



# National Code of Ethics for Case Management

From the *National Association of Public Health Administrators*  
Ashaire, Prasad, Hui, Nee, and Scott, *NYT Trustees*

**COPYRIGHT**

© 2013 Case Management Society of Australia ("CMSA").

Previous editions copyrighted 2012.

All rights reserved. Apart from fair dealing for the purpose of study, research, criticism and review as permitted by the Copyright Act 1968, no part of these materials may be reproduced, modified, or reused or redistributed for any commercial purpose, or distributed to a third party for any such purpose, without the prior written permission of CMSA.

Any permitted reproduction including fair dealing must acknowledge CMSA as the source of any such material reproduced and any reproduction made of the material must include a copy of this original notice.

Published by the Case Management Society of Australia Limited.

Email: [cmsa@cmsa.org.au](mailto:cmsa@cmsa.org.au)

Website: [www.cmsa.org.au](http://www.cmsa.org.au)

ISBN: 978-0-646-58328-0

# TABLE OF CONTENTS

|  |    |
|--|----|
| Purpose Statement of the Profession of Case Management .....         | 1  |
| Scope and Purpose of the Case Management Code of Ethics .....        | 1  |
| Interpretation of the Code of Ethics .....                           | 1  |
| Application of the Code of Ethics .....                              | 1  |
| Incorporating the Code of Ethics .....                               | 1  |
| Diagram 1 Application of the Code of Ethics for Case Management..... | 2  |
| Diagram 2 Putting Case Management Values into Action.....            | 3  |
| Case Management Values .....   | 4  |
| Case Management Principles .....                                     | 4  |
| Case Management Practice and Conduct .....                           | 5  |
| Framework for Ethical Decision Making .....                          | 9  |
| Ethical Questions for Decision Making .....                          | 10 |
| Definitions .....  | 11 |
| References .....   | 12 |

## **PURPOSE STATEMENT OF THE PROFESSION OF CASE MANAGEMENT**

The profession of case management recognises the inherent rights of Clients to professional and effective case management services.

Case Managers endeavour to provide quality, efficiency and effectiveness in case management services for Clients, the community, service and funding providers.

Case Managers strive to support Clients in maximizing their quality of life. This is achieved through implementation of the guiding principles of the Case Management Society of Australia (CMSA) as outlined in the CMSA National Standards of Practice for Case Management.

## **SCOPE AND PURPOSE OF THE CASE MANAGEMENT CODE OF ETHICS**

This Code of Ethics binds each member of CMSA (irrespective of membership status and/or classification) in the belief that in so doing it advances the profession of case management. This is achieved by embedding 'professional responsibility' into case management and an ethically uniform approach to case management practice.

CMSA members make a commitment to read, understand, utilise and apply this Code of Ethics within all professional interactions.

This commitment is renewable through annual membership and/or undertaking any certification processes of the CMSA.

The Code of Ethics includes:

- the Values of the case management profession;
- the Principles that guide ethical decisions; and
- the Code of ethical practice and professional conduct expected of Case Managers by their colleagues, employer and society.

The Values, Principles and Code of Ethics collectively and demonstratively support Case Managers to demonstrate professionally acceptable behaviour and forge a leadership role in managing ethical issues in the practice of case management.

This Code is not intended to detract from any responsibilities which may be imposed by law or regulation.

In applying the requirements outlined in this Code, Case Managers shall be guided, not merely by the words, but also by the spirit of this Code.

## **INTERPRETATION OF THE CODE OF ETHICS**

In this Code unless the contrary intention appears:

- words in the singular include the plural and words in the plural include the singular;
- where any word or phrase is given a defined meaning, any other form of that word or phrase has a corresponding meaning;
- headings are for convenience only and do not affect interpretation of the Code; and
- where a reference is made to the Client this may also refer to the Client representative.

## **APPLICATION OF THE CODE OF ETHICS**

This Code applies to the conduct of Case Managers and commits members to comply with the ethical standards of the Code.

A lack of awareness or misunderstanding of the Code of Ethics is not of itself a defence to an allegation of unethical conduct.

## **INCORPORATING THE CODE OF ETHICS**

The CMSA supports the use of this publication as a resource for member organisations to incorporate the content of the Code of Ethics into position descriptions, performance appraisals, performance management and policy and procedures specific to the case management role.

# DEFINITIONS

For the purposes of this Code, unless the context indicates otherwise:

