to:

- 7.1 protect the privacy of the client's personal information,*
- 7.2 treat information gained in the course of the case worker/client relationship as confidential information and use it for professional purposes only,*
- 7.3 inform clients of the extent to which any other professionals or employees will be able to access client records,*
- 7.4 inform clients of the extent of confidentiality and the situations where the information may need to be disclosed and wherever possible advise your client of such a situation,*
- 7.5 store records securely and in accordance with the relevant policies and procedures,*
- 7.6 use technology with diligence and care to protect client privacy and take special precautions to protect client information in any electronic records, emails, documents, notes, or any other place where client information is held,*
- 7.7 maintain client confidentiality and privacy by not referring to any client or client-practice issue in public places including in social media, as even if identifying data such as names or place of residence are not included, the client may still be recognisable.*

Principle 8 *Work openly and respectfully with colleagues*

You are expected to:

- 8.1 communicate with colleagues with courtesy, openness, and honesty,*
- 8.2 work cooperatively with colleagues when such cooperation serves the well-being and the best interests of clients,*
- 8.3 resolve any conflict with colleagues respectfully and constructively,*
- 8.4 never bully, harass, or discriminate against colleagues,*
- 8.5 abstain from sexual relationships or any form of sexual interaction with supervisees,*
- 8.6 respectfully challenge any discriminatory practices by colleagues,*
- 8.7 not discuss colleagues in public places or on social media,*
- 8.8 not undermine or damage the reputation and character of colleagues by making malicious or unfounded criticisms of them – this may undermine clients' trust in the services they may have received or may receive,*
- 8.9 share knowledge, experience, and ideas to promote further education and training,*
- 8.10 if confronted by a colleague's professional negligence, misconduct or unethical behaviour, address the matter through established organisational or legal channels. If it is unable to be resolved through discussion or the matter is serious, report it to the appropriate authority, especially if the matter is dangerous, discriminatory, abusive, or exploitative.*



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Principle 9 *Keep accurate records and use technology effectively and safely*

You are expected to:

9.1 keep clear and accurate records,

9.2 make these records at the same time the events being recorded or as soon as possible afterwards and clearly attribute them to yourself,

9.3 not tamper with original records in any way,

9.4 take special care to protect client privacy and client information when using technology and/or electronic records,

9.5 be proficient in the skills required to use any technology when providing services and to seek appropriate training to stay current with emerging technologies to ensure competent and safe practice,

9.6 be aware of the dynamics, advantages, and limitations of technology-based interactions and the ways in which technology-based social work practice can be safely and appropriately conducted – it's your responsibility to:

- manage any associated risks when using technology – consider the destiny of data and be aware that all posts on social networking sites are public and permanent,*
- set and maintain clear and appropriate personal and professional boundaries in all forms of communication, including face-to-face contact, written, telephone, and online communications,*

9.7 act in accordance with the ANZASW Code of Ethics, this Code, and any other relevant regulations, policies, or laws when providing any service by electronic means, including the telephone,

9.8 follow the standards that would be applied in a face-to-face supervisory relationship when using or providing supervision by technological means.