

Code of Conduct & Professional Standards Policy

Summit Osteo & Performance
150 Maroondah Hwy, Ringwood VIC
ABN: 60 915 250 523
Effective: October 2025
Review Date: October 2026

1. Purpose

This Code of Conduct outlines the professional standards, ethical behaviour, and clinical expectations that guide all activities at Summit Osteo & Performance.

It ensures that patients receive safe, respectful, and effective care consistent with the values and legal obligations of the osteopathic profession in Australia.

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2. Scope

This policy applies to the principal practitioner and any future staff, students, or contractors representing Summit Osteo & Performance. It reflects the standards expected under the National Law and the Osteopathy Board of Australia's Code of Conduct.

3. Professional Values

Summit Osteo & Performance upholds the following core values:

Integrity: Acting honestly and transparently in all professional interactions.

Respect: Treating every individual with dignity, compassion, and cultural sensitivity.

Accountability: Taking responsibility for clinical decisions and their outcomes.

Excellence: Maintaining high standards of clinical skill, communication, and ongoing professional development.

Confidentiality: Safeguarding all personal and health information entrusted to the clinic.

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4. Practitioner Responsibilities

A. Clinical Care

Provide evidence-informed, patient-centred care.

Ensure all treatment decisions are based on clinical assessment, professional judgement, and patient consent.

Recognise and work within the limits of professional competence.

Refer patients to other healthcare providers when clinically appropriate.

B. Communication

Communicate clearly, respectfully, and in a way patients can understand.

Encourage questions and support informed decision-making.

Avoid any misleading or exaggerated claims about treatment outcomes.

C. Professional Boundaries

Maintain appropriate practitioner–patient boundaries at all times.

Avoid any conduct that could be perceived as exploitative, coercive, or inappropriate.

Do not form personal or romantic relationships with patients.

D. Confidentiality and Records

Maintain strict confidentiality of patient information in accordance with the Privacy Policy and relevant legislation.

Ensure records are accurate, contemporaneous, and stored securely.

E. Cultural Awareness and Inclusivity

Provide care that is respectful of individual differences, including culture, gender, beliefs, disability, and background.

Recognise the health needs of Aboriginal and Torres Strait Islander peoples and support culturally safe care.

5. Professional Conduct in Business

Advertise services in accordance with AHPRA's Advertising Guidelines.

Avoid false, misleading, or comparative claims.

Maintain transparency regarding fees, qualifications, and services offered.

Disclose any conflicts of interest that may influence professional judgement.

6. Health, Wellbeing, and Fitness to Practice

Practitioners must maintain their own health and wellbeing to ensure they are fit to provide care.

Any practitioner experiencing illness, stress, or impairment that could affect patient safety must seek support and, if necessary, modify or suspend practice temporarily.

7. Continuing Professional Development (CPD)

Maintain current AHPRA registration and complete the required CPD hours annually.

Engage in ongoing learning to enhance clinical knowledge, communication, and practice management.

8. Breach of Conduct

Any breach of this Code of Conduct will be reviewed and addressed in line with AHPRA's professional standards and, where relevant, may result in disciplinary action or referral to the Osteopathy Board of Australia.

9. Review

This policy will be reviewed annually or whenever professional standards, legislation, or clinic operations change.
