



# Code of Conduct for Consumers

**Integrity** - Consumers and staff *working together* to further MHACA's aims.  
To not strive for personal gain or private outcomes. To try to reach consensus on issues that are being discussed.

**Honesty** - To *disclose interest* where consumers may have financial or personal gains, and withdraw from meetings if there is potential conflict between their own interest, colleagues and MHACA's interest.

**Confidentiality** - To *respect the privacy of others*. To not talk about consumer business with other members of the community and to not disclose any information which is private to consumers.

**Impartiality** - To provide *unbiased input* within a designated task.  
To represent the broader consumer views and not just their own.

**Respectful Behaviour** - To *treat others with courtesy and respect*.  
Incidents of harassment, sexual harassment, and aggressive or verbal abuse towards other consumers and staff will not be condoned or tolerated.

**Tolerance** – To *accept others* regardless of gender, culture or religious background. Discrimination of any form is in direct opposition to the Code of Conduct.

**Complaints/Feedback** - Is *appreciated and acted upon* to upgrade performance of MHACA services. An advocate is available upon request.

This Code of Conduct has been prepared by members of the Consumer Forum and will be incorporated into the MHACA Policy and Guidelines Manual and endorsed by the MHACA Committee.