



THE HADER CLINIC

Code of Conduct for Staff and Volunteers

Corporate Policy

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1 Policy Statement

This Code of Conduct sets the expected standards of professional, ethical, and lawful behaviour for all staff and volunteers of The Hader Clinic. It ensures that our workforce acts with integrity, respect, and accountability while delivering compassionate, trauma-informed care to clients recovering from substance use and related issues.

2 Policy Rationale

Our workforce must:

- Promote safety, dignity, and respect for all individuals
- Protect the wellbeing and rights of clients
- Uphold professional and legal obligations
- Maintain confidentiality and privacy
- Foster a supportive, inclusive, and culturally safe environment

3 Policy Scope

This policy applies to:

- All employees (clinical, nonclinical, administrative, management)
- Volunteers and students on placement
- Contractors and consultants

It applies at all times while representing The Hader Clinic, on or off premises, including during outreach, events, and online engagement.

4 Roles and Responsibilities

Related to this policy

4.1 Clinical Board of Governance

Maintain ownership of this policy and ensure it is regularly reviewed and updated.
Monitor compliance through audits, incident reviews, and staff feedback.
Provide guidance and clarification on Code of Conduct related issues when escalated.

4.2 Managers

Communicate this policy clearly to all team members.
Model appropriate professional boundaries in all interactions.
Provide regular supervision, guidance, and corrective action where boundary concerns arise.
Address and escalate any reported or observed breaches of policy in a timely and appropriate manner.

4.3 All Staff

Familiarise themselves with and adhere to this policy.

Maintain clear and consistent professional boundaries with all clients, former clients, and peers.

Treat all clients, staff, and volunteers with dignity and respect.

Report any observed or suspected breaches to their manager

Participate in relevant training or supervision related to professional conduct and therapeutic boundaries.

4.4 Volunteers

Familiarise themselves with and adhere to this policy.

Treat all clients, staff, and fellow volunteers with dignity and respect.

Maintain professional boundaries with clients, staff, and other volunteers

Maintain confidentiality of any personal or sensitive information accessed within the role.

5 Definitions

Definitions used in this policy.

5.1 Cultural Safety

An environment that is spiritually, socially, emotionally, and physically safe for people, regardless of culture or background.

5.2 Dual Relationship

A situation where multiple roles exist between a staff member/volunteer and a client (e.g., personal, financial, sexual) which may compromise professionalism.

5.3 Misconduct

Inappropriate or unethical behaviour that breaches the Code of Conduct or other policies.

5.4 Professional Boundaries

The limits that protect the space between a professional's role and a client's personal life, ensuring ethical and therapeutic interactions.

5.5 Reporting Pathways

Approved channels for reporting incidents or concerns, including direct managers and internal reporting systems.

5.6 Volunteer

A person who performs duties without financial compensation under the supervision of The Hader Clinic

6 Policy and Procedure

Related to this policy.

6.1 Professional Conduct

- Adhere to organisational policies, procedures, and lawful directions
- Be punctual, reliable, and present for scheduled shifts or duties
- Maintain professional boundaries with clients at all times
- Act in the best interests of clients and the organisation

6.2 Respectful Communication

- Communicate honestly, clearly, and respectfully with clients, families, colleagues, and stakeholders
- Avoid gossip, slander, or disrespectful comments
- Listen actively and consider others' perspectives

6.3 Confidentiality and Privacy

- Protect personal and health information in accordance with the Privacy Act 1988 (Cth) and the facility's Privacy and Confidentiality Policy
- Share client information only when legally required or clinically necessary
- Avoid discussing client cases in public or non-secure environments

6.4 Cultural Safety and Inclusion

- Demonstrate respect for cultural diversity
- Avoid discriminatory or stigmatising language and behaviour
- Create an environment where all clients and staff feel safe, accepted, and supported

6.5 Substance-Free Workplace

- Do not use, possess, or attend work under the influence of alcohol or illicit substances
- Immediately report any concerns about substance use by clients or colleagues (see Drug and Alcohol Use on Premises Policy)
- Random staff Urine Drug Screens will occur throughout the year

6.6 Technology and Social Media

- Use organisational systems and devices responsibly
- Do not post images, comments, or information about clients, staff, or facility matters on social media

6.7 Boundaries and Dual Relationships

- Avoid romantic, sexual, or financial relationships with clients
- Do not accept significant gifts or money from clients
- Refer concerns to a supervisor if unsure about a boundary issue

6.8 Prohibited Behaviour

Staff and volunteers must not:

- Abuse, harass, exploit, or intimidate clients or others
- Engage in discrimination based on race, gender, age, sexuality, religion, or ability
- Provide personal opinions that undermine recovery or treatment goals
- Engage in fraudulent, illegal, or unsafe conduct
- Retaliate against anyone who reports a concern or incident

7 Duty to Report Misconduct

All staff and volunteers have a responsibility to:

- Report breaches of this Code, unethical conduct, or risks to safety
- Use the appropriate reporting pathways: direct manager, or Incident Report system
- Cooperate fully with investigations

Reports will be handled confidentially, fairly, and without retaliation.

8 Breaches and Consequences

Breaches of this Code may result in:

- Verbal or written warnings
- Mandatory retraining or supervision
- Suspension or termination of employment or placement
- Notification to external authorities where appropriate (e.g., AHPRA, police)

9 Declaration and Acknowledgement

All staff and volunteers must sign a Code of Conduct Acknowledgement Form upon commencement and as part of annual review or policy updates.

10 Legislation and Framework

Charter of Human Rights and Responsibilities Act 2006 (Vic)
Equal Opportunity Act 2010 (Vic)
Fair Work Act 2009 (Cth)
Occupational Health and Safety Act 2004 (Vic)
Privacy Act 1988 (Cth) NSQHS Standards (Standard 1: Clinical Governance)

11 Related Policies and Procedures

Drug and Alcohol Use on Premises Policy
Cultural Safety and Inclusion Policy
Therapeutic Boundaries and Relationships Policy

12 Document Control

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