

Clinic Client Code of Conduct - HE

Policy Code: CLI-021

Version: 6.0

Effective Date: 21 March 2023

Purpose

The purpose of this Clinic Client Code of Conduct is to outline what clients can expect from the Endeavour Wellness Clinic and the College's expectations of clients attending Endeavour Wellness Clinic, including the expected behaviours between the College and its clients, the staff and students of the College, and the broader College community.

Scope

- All clinics nationwide
- Clinic Clients
- Clinic Staff
- Clinic Students

Policy Statement

Endeavour Wellness Clinic is an important and vital aspect of student life for all of the clinical courses which are completed in our nationwide public clinics on campus. College students are expected to apply their knowledge and skill in a professional manner whilst under qualified clinical supervision attended by members of the public via the clinics. As the teaching clinic of the College, the Endeavour Wellness Clinic plays an important role both in providing an avenue for students to refine all aspects of clinical practice as well as offering affordable natural health services to the local community.

The aim of the *Clinic Client Code of Conduct – HE* is to foster the College's values with a commitment to creating a positive, actively engaged community of clients, students and staff within the context of learning and teaching in a professional clinical setting.

This Code of Conduct applies to all clients accessing Endeavour Wellness Clinic.

Values

The College expects its students to respect the organisational values outlined below. The Values are to guide each and every interaction of, and to, members of the College community. Students, the staff who teach them, and the broader College community are expected to regard the College's Values of:

- **Authenticity:** We show up as our whole self. We challenge thinking with the benefit of real growth. We work together with integrity and create space for all voices to be heard. We see strength and opportunity in our diversity.

- **Clarity:** We are clear in our mission and purpose. We do all things with accuracy and transparency. We are clear on how we add value. We maintain our curiosity and ask questions in our pursuit of the truth.
- **Positivity:** We value joy, wellbeing, and balance and strive to be present in the moment. We seek the best in others and choose to connect with positivity, kindness, and empathy. We create an environment that empowers people to live and work with passion and purpose.
- **Student Centricity:** We provide more than just an education; we provide an experience. We collaborate with our students to understand and anticipate their wants and needs. We collaborate with each other to continuously evolve what we do and how we do it, for the purpose of our students evolution. The result: Happy, Credible, Employed Graduates. .
- **Responsibility:** We take personal ownership of what we think, feel, say, and do. We follow through on our commitments. We do what's right. We consider our impact on the world and we respect ourselves and others.

Overall, the College expects Endeavour Wellness Clinic clients to meet the following expectations:

- To treat all staff, students and members of the College community with respect, fairness and courtesy.
- Respect that the Endeavour Wellness Clinic is first and foremost a teaching environment and that the consultation process supports clinical learning and development.
- Provide any relevant details of their health & wellbeing history, including past and current medical conditions and medication, to the attending student practitioners and clinic supervisors.
- Advise the College of any changes in current health, medications, treatment programs or care provided by other health practitioners that may be pertinent to the development of safe and effective treatment plans by student practitioners and clinic supervisors.
- Ensure that they do not compromise the health, safety, or welfare of students, staff, other clients and the College community.
- Participate in the effective, safe and orderly functioning of the College.
- Have respect for the College property, facilities and equipment in a responsible and careful way.
- Be aware of the Drug and Alcohol Policy of the College and ensure attendance at clinic is not under the influence of drugs or alcohol.
- Follow all lawful instructions given by staff and College representatives when directed including emergency evacuation procedures.
- Report any Work Health and Safety concerns to staff immediately.
- Don and use personal protective equipment when and where required.
- Abstain from bullying, harassment and any other unlawful or disturbing behaviour whilst conducting business with Endeavour Wellness Clinic including all communications and interactions with staff and students.

- Respect the cultural background of this land and its indigenous Aboriginal and Torres Strait Islander owners.
- Fully accept and agree to the published clinic fee schedule.
- To attend their booked appointments on time and for notifying the College in advance if they are running late or unable to attend the scheduled appointment.
- To pay for all appointments and any prescribed items in full on the same day as receipt of such goods and services.
- To notify the College at their earliest convenience if they suspect they may be undergoing any therapeutic and/or adverse reaction to treatment or prescribed items received as part of their consultation at the Endeavour Wellness Clinic.

