

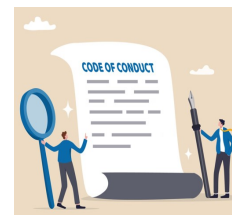
Personal Boundaries

They are the limits and rules we each set for ourselves within relationships. They are put there to keep us safe and comfortable in who we are. When someone crosses those boundaries, we will feel uncomfortable and sometimes even unsafe. We may see this as a 'red flag'. Usually we will need to let a person know that that boundary has been crossed, and it is not ok.



What are Professional Boundaries?

Professional boundaries are limits and rules set in the work environment. They help clients to know what to expect of a service and keep both clients and workers safe. If staff follow these rules, service will be consistent and the client will receive a better quality of service. In the case of support work, clients will be actively supported to develop independence, no matter which worker is on.



Zest Professional Boundaries

These are based on the NDIS Code of Conduct and ensure that Zest works like a well-oiled machine. When one of these is crossed, it raises a red flag for us and increases the chance that a client will experience discomfort and a poorer quality service. They are included in our Code of Conduct and are given to clients.

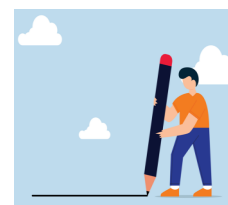
Never:

- X Share phone numbers with a client.** Please contact Operations for all issues on 1300 844 127
- X Contact or support a client out of hours**
- X Take friends, family or pets to shift.** This will not help a client to develop independence or their own support networks
- X Share personal information with a client**
- X Accept gifts or money.** If we are doing our job, it is more likely we will be supporting clients to purchase gifts for their own friends



Always

- ✓ Keep client information private.** The people we support have trusted us with their private information. It's our job to respect that, both while we are working with them and after we've left Zest Care
- ✓ Stay within the scope of your role.** Each role has a position description and includes well thought out responsibilities. Going outside this, causes confusion for staff members and clients
- ✓ Log in and out at the start and end of your shift in Carelink** so we know the support we are charging for is happening
- ✓ Lodge incident reports for anything unusual or different you observe at report.zestcare.com.au.** This can include behaviours, moods, disclosures or changes in health. This helps us to prevent future incidents.



If you are concerned that there are blurred boundaries between yourself and a client, please enter an incident report. This way we can learn what is happening for that client and support you to manage the situation.