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## Cygnnet Clinic Code of Conduct and Workplace Policy for Clerical and Reception Staff

### 1. Purpose

This policy establishes the expected standards of professional and ethical conduct for clerical and reception employees at Cygnnet Clinic. It ensures that all staff act with integrity, respect, and professionalism in supporting the clinic's mission to provide high-quality psychiatry and psychological services.

### 2. Scope

This policy applies to all administrative, clerical, and reception employees, including part-time, casual, and contract staff, working within any Cygnnet Clinic location or remote environment.

### 3. Core Values

Employees are expected to embody the following core values:

- Respect: Treat all clients, colleagues, and visitors with dignity and courtesy.
- Confidentiality: Protect sensitive client and business information at all times.
- Integrity: Be honest, transparent, and accountable in all actions.
- Professionalism: Maintain high standards of communication, presentation, and behaviour.
- Compassion: Support clients with empathy and without judgement.

### 4. Professional Conduct

Employees must:

- Greet clients and colleagues in a professional and courteous manner.
- Uphold the reputation of the clinic in all interactions, both in person and online.
- Avoid personal conversations, phone use, or social media during work hours except during designated breaks.
- Dress appropriately, following the clinic's dress and hygiene standards.
- Follow lawful and reasonable directions from supervisors or senior staff.

### 5. Confidentiality and Privacy

All client information must be treated as strictly confidential in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Reception and clerical staff must not disclose client details, appointment history, or clinical notes to unauthorised



persons. Computers and physical files must be secured when unattended. Conversations regarding clients should only occur in private areas, never within earshot of the waiting room or public spaces.

## **6. Conflict of Interest**

Employees must declare any personal, financial, or familial relationship that may influence their professional duties. Staff must not accept gifts, benefits, or favours from clients or suppliers that could be seen to compromise impartiality.

## **7. Use of Clinic Resources**

Clinic resources, including phones, email, internet, printers, and office supplies, are to be used for legitimate work purposes only. Unauthorised removal or personal use of clinic property is prohibited. Email and internet usage may be monitored to ensure compliance with this policy.

## **8. Workplace Behaviour**

Bullying, harassment, discrimination, or victimisation of any kind will not be tolerated. All employees must comply with the Equal Opportunity Act 1984 (WA) and the Fair Work Act 2009 (Cth). Differences should be managed respectfully and constructively. Employees are encouraged to report inappropriate behaviour or breaches of this Code to their supervisor or Clinic Manager/Clinic Director.

## **9. Health, Safety, and Wellbeing**

Employees must take reasonable care for their own health and safety and that of others in accordance with the Work Health and Safety Act 2020 (WA). Hazards, incidents, or near misses must be reported immediately. Staff must maintain a calm and supportive environment for clients, particularly those in distress.

## **10. Attendance and Punctuality**

Employees must attend work as rostered and be punctual. Unauthorised absences or repeated lateness may result in disciplinary action. Sick leave and other absences must be communicated to management as soon as practicable, following clinic procedures.

## **11. Communication Standards**

All phone calls, emails, and in-person communication with clients must be courteous, accurate, and professional. Staff must avoid providing clinical advice or opinions; inquiries should be referred to the appropriate clinician. Written communication must use correct spelling, grammar, and tone consistent with the clinic's standards.



## 12. Social Media and Public Representation

Employees must not post, comment, or share information about clients or clinic operations on social media. Personal opinions expressed online must not imply representation of the clinic. Any external communication on behalf of the clinic must be authorised by management.

## 13. Breaches of the Code

Failure to comply with this Code may result in disciplinary action, including counselling, formal warning, or termination of employment. Serious misconduct such as theft, breach of confidentiality, or harassment may result in summary dismissal.

## 14. Reporting Concerns

Employees are encouraged to raise concerns or suspected breaches confidentially to:

- The Clinic Manager, or
- The Director if the concern involves management or the Clinic Manager position is vacant.

Reports will be managed in accordance with natural justice, confidentiality, and procedural fairness.

## 15. Review and Acknowledgement

All staff must sign an acknowledgement confirming that they have read, understood, and agree to comply with this Code of Conduct. This policy will be reviewed every two years or sooner if legislation or clinic operations change.

Approved by:

**Dr Brendon Dellar**

Director – Cygnet Clinic  
Effective Date: 01/07/2025  
Review Date: 01/07/2027

**Rachael Williams**

Director – Cygnet Clinic  
Effective Date: 01/07/2025  
Review Date: 01/07/2027