



VALUES AND ETHICAL FRAMEWORK

MISSION STATEMENT

To enhance the psychological health and well being of people and their various human environments.

OBJECTIVES

Since 1961, the staff at Cairnmillar have been active and pioneering in achieving the following objectives:

- Prevention and treatment of behavioural and emotional problems of children;
- Prevention and treatment of emotional distress arising from severe traumas;
- Development of better work environments;
- Prevention and treatment of stress-related disorders of adults;
- Prevention and treatment of relationship problems; and
- Psychological health and emotional well-being of people 45-105 years.

AIMS

Cairnmillar aims to:

- Promote continuous improvement at all levels of an individual's well-being;
- Enhance our clients' life by providing high quality psychological treatment services for people in need;
- Provide high quality education and training services in psychological counselling and psychotherapy for the community, organisations and workplaces; and
- Provide programs and services for enhanced health and well-being, personal fulfilment and community belonging.

OUR VALUES

- To improve the quality of life by helping people find personal fulfilment and social belonging.
- To provide psychological treatment services to help people find freedom from their difficulties, and provide resources to cope and thrive in their relationships and their work.
- To advance community knowledge about human behaviour, psychological health and well-being.
- To encourage greater professional skill and leadership through training programs for people of the helping professions.
- To foster better working environments in business and industry, schools and institutions, thus advance the wide cause of health and well-being.

ETHICAL STANDARDS

The Cairnmillar Institute is committed to the following ethical standards:

- Providing counselling services for clients, a workplace for staff and a learning environment for students that is free from all forms of discrimination and sexual harassment, recognising the diversity of the community it serves and protecting people's human, legal and moral rights;
- Handling personal information with confidentiality and protecting client and staff privacy;
- Operating within the code of ethics of the Australian Psychological Society;
- Operating within the rules and regulations of the Psychological Registration Board of Victoria;
- Delivering services fairly, effectively, impartially and courteously to the Australian community, being sensitive to the diversity of the Australian community;
- Assuming a responsibility to provide services which would not put others at risk ensuring a safe workplace environment;
- Establishing work place relations that value communication, consultation, co-operation and input from employees for matters that affect their workplace.

CODE OF PRACTICE

Cairnmillar's services, courses and programs are developed under Cairnmillar's philosophy, values, policies, procedures and regulations that govern the Institute. The Cairnmillar Code of Practice is as follows:

Cairnmillar is built and governed through the following values and beliefs:

- Transparency
- Integrity
- Accountability
- Professionalism
- Prudence

- Good corporate governance
- Compliance with-government regulations such as the ESOS Act (2000), The National code of Practice, DIAC regulations, AQF standards and the Higher Education Support Act (2007).
- Fair and equitable policies and procedures that are fair to staff, clients, students and stakeholders
- Excellent relationships with diligent
- Community support
- Minimisation of risk to clients, staff, students and stakeholders via regular independent compliance audits and continuous improvement.

CAIRNMILLAR POLICIES AND PROCEDURES POLICY

The policies of our organisation are a specific set of rules and regulations which guide the day to day manner of the conduct of business in our organisation. The policies of our organisation have been framed within the parameters of industry and government guidelines as well as our strategic and business goals.

Cairnmillar reviews its policies and procedures at least on a half yearly basis to ensure that Cairnmillar is able to respond effectively to the:

- Changing nature of the industry
- Changing nature of the government regulations
- Changing nature of the client needs
- Changing nature of the overall business environment

Cairnmillar policies and procedures are included as necessary in various organisational documents, publications such as the business plan, staff manuals, general procedural manual, student handbook and student orientation manuals, Cairnmillar website and brochures. Training of staff in the application of policies and procedures is ongoing and particularly included in staff orientation and induction programs.

PRIVACY POLICY

Cairnmillar is committed to providing a quality service which includes ensuring that privacy is maintained. Cairnmillar is bound by the Privacy Act 1988 and the Health Records Act 2001. Under both the Privacy Act and the Health Records Act clients of the service are entitled to:

- Know why personal information is being collected and how it will be used;
- Ask for access to records, including health information;
- Request to stop receiving direct marketing material;
- Correct inaccurate information;

- Know which organisations will be given access to personal information;
- Ensure Cairnmillar only uses information for purposes that have been disclosed;
- Find out what information Cairnmillar keeps and how it is managed.

