HOMELESSNESS QLD

ACADEMY 4 LEARNING
A DIVISION OF HOMELESSNESS

Ethical Principles - Housing and Homelessness

These Ethical Principles guide the professional conduct of all individuals working in the Housing and Homelessness Sector. It sets a benchmark for consistent, quality service delivery that is ethical, respectful and effective, fostering trust, integrity and professionalism.

1. Respect for Others

1.1 Dignity and Worth: Recognise and respect the inherent dignity and worth of all individuals, regardless of their background or circumstances, and always respect their rights, beliefs and decisions.
1.2 Diversity and Inclusion: Value diversity and inclusion and be non-judgemental by listening deeply, recognising one's own biases, acting with values-driven practice and approaching support with open-mindedness.
1.3 Approach: Practise with empathy, compassion, deep listening and a non-judgemental approach, allowing people to feel heard and valued.

2. Professional Integrity

2.1 Honesty and Transparency: Act with honesty and transparency in all professional situations. Provide accurate and complete information, and be steadfast in what you agree to do for others.
2.2 Accountability: Accept responsibility for personal and professional actions and decisions, using critical reflection and focusing on quality improvement.
2.3 Values: Practise values-driven work by consistently aligning practice with compassion, empathy, respect, social justice and dignity for all.

3. Professional Competence

3.1 Quality of Service: Act within the scope of your role and level of competence. Maintain up-to-date skills and knowledge, and continuously seek to improve professional knowledge and skills.
3.2 Evidence-Based Practice: Use evidence-based practices and stay informed about current research and best practice in housing and homelessness.
3.3 Critical Reflection: Engage in reflective practice to evaluate and improve professional conduct and decision-making. Adapt skills and knowledge to evolving service delivery through supervision, critical reflection and ongoing training.

4. Social Justice and Human Rights

4.1 Advocacy: Advocate for the rights and needs of individuals experiencing homelessness and housing distress, and work to address structural and systemic inequities.
4.2 Social Justice: Commit to social justice by challenging discrimination, inequality and injustice within all aspects of the work that people do.
4.3 Empowerment: Support and empower clients to advocate for themselves and make informed, self-determined decisions about their own lives.

5. Ethical Decision-Making

5.1 Ethical Dilemmas: Identify the ethical issue, consider the consequences of potential actions and ensure collaborative decision-making in the best interests of the person or people you work with. Make decisions reflecting integrity, fairness, respect and responsibility.
5.2 Person-Centered: Prioritise the needs and interests of people accessing services in all decision-making, ensuring their rights and wellbeing are at the forefront.
5.3 Systemic Thinking: Consider the wider picture and the interplay of individual, familial, community, environmental and societal factors. Understand situations holistically to develop comprehensive, effective responses and strategies.

6. Legal Obligations and Duty of Care

6.1 Compliance: Adhere to all relevant laws, regulations and policies governing the housing and homelessness sector, specifically protecting a person's right to privacy and confidentiality.
6.2 Reporting Obligations: Fulfil all mandatory reporting obligations regarding safety, abuse, neglect and other concerns as required by law.
6.3 Professional Boundaries: Maintain appropriate professional boundaries and avoid dual relationships that could impair professional judgement or increase the risk of harm.

"Ethical practice is not something we refer to only when practice becomes difficult—it is embedded in how we practise every day."
Use it to pause, question, reflect and guide professional judgement—not just when an ethical dilemma arises, but in the everyday decisions, relationships and actions that shape people's experience of our services.