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# Code of Conduct Policy

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## Introduction

Welcome to Sydney Speech Clinic. This Code of Conduct Policy sets forth the standards of behaviour expected from those that we collaborate with and support. It is designed to ensure a professional, safe, and respectful environment for everyone who walks through our doors—clients, staff, and visitors alike. Our clinic is dedicated to providing exceptional care in speech pathology and occupational therapy, and maintaining a positive clinic environment is essential to our mission. By adhering to this policy, you contribute to a culture of respect and dignity. Thank you for your commitment to upholding these standards during your time with us.

## Respect for All

At Sydney Speech Clinic, we uphold the principle that all individuals deserve to be treated with unwavering respect and dignity. This commitment extends beyond basic politeness to include a deep respect for the diverse backgrounds, cultures, languages, and personal experiences that our clients and staff bring to our clinic. We stand firmly against all forms of discrimination, prejudice, and bias. Our environment is one where everyone, regardless of their race, religion, sexual orientation, age, disability, or socioeconomic status, is valued and treated equally.

## Effective Communication

Communication is the cornerstone of the services we provide and the interactions we foster within our clinic. We expect all dialogue, whether verbal, written, or through gestures, to be conducted with professionalism, empathy, and consideration for the feelings and perspectives of others. We encourage clients, families and other support networks to express themselves openly and to share their needs and concerns, but also to listen actively and respect the viewpoints of others. Constructive feedback is

welcomed and should be delivered in a manner that supports positive outcomes. Harmful and offensive language has no place in our clinic and will not be tolerated.

## Confidentiality and Privacy

The confidentiality of personal information is an essential trust between our clinic and those we serve. All clients and staff are expected to honour this trust by safeguarding personal and sensitive information encountered during and after a families' time engaged with our clinic. Discussions that happen within the context of therapy sessions, as well as any information about a client's condition, treatment plan, or personal circumstances, must remain confidential unless explicit consent has been given for its disclosure. This respect for privacy also applies to conversations overheard or documents viewed within the clinic. Please read our full Privacy Policy for further information.

## Cultural Sensitivity and Inclusion

In a multicultural society like ours, sensitivity and inclusion are critical. We strive to create an environment where cultural differences are not just tolerated but embraced and valued. Clients and staff are encouraged to be curious and respectful of cultural practices and norms that may be different from their own. This includes being mindful of cultural-specific considerations around communication styles, eye contact, decision-making, and personal space. Our goal is to provide care that is not only clinically effective but also culturally competent and respectful of the diverse community we serve.

## Empathy and Understanding

The journey through speech pathology and occupational therapy can be challenging and filled with vulnerabilities. We ask all members of our community to approach each other with empathy and understanding. Recognizing and validating someone else's struggles or achievements fosters a supportive atmosphere that can significantly enhance the therapeutic experience. We are all here to support each other's growth.

## Zero Tolerance for Harassment

Sydney Speech Clinic maintains a strict zero-tolerance stance on harassment in any form, recognizing the intrinsic right of all individuals to a safe and respectful environment. This policy is integral to our commitment to foster a culture of dignity, respect, and equality for clients, staff, and visitors.

Harassment, for the purposes of this policy, is defined as any unwelcome conduct, comment, gesture, or contact that can reasonably be expected to cause offence, humiliation, or physical harm. This includes,

but is not limited to: verbal harassment, physical harassment, sexual harassment, cyber harassment and stalking.

All members of the Sydney Speech Clinic community are encouraged to report any incidents of harassment they witness or experience. Reports can be made without fear of retaliation or judgement, to a designated staff member who will ensure the matter is addressed promptly and sensitively. Confidentiality will be maintained to the fullest extent possible throughout the process of handling the complaint.

## Drug and Alcohol Policy

For the safety and well-being of all, the clinic premises are strictly free from the influence of drugs and alcohol. Anyone found violating this policy may face immediate suspension of services.

## Responsible Use of Resources

Clients are expected to use clinic resources and property responsibly. Misuse or deliberate damage can disrupt care for many and may result in financial responsibility for repairs or replacements.

## Environmental Stewardship

We strive for a sustainable environment. Clients are encouraged to support this effort by minimising waste, recycling when possible, and respecting the physical space of the clinic.

## Responsible Use of Digital Platforms

Technology enhances our services but requires careful and respectful use. Please ensure your interactions on digital platforms reflect the same respect and professionalism expected in person.

## Privacy in Digital Communications

Confidentiality extends to all forms of communication. Sharing sensitive information about others without consent is prohibited.

## Policy Awareness

Regular updates to clinic policies may occur. Staying informed about these changes is crucial and helps maintain a safe and effective treatment environment.

## Constructive Feedback

Your feedback is invaluable. We encourage open dialogue about your experiences to continuously improve our services. Complaints and suggestions should be directed through the appropriate channels where they will be addressed respectfully and thoughtfully.

## Accountability and Actions

Non-compliance with this policy can lead to various consequences, depending on the severity of the behaviour. These range from mediation and warnings to discontinuation of services.

Decisions regarding conduct and continuation of services will be made transparently, with opportunities for discussion and appeal. Our aim is always to reach a resolution that respects the rights and dignity of all involved.

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For any questions or comments on this policy, please contact the clinic on (02) 8404 0715 or email at [info@sydneysspeechclinic.com.au](mailto:info@sydneysspeechclinic.com.au)