



## The Case Management Society of Australia

# ETHICAL PRINCIPLES 2007

The Case Management Society of Australia Inc. was founded in 1996 in response to growing demands for support and information about Case Management. It was established with critical support from health industry stakeholders.

CMSA is a non-profit organisation dedicated to the support and development of the practice of quality Case Management.

The purpose of this document is to define the principals of ethical responsibility common to CMSA members. This document does not endeavour to replace any ethical frameworks governed by a Case Manager's professional discipline and is intended to complement the CMSA National Standards for Case Managers.

- The Case Manager must operate only within the context and boundaries of your educational achievements and earned credentials
- The Case Manager must disclose educational qualifications and professional credentials to clients when required
- The Case Manager is to maintain knowledge of and practice within laws, regulations and policies implicated in their practice
- The Case Manager will endeavour to strive for best practice in their work, in line with the National Standards of Practice for Case Management
- The Case Manager will maintain their professional development in areas of expertise
- The Case Manager will not provide services where they are aware of a conflict of interest
- The Case Manager will not accept gratuities, rebates, bonuses, gifts or other remuneration outside of their usual employment arrangements
- Case Managers must seek guidance from their agency regarding potentially unethical requests or situations
- The Case Manager must seek guidance from their agency when dealing with any legal concerns
- The Case Manager must always gain informed consent, including the provision of information for purposes of research
- The Case Manager must advise clients of their rights prior to them agreeing to accept a case management service.
- The Case Manager must fully disclose fees prior to carrying out services
- The Case Manager will respect peoples right to be an individual and refrain from value judgements
- The Case Manager will respect a person's right to self determination and the right to live with risk so long as there is no harm to themselves or others
- The Case Manager needs to ensure clients are fully informed of services available to them
- Each individual must operate without discrimination or harassment to others
- The Case Manager will not be involved in any sexual relations with clients or their carers
- The Case Manager will consider the best interests of the client as paramount at all times
- The Case Manager must respect the policy and procedures of their employer

Level 6, 52 Collins Street  
Melbourne VIC 3000  
Tel: 03 9658 2399  
Fax: 03 9658 2388  
Email: [cmsa@cmsa.org.au](mailto:cmsa@cmsa.org.au)  
Web: [www.cmsa.org.au](http://www.cmsa.org.au)