

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Professional Practice					
<b>TSC</b>	Ethics, Values and Legislation					
<b>TSC Description</b>	Apply conduct, ethics, values and relevant legislation to uphold the integrity and reputation of the organisation and the profession					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>SSC-PVE-1010-1.1</b>	<b>SSC-PVE-2010-1.1</b>	<b>SSC-PVE-3010-1.1</b>	<b>SSC-PVE-4010-1.1</b>	<b>SSC-PVE-5010-1.1</b>	<b>SSC-PVE-6010-1.1</b>
	Adhere to principles of ethical conduct, policies and procedures and inclusive work practices in area of work	Apply principles of ethical conduct, policies and procedures and inclusive work practices in professional activities	Apply principles of professional ethics, conduct, policies and procedures and inclusive work practices to protect well-being and interests of clients and caregivers. Apply relevant ethical decision-making processes to address ethical dilemmas and issues	Monitor organisation operations to safeguard rights and interests of clients, caregivers and social service sector professionals, and ensure compliance to ethical and legal requirements. Apply ethical decision-making models and strategies to address ethical dilemmas and issues	Implement processes to monitor and ensure organisational activities are in compliance to legal and ethical requirements and are conducted in the best interests of the clients, caregivers and the social service organisation and professionals. Advise on ethical dilemmas and issues and guide resolution	Drive legal and ethical accountability and responsibility in operations and governance within the organisation or sector
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Organisational values and code of conduct</li> <li>Workplace safety and health requirements</li> <li>Procedures for incident reporting</li> <li>Duty of care</li> <li>Principles and practices of confidentiality and rights and interests of clients, caregivers and social service professionals</li> </ul>	<ul style="list-style-type: none"> <li>Legal, ethical and regulatory requirements in professional practice</li> <li>Organisational policies and procedures relating to legal and ethical practices</li> <li>Principles of ethical and professional conduct and inclusive work practices</li> <li>Types of ethical issues and dilemmas</li> </ul>	<ul style="list-style-type: none"> <li>Types of ethical issues and dilemmas and their impact on clients, caregivers and professional practice</li> <li>Methods for addressing ethical issues and dilemmas</li> </ul>	<ul style="list-style-type: none"> <li>Legal, ethical and regulatory requirements relevant to the social service organisations</li> <li>Culturally inclusive policies and practices</li> <li>Types and indicators of breaches in ethical and legal practices</li> <li>Ethical decision-making models and principles</li> <li>Incident reporting requirements and resolution procedures</li> <li>Risk management principles and policies</li> </ul>	<ul style="list-style-type: none"> <li>Legal, ethical and regulatory requirements relevant to the social service sector</li> <li>Implications of professional ethics in practice</li> <li>Ethical decision-making models and the hierarchy of principles to guide the resolution of ethical dilemmas</li> <li>Methods to appraise and manage personal and professional boundaries for ethical decision-making</li> <li>Change management principles and procedures</li> <li>Risk management practices and procedures</li> <li>Organisational policies and procedures for reviewing and reporting on governance and compliance</li> </ul>	<ul style="list-style-type: none"> <li>Legal system and legislation relevant to the social service sector</li> <li>Code of ethics and practices relevant to professional practice in the social service sector</li> <li>Procedures and guidelines for benchmarking ethical practices and conducting organisational audits and evaluation</li> <li>Current research and key trends on professionalism, values and ethical behaviour</li> <li>Comparative ethical structures within the social service sector and an organisation's ethical practices</li> <li>Government agencies and networks relevant to the social service sector</li> <li>Quality assurance principles and practices</li> </ul>

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<p><b>Abilities</b></p>	<ul style="list-style-type: none"> <li>• Adhere to organisational values and code of conduct in area of work</li> <li>• Carry out confidentiality protocols in area of work</li> <li>• Follow incident and reporting procedures</li> <li>• Exercise duty of care</li> </ul>	<ul style="list-style-type: none"> <li>• Apply the organisational, legal and ethical policies and procedures to professional activities</li> <li>• Execute confidentiality protocols in documentation, recording and disclosure of client information</li> <li>• Identify and inform supervisors on ethical issues and misconduct</li> </ul>	<ul style="list-style-type: none"> <li>• Assess ethical implications and apply decision-making processes to resolve ethical dilemmas</li> <li>• Advocate for the needs of the clients, ensuring their safety, security, well-being and inclusiveness</li> <li>• Assess potential workplace hazards and risks to ensure a safe and secure environment</li> <li>• Maintain duty of care and inclusive workplace practices</li> <li>• Report ethical issues and misconduct</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse reasons underpinning ethical dilemmas and issues and apply the appropriate ethical decision-making models to resolve them</li> <li>• Monitor organisation operational procedures to ensure work practices providing care and support of clients are executed in the best interest of clients</li> <li>• Review procedures of organisational operations to identify breaches to legal and ethical requirements</li> <li>• Monitor compliance to ethical practices, legal and regulatory requirements</li> <li>• Monitor, review and address incidents and complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Provide advice to multidisciplinary teams in ethical dilemmas and in court or legal forums for ethical decision-making</li> <li>• Establish procedures to identify and address ethical issues</li> <li>• Develop and implement procedures to maintain confidentiality of documentations and client records</li> <li>• Identify changes in ethical practices, legislation, regulations and reporting requirements with reference to government initiatives for incorporation</li> <li>• Review professional and ethical conduct and practices of social service professionals to determine gaps in compliance</li> <li>• Evaluate and translate compliance requirements for development of policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate organisational governance, compliance, and risk management policies and procedures in relation to professional practice</li> <li>• Assess changes in legislation and regulations, and benchmark ethical practices in the local and international contexts</li> <li>• Design new legal and ethical frameworks, formulating change structures and procedures</li> <li>• Determine ethical and legal implications on professional practices in policy review initiatives with relevant government and social service</li> <li>• Establish and monitor quality assurance procedures to ensure governance and ethical accountability</li> </ul>
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