COLLECTION AND STORAGE OF PERSONAL INFORMATION

All psychologists, provisional psychologists or counsellors providing counselling and psychotherapeutic services at Cairnmillar are required to keep case notes about matters or information gained in individual, joint or family sessions.

Cairnmillar collects information from the forms that are completed when attending the service, or through information provided by the person or agency referring clients to the service and information gained in the sessions. All information collected by Cairnmillar is stored as written case records, electronic files and/or computerised data records.

The data collected is used to monitor contract performance accountability and to provide trends in service delivery and other social indicators. Cairnmillar may, from time to time, enter into contracts with other agencies who might specify similar accountability requirements. Our Privacy Statement also covers those contracts.

Under Cairnmillar's funding agreement to provide counselling services to the Commonwealth Department of Families, Community Housing and Indigenous Affairs (FaCSHIA), Cairnmillar is obliged to provide information and statistical details about our services through an electronic data collection system called FaCSLink.

POLICY AND PROCEDURE REGARDING SEXUAL HARASSMENT

PURPOSE

The Cairnmillar Institute and The Cairnmillar Institute School of Counselling and Psychotherapy (the Institute/Cairnmillar) has policies and procedures to promote a safe and sexual harassment free work and study environment for all staff and students to ensure that it meets its obligations under Victorian and Commonwealth legislation.

SCOPE

The policy applies to employees and prospective employees, contractors, members of associate organisations and qualifying bodies, students, prospective students, clients, and customers of the Institute, visitors or individuals engaged in an official/formal relationship with the Institute.

All persons covered by the scope of this policy are required to:

- Comply with this policy;
- Behave appropriately and
- Promote appropriate standards of conduct at all times.

PRINCIPLES

Cairnmillar is committed to providing all staff and students an equitable and inclusive study and work environment, free from sexual harassment. In this way the staff and students are ensured that they are able to work effectively and fully participate in all aspects of their work and student life.

Sexual harassment is unlawful under the Federal Sex Discrimination Act 1984 and the Victorian Equal Opportunity Act 1995. Individuals who engage in behaviour which constitutes as sexual harassment not only put the Institute at risk of liability, but also expose themselves to possible legal action.

Cairnmillar respects the differences in cultural norms, expectations and values practiced by students and staff from diverse backgrounds.

POLICY

1. Eliminating Sexual Harassment

Cairnmillar is committed to the development of a learning and working environment, free from all forms of discrimination and harassment. The Institute's goal is the promotion of excellence by creating a supportive work/study environment and that is incompatible with sexual harassment. Cairnmillar will continue working towards the development of its primary goals of teaching, learning and research excellence through valuing diversity, encouraging relationships of dignity and respect, and developing standards of ethical behaviour. These goals will be achieved by strategies such as raising awareness within the Institute about sexual harassment, devoting resources to prevention, and responding appropriately to complaints.

2. Objectives of this policy

- To convey clearly to all staff and students that behaviour which constitutes sexual harassment will not be tolerated in any form at the Institute.
- To encourage the staff/student community to understand, and to have access to, the information and training needed to prevent sexual harassment and to address any incidents.
- To have procedures in place to deal with complaints of sexual harassment which:
 - are accessible to all staff and students;
 - observe the principles of natural justice;
 - provide support for those staff and students who report sexual harassment;
 - provide clear links to staff and student disciplinary procedures to deal with identified breaches and vexatious complainants; and
 - protect against victimisation of a complainant or a person associated with a complainant.

3. Behaviours which constitute sexual harassment

Forms of behaviour which may initially appear mild or trivial can constitute as sexual harassment, particularly where there is a relationship of power or formal inequality of personal status between individuals.

4. Where is harassment likely to occur?

Sexual harassment is unlawful in any work or study related context. The Victorian Equal Opportunity Act 1995 defines 'workplace' as any place a person attends for the purpose of carrying out any functions in relation to their employment, occupation, business, trade or profession, regardless of whether or not it is their principal place of employment. Common workplaces are also covered under the Act. In the Institute context sexual harassment can occur in any study related location including the classroom, at conferences, or at work functions.