|                                      |   |
|--------------------------------------|---|
| <b>Advocacy</b>                      | refers to the activities associated with negotiating or representing on behalf of a person.   |
| <b>Autonomy</b>                      | means a form of personal liberty whereby the individual possesses sufficient mental capacity to determine his or her course of action in accordance with a plan chosen and developed by himself or herself.   |
| <b>Beneficence</b>                   | the obligation or duty to promote good, to further another's legitimate interests, and to actively prevent harm or diminish its impact as much as possible.   |
| <b>Case Manager</b>                  | means a member, of any status, of the Case Management Society of Australia.   |
| <b>Client</b>                        | means the individual to whom a Case Manager provides services for or on behalf of.  |
| <b>Code</b>                          | means this National Case Management Code of Ethics (2012) as amended from time to time, and includes the definitions and interpretation, the application of the Code, all general principles, and the ethical standards.  |
| <b>Code of Ethics</b>                | are documents that aim to identify the broad values, principles and standards of ethical conduct on which a particular profession is based.   |
| <b>Colleagues</b>                    | includes other Case Managers, students, staff and others lawfully involved in the care of the Client.   |
| <b>Community</b>                     | refers to Australian society as a whole regardless of geographic location and any specific group the Client receiving case management defines as community; including those identifying as culturally connected through ethnicity, shared history, religion, gender and age.  |
| <b>Conduct</b>                       | means any act or omission by Case Managers.   |
| <b>Confidentiality</b>               | means respecting private and personal information, unless there are overriding ethical reasons for not doing so.  |
| <b>Culture</b>                       | means the distinctive ways of life and shared values, beliefs and meanings common to groups of people.  |
| <b>Culturally competent practice</b> | means culturally appropriate service delivery and a culturally appropriate workplace environment.   |
| <b>Informed consent</b>              | means that for consent to be considered valid six standards must be met: (1) coercion and undue influence must not have played a role in the Client's decision; (2) Clients must be mentally capable of providing consent; (3) Clients must consent to specific procedures or actions; (4) the consent forms and procedures must be valid; (5) Clients must have the right to refuse or withdraw consent; and (6) Clients' decisions must be based on adequate information. |
| <b>Justice</b>                       | means achieving a fair distribution of benefits and burdens.  |
| <b>Member</b>                        | means a member, of any status, of the Case Management Society of Australia.   |
| <b>Non-maleficence</b>               | means refraining from harming others or, if harm is inevitable, ensuring that as little harm occurs as possible.  |
| <b>Others</b>                        | may include the family, friends, relatives and other significant members of a Client's nominated social network, and people who are associated with the person who is the recipient of the case management service.   |
| <b>Professional relationship</b>     | (or role) is the relationship between a Case Manager and a Client which involves the delivery of case management services.  |
| <b>Social justice</b>                | refers to the concept of a society in which justice is achieved in every aspect of society, rather than merely through the administration of law. It is generally considered as a social world which affords individuals and groups fair treatment, equality and an impartial share of the benefits of membership of society.   |
| <b>Values</b>                        | are a particular grouping and ordering of values within a professional context.   |
| <b>Veracity</b>                      | means telling the truth.  |

## REFERENCES

- Accounting Profession & Ethical Standards Board – Code of Ethics. [2010]. Sydney, Australia.
- Australian Psychological Society. [2007]. Code of Ethics. Melbourne, Australia.
- Beauchamp, T., & Childress, J. (2001). *Principles of Biomedical Ethics*, Oxford University Press, New York.
- Case Management for Ending Homelessness - Standards of Practice. [2011]. Canadian Accreditation Council of Human Services. Edmonton, Alberta, Canada.
- Coady M., & Bloch, S. (1996). *Code of Ethics and the Professions*, Melbourne University Press, Melbourne.
- Code of Professional Conduct for Case Managers with Standards, Rules, Procedures, and Penalties. [2009]. Commission for Case Management Certification. New Jersey, USA.
- Congress, E. (2010), 'Code of ethics', in M Gray & S Webb (eds), *Ethics and value perspectives in social work*, Palgrave Macmillan, Basingstoke (UK), p. 19–30.
- Fry, S., & Johnstone, M. (2008). *Ethics in Nursing Practice: A guide to ethical decision making*, 3rd revised edition, Blackwell Science/ International Council of Nurses, London/ Geneva.
- Guy, M., E. (1990). *Ethical Decision Making in Everyday Work Situations*. Quorum Books, New York.
- Ife, J. (2010), 'Human rights and social justice', in M Gray & S Webb (eds), *Ethics and value perspectives in social work*, Palgrave Macmillan, Basingstoke (UK), p. 148–159.
- Nash, L. (1981). *Ethics Without the Sermon*. Harvard Business Review, p. 59.
- Reamer, F. (2006). *Social work values and ethics*, 3rd ed, Columbia University Press, New York.
- Quinn, M. (2009). 'Towards anti-racist and culturally affirming practices', in J Allan, L Briskman & B Pease (eds), *Critical social work: theories and practices for a socially just world*, 2nd edn, Allen & Unwin, Crows Nest (NSW), p. 91–104.
- Soydan, H. (2010). 'Anti-racist practice', in M Gray & S Webb (eds) *Ethics and value perspectives in social work*, Palgrave Macmillan, Basingstoke (UK), p. 135–147.
- Speech Pathology Australia - Code of Ethics. [2010]. The Speech Pathology Association of Australia Limited, Melbourne, Australia.





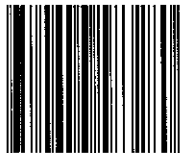
Case Management Society of Australia (CMSA)

Email: [cmsa@cmsa.org.au](mailto:cmsa@cmsa.org.au)

Website: [www.cmsa.org.au](http://www.cmsa.org.au)

Facebook: Case Management Society of Australia [CMSA]

ISBN 978-0-444-56328-0



9 780646 583280