

<b>Title:</b>	<b>Document Number:</b> <b>MOPO 1-1-5//08-03</b>
<b>Duty of Care Policy</b>	<b>Custodian:</b> <b>Corporate Services Manager</b>

## Statement of Policy

All staff, including volunteers, have a duty to MADEC to use due care and diligence in fulfilling responsibilities described in job descriptions or duty statements.

Staff must recognise that the first responsibility is the safety and well being of clients and members with whom we deal.

### Staff:

- must not take advantage of a position of authority
- must respect the privacy of clients and other staff and maintain confidentiality
- must maintain safe work practices
- must be aware of the OHS policy and procedures of MADEC
- must report accidents and record details on the incident report form kept at each site
- must become familiar with instructions in the MADEC Policy Manual and the Employee Handbook
- must be aware of other related policies of MADEC, eg Harassment

Each Manager is responsible to assist with the induction of staff.

Staff are expected to conduct themselves courteously and politely when carrying out duties.

Due consideration shall be provided to all clients and members exiting from MADEC's services to ensure smooth transition from MADEC to their next phase of assistance and support, where relevant, within or outside MADEC.

## Review

This policy will be reviewed every two years (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Authorised: CMT 5 February 2003  
Reviewed: CMT 18 April 2007– Authorised by CEO  
Reviewed: CMT 8 July 2008 – Authorised by CEO  
Reviewed: CMT 14 January 2010 – Authorised by CEO

## Custodian

Max Polwarth  
Corporate Services Manager