



Code of Conduct

1. Purpose and Scope: This Code of Conduct Policy sets forth the standards of behavior and professional ethics expected from all employees, contractors, volunteers, and visitors whilst accepting services from the Speech Pathologist - regardless of setting, whether in clinic or via telehealth. The policy applies to all interactions within the clinic premises or telehealth sessions and during any official clinic-related or Speech Path Platform Related activities.

2. Professional Conduct: All individuals associated with the Speech Pathology service provision are expected to conduct themselves in a professional and respectful manner at all times. This includes treating colleagues, clients, and families with courtesy, empathy, and compassion. Any form of discrimination, harassment, or bullying will not be tolerated.

3. Confidentiality and Privacy: Staff, including (but not limited to) Speech Pathologists, Administrators and Allied Health Assistants must adhere to strict confidentiality guidelines to protect the privacy and sensitive information of clients and their families. Personal information, medical records, and assessments must only be accessed and discussed with relevant personnel on a "need-to-know" basis.

4. Child Safety and Welfare: The safety and well-being of the clients served by the clinic (whether online or in person) are of utmost importance. Staff should ensure that appropriate supervision and safety measures are implemented during therapy sessions and activities. Any concerns about child harm or risk of harm must be reported to CARL 13 14 78 immediately following established legal and ethical protocols.

5. Compliance with Regulations: All clinic staff and affiliates must comply with local, state, and federal laws and regulations governing paediatric Speech Pathology practices. This includes obtaining necessary licenses, certifications, and continuing education requirements.

6. Conflict of Interest: Any potential or actual conflicts of interest should be disclosed promptly. Staff should avoid engaging in activities that may compromise their professional objectivity or integrity.

7. Proper Use of Resources: Resources, including equipment, supplies, and facilities, should be used responsibly and solely for legitimate therapy purposes or clinical requirements. Do not use, sell or share anything that you do not have the rights to use.

8. Dress Code and Personal Hygiene: All clinic staff and affiliates - including visitors are required to maintain a professional appearance and adhere to professional - smart casual dress codes and personal hygiene standards.

9. Communication: Open and effective communication is essential for a collaborative and supportive work environment. All clinic staff and affiliates should engage in respectful and transparent communication with colleagues, clients, and their families.

10. Reporting Violations: Anyone who becomes aware of a potential violation of this Code of Conduct Policy should report it promptly to their immediate supervisor or the designated authority. Reports will be treated confidentially and without retaliation.

11. Disciplinary Action: Violations of this Code of Conduct Policy will be subject to investigation and may result in disciplinary action, up to and including termination of app/ platform usage. The severity of the violation and any previous instances of misconduct will be taken into consideration during the disciplinary process.

12. Review and Acknowledgment: All clinic staff and affiliates, including employees, contractors, and volunteers, are required to read and acknowledge this Code of Conduct Policy. Periodic reviews and updates of the policy may be conducted to ensure its continued relevance and effectiveness.

Specific guidelines on engaging with the client:

Dos:

a. Create a Safe and Welcoming Environment:

Ensure that the therapy space is friendly, safe, and inviting. Use age-appropriate toys, games, and equipment to engage the children in therapy activities.

b. Establish Trust and Rapport:

Develop a positive and trusting relationship with the child and their family. Show empathy, patience, and understanding to make the client feel comfortable and supported during therapy sessions.

c. Individualize Treatment Plans:

Tailor therapy interventions to meet the specific needs and abilities of each client. Respect their unique strengths, challenges, and interests.

d. Use Play-Based Approaches (where relevant e.g. if seeing paediatric clients):

Incorporate play into therapy sessions as it helps children learn and develop new skills in a fun and engaging manner. Use playful activities to address therapy goals.

e. Involve Parents and Caregivers:

Collaborate with parents and caregivers to understand the client's daily routines, challenges, and progress. Provide them with strategies and home exercises to support skill & goal development outside of therapy sessions.

f. Encourage Independence:

Promote self-reliance and independence by allowing clients to engage in appropriate tasks and activities. Offer support and encouragement as they work towards achieving their goals.

g. Stay Current with Best Practices:

Keep up-to-date with the latest research, techniques, and advancements in the relevant Speech Pathology practice areas to provide the best possible care for the clients.

h. Maintain Professional Boundaries:

Establish clear professional boundaries with clients and their families to maintain a therapeutic relationship. Avoid engaging in personal or inappropriate relationships outside of therapy.

2. Don'ts:

a. Don't Force Participation:

Respect the client's comfort level and readiness to participate in therapy activities. Avoid pressuring or coercing them into doing something they are uncomfortable with.

b. Don't Use Negative Reinforcement:

Avoid using punitive or negative reinforcement techniques during therapy. Instead, focus on positive reinforcement and praise to encourage the client's progress.

c. Don't Overload the Client:

Be mindful of the client's attention span and energy levels. Avoid overwhelming them with excessive or prolonged therapy activities.

d. Don't Make Promises You Can't Keep:

Be realistic with the client and their family about the expected outcomes of therapy. Avoid making unrealistic promises or guarantees of improvement.

e. Don't Compare Clients:

Refrain from comparing one client's progress or abilities to another. Each client is unique, and progress should be measured based on individual milestones.

f. Don't Dismiss Emotional Needs:

Acknowledge and address the clients's emotional needs as they may impact their participation and progress in therapy.

g. Don't Neglect Documentation:

Ensure accurate and timely documentation of therapy sessions, progress notes, and treatment plans. Proper documentation is essential for continuity of care and communication with other professionals.

h. Don't Provide Unauthorized Medical Advice:

As a Speech Pathologist, refrain from providing medical advice or making diagnoses outside of your scope of practice. Always consult with appropriate medical professionals if needed.

By adhering to this Code of Conduct Policy, the Speech Pathologist aims to maintain a professional, safe, and respectful environment for the well-being and development of the clients and families they serve.