5. Examples of sexual harassment

Sexual harassment may be a single incident or a series of incidents and may include:

- sexual jokes, offensive telephone calls and e-mail messages, displays of obscene or pornographic photographs, pictures, posters, screen savers and internet sites, reading materials or objects;
- sexual propositions or persistent requests for dates;
- making promises or threats in return for sexual favours;

- physical contact such as patting, pinching, fiddling with a person's clothing or touching in a sexual way, familiarity such as brushing against a person or putting an arm around another person's body;
- unwelcome or improper remarks or insinuations about a person's sex life or private life;
- suggestive comments about a person's appearance or body;
- leering, wolf whistles, catcalls, obscene gestures;
- indecent exposure;
- requests for sex;
- sexually explicit conversations, insults taunting or comments.

6. Stalking, sexual assault and rape

Stalking, sexual assault and rape are all criminal offences and staff and students are encouraged to report such offences to the police. In exercising its duty of care, the Institute will investigate any such allegations under the provisions of the appropriate policies and procedures.

7. What behaviour does not constitute sexual harassment?

Relationships based on mutual attraction or friendship does not constitute as sexual harassment. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

8. Who may complain?

Both men and women may make complaints of sexual harassment and respondents to complaints.

The Institute has a duty to eliminate sexual harassment, whether committed by or against:

- employers or prospective employers;
- employees or prospective employees;
- contractors employed by the Institute and their employees on the Cairnmillar site;
- members of associate organisations and qualifying bodies;
- students, prospective students, clients, and customers of the School;
- visitors to the Institute or individuals engaged in an official/formal relationship with the Institute.

9. Vicarious liability

Cairnmillar recognises that it is vicariously liable for the actions of its employees (in the course of their employment) unless the Institute can demonstrate that it has taken reasonable precautions to prevent unlawful discrimination and harassment. The Institute reserves the right to decide whether to support complainants and respondents on a case by case basis and may seek to defend itself against vicarious liability at any time.

10. Authorising and assisting

A person must not request, instruct, induce, encourage, authorise or assist another person to sexually harass. To comply with such a request could result in a complaint being lodged against either or both parties.

PROCEDURE

Cairnmillar takes seriously its responsibilities to handle complaints of sexual harassment promptly and impartially. The Institute undertakes to train individuals involved in the resolution of complaints and to have available staff with relevant expertise to provide advice.

1. Avenues through which Discrimination and Harassment related complaints may be lodged

- 1.1** Staff members and students who believe that they are being sexually harassed in contravention of this policy and the relevant Legislative Acts (as amended) may take action as follows.
- 1.2** Students are to report incidents of sexual harassment to the Executive Director and/or Assistant Director.
- 1.3** Students are to report incidents of sexual harassment to the Course Co-Ordinator who will take the matter up with the Head of School.
- 1.4** Complainants are strongly encouraged to report incidents that may constitute a criminal offence to the Police, including rape, sexual assault or stalking.
- 1.5** Students must report all incidents of stalking, sexual assault and rape must be reported to the Executive Director and/or Assistant Director.
- 1.6** Staffs must report all incidents of stalking, sexual assault and rape to the Executive Director and/or Assistant Director.
- 1.7** All complaints will be treated in a confidentially, sensitive, fair and timely manner.
- 1.8** Staff who require counselling need to contact the Executive Director and/or Assistant Director for appropriate assistance.
- 1.9** Students who require counselling need to contact the Course Co-Ordinator who will arrange counselling with the Head of Student Services.

LEGISLATION

Cairnmillar will meet its obligations under the following Victorian and Commonwealth legislation through the implementation of their policies and associated procedures:

The Equal Opportunity Act 1995 (Vic)

The Racial and Religious Tolerance Act 2001 (Vic)

The Human Rights and Equal Opportunity Commission Act 1986 (Cth)

The Racial Discrimination Act 1975 (Cth)

The Sex Discrimination Act 1984 (Cth)

The Disability Discrimination Act 1992 (Cth)

The Racial Hatred Act 1995 (Cth)

WEB SITES

http://www.austlii.edu.au/au/legis/vic/consol_act/EOA1995250/

http://www.austlii.edu.au/au/legis/vic/consol_act/RRTA2001265/

http://www.austlii.edu.au/au/legis/cth/consol_act/HRAEOCA1986512/

http://www.austlii.edu.au/au/legis/cth/consol_act/RDA1975202/

http://www.austlii.edu.au/au/legis/cth/consol_act/SDA1984209/

http://www.austlii.edu.au/au/legis/cth/consol_act/DDA19922264/

http://www.austlii.edu.au/au/legis/cth/consol_act/RHA1995109/