

Code of Conduct Members

October 2021



Mental Health Coordinating Council

Ground Floor, Building 125
Corner of Church and Glover Street
Lilyfield NSW 2040

PO Box 668 Rozelle NSW 2039

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POLICY STATEMENT

Mental Health Coordinating Council (MHCC) is an organisation where membership is open to both organisations and individuals with an interest in the area of mental health.

This code of conduct is a statement of the values and principles by which members of MHCC agree to operate. It is the intention of this code to provide confidence in the standards of the service provided by MHCC members.

In becoming a member of MHCC by the payment of its annual membership fees, the member agrees to abide by this code of conduct.

Failure to abide by this code of conduct may result in the Board reviewing the membership status of the member.

PURPOSE

The purpose of this Members Code of Conduct is to:

Build a professional and credible voice for the community-managed sector

PRINCIPLES

This Code of Conduct is based on the following principles that are intended to guide the behaviours and conduct of MHCC Members.

Respect for people, their rights and dignity

- Accord appropriate respect to the fundamental rights, dignity and worth of all people.
- Respect the rights of individuals to privacy, confidentiality, self-determination and autonomy.

Reputation and Objectives

- Members should act in a way that maintains, promotes and enhances the vision, mission and reputation of MHCC
- Members are requested to bring to the attention of the MHCC CEO or Chair any issues they feel detract from the positive reputation of MHCC

Quality service provision

- Members should undertake their work in accordance with appropriate standards and with a commitment to continuous quality improvement

Integrity

- Members should practice honesty and fairness
- Members should not knowingly make or prepare or certify as true any oral or written statement which is false, incorrect, misleading or incomplete
- Members should conduct themselves with courtesy and consideration
- Members should only constructively criticise and should not attempt to maliciously damage the reputation, practice or prospects of other organisations or individuals within the Sector
- A member agrees to comply with and conduct its operations in accordance with all regulatory, statutory and operating requirements that are proclaimed by law.

Consultation

- Members are encouraged to participate in consultations; working, advisory or reference groups and events held by MHCC
- Members are encouraged to keep MHCC informed about activities and issues of concern in their area of interest.

Confidentiality

- Members should ensure the responsible use of information obtained in the course of their service delivery and work with MHCC
- Members are not to divulge any confidential information pertaining to MHCC, its members or its customers

Use of MHCC's name

- In the course of their professional activities, members are entitled to state their membership of MHCC and offices held. Beyond this, any use of the name and logo of MHCC, or claims of endorsement of activities or events, should only be made with written approval of the Chief Executive Officer.

Privacy of members

- Members organisational contact details are made available on the MHCC website. Beyond this members should not disclose or allude to privileged information about other members without their expressed permission.
- Members acknowledge that MHCC may collect information from members, however any information will be de-identified prior to use by MHCC unless permission has been granted by the member.

Diversity of interests

- Members have diverse backgrounds, and the range of their needs, interests and contributions should be respected.
- Members should acknowledge the diversity of interests across the membership base and the limited resources of MHCC to respond to all areas of interest.

Conflict of Interest

- Members have a responsibility to declare any potential conflicts of interest at the earliest possible opportunity

BREACHES

Failure to abide by this code of conduct may result in the Board reviewing the membership status of the member.

AFFIRMATION

MHCC Members affirm to:

- Pay any membership fees or other invoices from MHCC within 30 days from the date of issue
- Notify the MHCC Secretariat in writing of any changes in contact details
- Be guided in their actions by the spirit of this code of conduct
- Notify MHCC of any instances of dissatisfaction with the products or services they receive from MHCC. Where this occurs MHCC will follow our complaints process
- In the unlikely event of MHCC winding up, agree that under the Corporations Act 2001 (Cth) that the amount of the guarantee payable to MHCC is \$1.



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