

Little Rockets Children's Clinic

Code of Conduct Policy

Effective Date: 1st January 2024

Welcome to Little Rockets Children's Clinic. We are committed to maintaining a professional and respectful environment for our staff, clients, and all individuals associated with our practice. This Code of Conduct outlines the expectations and standards of behavior that apply to everyone connected with our allied health services.

1. Professionalism:

- 1.1. All staff members are expected to conduct themselves in a professional manner at all times. This includes treating clients, colleagues, and other stakeholders with respect, courtesy, and dignity.
- 1.2. Maintain the highest standards of ethical behavior, honesty, and integrity in all professional interactions.
- 1.3. Adhere to relevant laws, regulations, and professional standards governing our allied health practice.

2. Confidentiality:

- 2.1. Protect the privacy and confidentiality of client information. Only share client information on a need-to-know basis, in accordance with consent gained from the client's parents/guardian and as legally required for the provision of healthcare services.
- 2.2. Follow established protocols outlined by Little Rockets Children's Clinic Privacy and Confidentiality Policy for handling and storing sensitive information, both in physical and electronic formats.

3. Respect and Diversity:

- 3.1. Embrace diversity and treat all individuals, regardless of their background, with dignity and respect.
- 3.2. Avoid discrimination, harassment, or any form of biased behavior based on race, color, religion, gender, sexual orientation, age, disability, or any other characteristic.
- 3.3. Foster an inclusive and welcoming environment that values and appreciates individual differences.

4. Communication:

- 4.1. Communicate openly, honestly, and respectfully with colleagues, clients, and other stakeholders.
- 4.2. Use clear and effective communication in written and verbal interactions.

4.3. Avoid engaging in gossip, rumors, or any form of negative communication that may harm professional relationships.

5. Boundaries:

5.1. Maintain appropriate professional boundaries with clients, colleagues, and other individuals associated with the practice.

5.2. Avoid any conflicts of interest that may compromise professional judgment or the quality of healthcare services.

5.3. If there are conflicts of interest, or potential conflicts of interest (such as, but not limited to, clients/stakeholders with whom you have established relationships outside of the workplace) you must inform your supervisor or team leader or director immediately.

6. Collaboration and Teamwork:

6.1. Collaborate effectively with colleagues and other healthcare professionals to ensure comprehensive and coordinated care for clients.

6.2. Contribute to a positive and supportive team environment by sharing knowledge, expertise, and resources.

6.3. Raise any concerns or conflicts as soon as possible with the relevant team member. If this is unable to be resolved, you must then refer the matter to your supervisor or team leader or director for further resolution.

7. Continuing Professional Development:

7.1. Engage in continuous learning and professional development, as outlined by AHPRA or your relevant professional regulating organisation/agency to stay informed about advancements in the field of allied health.

7.2. Strive to enhance and update your skills to provide the highest quality of care to clients.

7.3. Maintain your own Continuing Professional Development goals and development portfolio. This includes keeping up-to-date records of your CPD attendance, learnings and your goals for Supported Reflective Practice.

8. Reporting Violations:

8.1. Report any violations of this Code of Conduct promptly to the appropriate supervisor or team leader or director.

8.2. Encourage an environment where individuals feel safe to report concerns without fear of retaliation.

Failure to comply with this Code of Conduct may result in disciplinary action, up to and including termination of employment or professional relationships.

By being associated with Little Rockets Children's Clinic, you acknowledge your commitment to upholding the principles outlined in this Code of Conduct.

Little Rockets Children's Clinic

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