

Professional Boundaries

POLICY AND PROCEDURE

1. Purpose

Subee Newlake staff are responsible for maintaining professional boundaries when providing services to clients, families and stakeholders. Professional boundaries enable staff and clients/family to engage safely and effectively in a therapeutic relationship.

2. Scope

This policy has been written for and applies to all Subee Newlake staff, clients, clients families and stakeholders.

3. Definition

Professional boundaries are the limits to the relationship of a member of staff and a person in their care which allows for a safe, therapeutic connection between staff and that person (and their nominated partner, family and friends), protecting both staff and client.

Professional boundaries are bidirectional applying to both clients as well as staff.

4. Procedure

Understanding of professional boundaries includes recognising the potential conflicts, risks and complexities of providing care and support to clients.

Subee Newlake staff are trained in professional boundaries through:

- Being provided with and signing off on the organisations requirements for ethical conduct which is outlined in their Code of Conduct Policy
- The Altura eLearning Module: Professional roles and responsibilities.
- The *Quick Reference Guide* given to support workers at induction outlines key point around professional boundaries.

Professional boundaries for employees can be complicated by the ongoing length or frequency of services provided to client.

It can be challenging, and staff should raise any concerns or training needs with their manager.

Social relationships between Subee Newlake staff and clients, family members are NOT appropriate, and this includes social relationships via social networking sites or electronic means.

Any contact made by clients directly to staff via social networking sites or phone is also NOT allowed and staff should report directly to their line management.

Subee Newlake staff who visit clients at home must only be on work related business which is agreed by the team and documented in the Client Support Plan.

Requests by clients and families for staff to visit at home outside of these arrangements should be declined by staff, documented in their progress notes

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under issues and concerns and relayed to the line management.

Staff are encouraged to declare to their manager if there is a pre-existing social relationship (acquaintance, friend, relative connection etc.) with a client or their family. The Manager will manage any declaration sensitively and maintain confidentiality at all times and only inform others on a need to know basis.

Breaches of professional boundaries will be managed in line with existing performance management procedures to ensure the safety of staff and client/families is managed accordingly.

Any breaches of professional conduct will be reordered on TRACK in the appropriate clients or staff file.

5. Relevant documents

- P-Conflict of Interest Policy
- P-Confidentiality Policy
- P-Code of Conduct Policy
- P-Privacy Policy

Worker Participant Acknowledgement

I acknowledge receiving the Subee Newlake Professional Boundaries Policy; that I will comply with the procedure; and that there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment or contract for services.

Workplace participants name:

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Signed:

Date:

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