



Community Trust and Confidence

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Professional Standards Forum

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Three pillars of professional standards legislation





Trust and confidence



"One of the really important things that the royal commission has done is to give people a voice," Mr Colbeck said.

Royal Commission into Aged Care Quality and Safety

Final Report: Care, Dignity and Respect

Bullying and harassment is eroding trust in courts: Chief Justice



Michael Peby, Legal editor

Feb 4, 2021 - 10:52am

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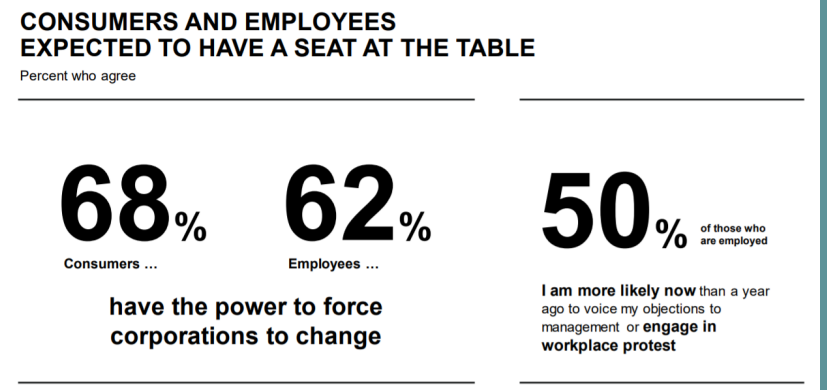
The legal profession's "significant problem with sexual harassment" and the "pervasiveness of unacceptable workplace behaviour" is eroding trust in the judiciary, says NSW Chief Justice Tom Bathurst.

Ingrained bias and discrimination were also "deeply troubling", Chief Justice Bathurst said in a speech to mark the opening of the law term hosted by the NSW Law Society this week.



NSW Chief Justice Tom Bathurst in his chambers. "The public is rightly and deeply questioning the trust they place in institutions, and rightly so." Walter Pesters

"Both behaviours disempower, exclude and silence victims from their rightful place in the law," he said. "This undoubtedly builds deep mistrust in the legal profession, and the judiciary."



2021 Edelman Trust Barometer. TMA, SE, SHV. Please indicate how much you agree or disagree with the following statements. 9-point scale; top 4 box, agree. Question asked of half of the sample. EMP, ENG. Thinking about your current employer, to what extent do you agree with the following statements? 7-point scale; top 4 box, agree. Question asked of those who are an employee (43%). General population; 27-min tag.

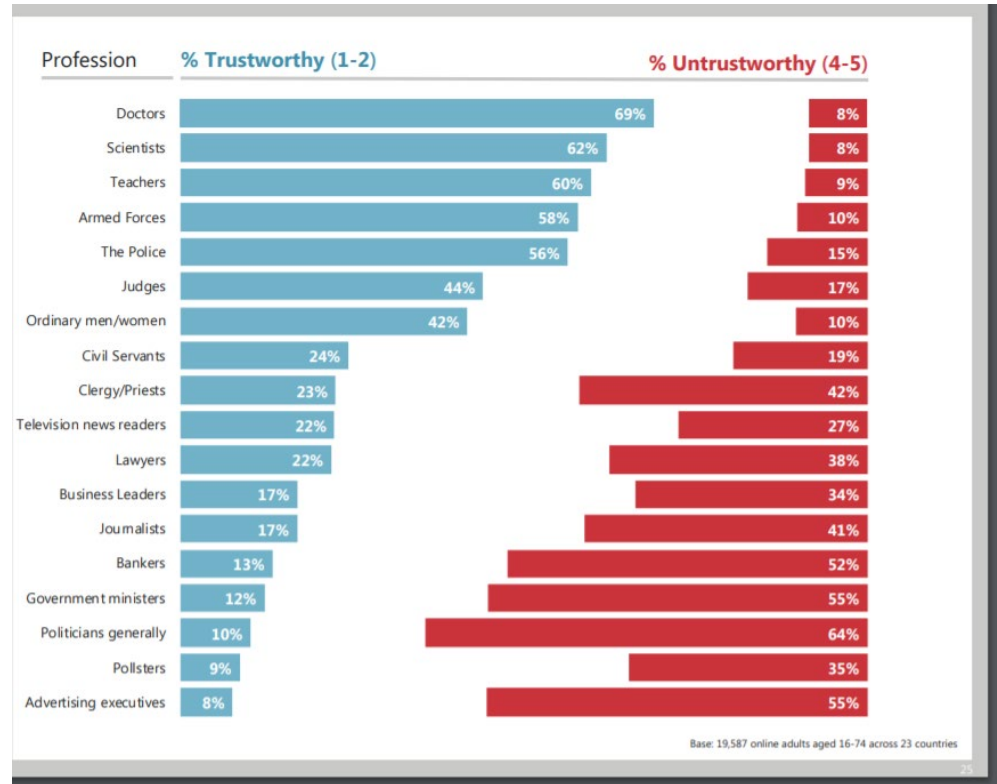



Social license to operate

The Ethics Centre's (2018) three key components required to operate on a social license:

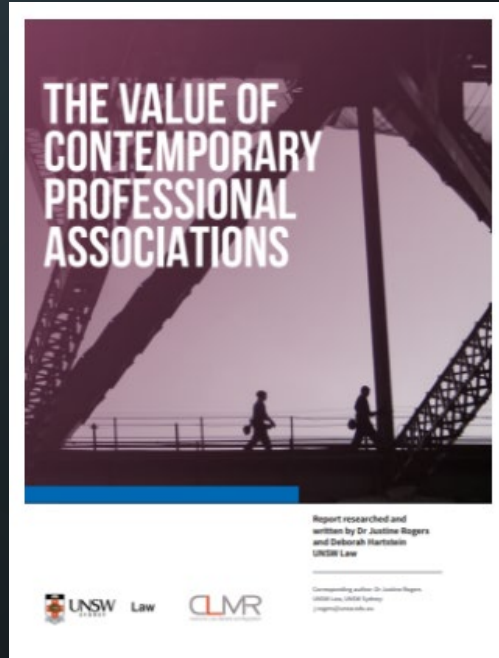


2019 Ipsos Global Trust in Professions





An urgent contemporary challenge for governments around the world is how to ensure the trustworthiness of the professions. The presence of professions is felt at every level of society and in every stage of life... [Consumers] are in the hands of the professional, and so must be able to trust that the professional is competent and that their unique needs and welfare will be central to any decision making. In a broader sense, these users, the government, other stakeholders, and the public need to be able to trust that the system as a whole works.





Community engagement in...

- Code of ethics
- Claims monitoring
- Complaints and discipline
- Risk management strategies





Thank you

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