[Insert organisation name/logo]

# MAINTAINING PROFESSIONAL BOUNDARIES

# FACTSHEET

***🖌Note\****

*This factsheet has been adapted from the Queensland Health, 2017, Building Good Boundaries in Support Work. Please ensure your organisation develop appropriate procedures in line with the organisation strategic goals. For more information refer to* [*https://www.health.qld.gov.au/\_\_data/assets/pdf\_file/0018/381060/boundaries\_pro.pdf*](https://www.health.qld.gov.au/__data/assets/pdf_file/0018/381060/boundaries_pro.pdf)

*\*Please delete note before finalising this document.*

**[Insert organisation’s name]** staff are required to maintain professional roles and boundaries at all times.

**[Insert organisation’s name]** staff are clear of their professional boundaries and are aware that their role is to be helpers, advocates, a friendly/empathic ear and a role model who share their lived experience with clients. It is, however, acknowledged that for some staff there may at times be difficulty separating personal and professional boundaries, due to the nature of the work.

Once professional boundaries are blurred, there is a potential to become over-involved with the client and potentially violate the client’s rights. Creating positive change is achievable when the balance between over-involvement and detachment is managed.

Signs of blurred boundaries with clients may include:

* Disclosing personal problems
* Staying for longer after your shift has finished
* Accepting gifts
* Noticing feelings of friendship or sexual attraction
* Feeling that you are the only one who “understands”

Whilst in isolation none of these behaviours may indicate a potential boundary violation is happening, they could be indicators of a potential problem.

How to avoid blurred boundaries?

It is important to be clear about your role and your goals and objectives right from the beginning.

* Discuss your role with the client and set limits about inappropriate or unreasonable requests
* Review how you are going from time to time
* Keep your own family and personal life private and separate to your work

Supporting clients can be demanding and stressful. Ask for help when you need it – discuss any concerns or worries with your supervisor.

### Rules for Maintaining Boundaries

1. Keep work and home separate – do not socialise with clients outside of work hours, do not introduce clients to your family and friends, and do not engage in a personal relationship with your clients.
2. Do not supply or use alcohol, drugs or other illegal substances during work.
3. Encourage a healthy lifestyle. Do not smoke in front of clients, and do not lend or buy cigarettes for your clients.
4. Be punctual. Don’t arrive late and leave early. People notice, including your clients.
5. Do not borrow, ask for or lend money to clients.
6. Do not give advice outside of your skills and expertise, refer on to qualified professionals for any support needed.
7. Respect confidentiality and privacy – do not discuss information about your clients with your family or friends. Likewise, do not disclose personal information about yourself or other staff to clients. Talk to colleagues and use peer supervision.