Client Expectations

Clients should expect the following from their experience at any of the Endeavour Wellness Clinic:

As an individual:

- To be treated respectfully, fairly and equally irrespective of disability or cultural background.
- To be supported, motivated, inspired, challenged and stimulated for the duration of their treatment plan.
- To be valued and heard.
- To receive protection of privacy and confidentiality of information.

As a client:

- To obtain consistent and clear information regarding treatment advice.
- To be referred for medical attention where relevant, based on understanding of the scope of practice of all complementary health practitioners.
- To be supplied with an effective mechanism for providing feedback on experience.
- To receive treatment authorised by discipline-based supervisors and practitioners who are experts in their fields.
- To have confidentiality and privacy upheld in all circumstances and in accordance with the College's Privacy Policy.
- To accept the student practitioners' and clinic supervisors' reasonable recommendations for repeat bookings.
- Every client has the right to choose whether or not they participate in any treatment or accept the advice provided by the student practitioner and/or clinic supervisor
- To participate in a vibrant, engaged clinical environment supported by responsive and caring student practitioners, clinical supervisors and College staff.

- For all College staff to interact with clients with honesty, integrity and in a timely manner.
- The provision of a client-centred approach to all services including information on treatment plan and services.
- A safe and healthy College environment.

College Expectations

The College expects clients to take on the following responsibilities:

Standards of Behaviour:

- Abide by all regulations and requirements of the College and respond to all lawful and reasonable directions from staff.
- Respect treatment boundaries provided by the student practitioners and understand that the student practitioners must only provide treatment appropriate to the type and level of session that has been booked.
- Understand that the Endeavour Wellness Clinic is a work-integrated learning environment of the Endeavour College of Natural Health and as such provides treatment of a professional and therapeutic nature only.
- Clients are responsible for respecting the rights and safety of other clients attending Endeavour Wellness Clinic, as well as those of students and staff of the College.
- Be aware that all forms of unlawful and disruptive behaviour or misconduct are unacceptable and that the College may take measures to assure compliance with relevant policies including reserving the right to deny treatment at any time based upon its Duty of Care to all members of the College community including clients attending clinic.
- Refrain from any activity that deliberately obstructs, or seeks to deter, an officer of the College in the performance of their duties.
- To be respectful, fair and value equality to all members of the College community irrespective of disability, cultural background, gender, sexual orientation, marital status, age or political conviction.

Definitions

Client – An individual person who attends an appointment at any Endeavour Wellness Clinic (virtually or in person).

Clinic - Also known as a Teaching Clinic. Each physical campus of the College around Australia includes a physical clinic where students treat members of the public for various health issues under supervision of experienced practitioners in the relevant discipline. Clinic sessions for higher education are timetabled in 4 hour blocks and for VET in 3 hour blocks, as part of the relevant clinic practicum subject. Each clinic is staffed by a Clinic Manager and/or a Clinic Coordinator, along with academic staff working as Clinic Supervisors.



Clinic Supervisor - An experienced practitioner in the relevant discipline who holds appropriate and relevant qualifications to supervise students practicing their skills in a clinic environment on members of the public. Employed by the College.

College – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

Related Procedures

Nil

Further Information

Related Policies

Alcohol and Other Drugs Policy

Campus Visitor and Client Safety Policy

Clinic – Managing Disruptive Individuals Policy

Critical Incident Policy

Student Code of Conduct - HE

Related Documents

Clinic Handbook

Guidelines

Nil

Benchmarking

Not Applicable

Supporting Research and Analysis

Not Applicable

Related Legislation

Not Applicable



Review and Approval

Policy Author

Associate Director, Clinical Services

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Recommending Body

Associate Director, Clinical Services

Approval Body

Director of Clinic and Campus Operations

Approved: 21 March 2023

Policy Status

Revised – full revision to match current practice

Responsibilities for Implementation

- Academic Clinic Coordinators
- Clinic Team
- Director of Clinic and Campus Operations

Key Stakeholders

- Clinic Clients
- Clinic Students
- Clinic Team
- Director of Clinic and Campus Operations