

**Code of Conduct
For Members of the
Assistive Technology Mentors Association (ATMA)**

1. Definition

Assistive Technology Mentors (ATMs) are people with disabilities or carers who are trained in providing advice and guidance in the selection of assistive technologies to their peers. ATMs have completed competencies of the Certificate IV in Assistive Technology Mentoring.

- a. A fully accredited Assistive Technology Mentor has been awarded the Certificate IV in Assistive Technology Mentoring
- b. A partially accredited ATM has completed one or more competencies toward the Certificate IV in Assistive Technology Mentoring. The scope of practice is noted on the ATMA Certificate of Registration.

2. Application of Code of Conduct

This code of conduct applies to all members of the ATMA, be they fully accredited or partially accredit

3. ATMs are to provide services in a safe and ethical manner

- (1) A member of the ATMA must provide health services in a safe and ethical manner.
- (2) A member of the ATMA must
 - a. Always act in the best interests of the client, respecting the life and social context of each client
 - b. maintain the necessary competence in his or her field of practice,
 - c. not provide a service outside his or her experience, training or scope of practice,
 - d. not provide services that he or she is not qualified to provide,
 - e. only advise on AT that serve the needs of the client,
 - f. refer clients to a competent health practitioners in appropriate circumstances,
 - g. assist clients to access other appropriate health care professionals, if required,
 - h. Obtain appropriate emergency assistance (for example, from the Ambulance Service) in the event of any serious misadventure during a client consultation.

4. ATMs diagnosed with an infectious medical condition

An ATM who has been diagnosed with an infectious medical condition must ensure that he or she practises in a manner that does not put clients at risk.

5. Appropriate conduct in relation to treatment advice ATM must:

- a. must not attempt to dissuade clients from seeking or continuing with guidance by a registered professional
- b. must facilitate and accept the right of his or her clients to make informed choices
- c. Should communicate and co-operate with colleagues and other health care professionals and agencies in the best interests of their clients.
- d. Refer any serious concerns regarding to the appropriate complaints commission in their state or related to a commonwealth funded service or as appropriate to an alternative jurisdiction.

6. ATMs must not

- e. practice under the influence of alcohol or unlawful drugs.

7. ATMs must not financially exploit clients

An ATM must

- a. not accept financial inducements or gifts for referring clients to the suppliers of therapeutic goods or devices or assistive technologies.
- b. Ensure that clients are provided with advice and guidance that reflects the best possible choices available to them.

8. ATMs must not to misinform their clients

ATMS must

- a. not engage in any form of misinformation or misrepresentation in relation to the products or services he or she provides or as to his or her qualifications, training or professional affiliations.
- b. provide truthful information as to his or her qualifications, training or professional affiliations if asked for information about those matters by a client.
- c. not make claims, either directly or in advertising or promotional material, about services provided if those claims cannot be substantiated.

9. ATMs must not engage not to engage in improper or sexual relationship with clients

An ATM must

- a. not engage in a sexual or other close personal relationship with a client.

10. ATMs must comply with relevant privacy laws

An ATM must comply with the relevant legislation of the State or the Commonwealth relating to his or her clients' health information, including the *Privacy Act 1988* of the Commonwealth and the *Health Records and Information Privacy Act 2002*.

11. ATMs to keep appropriate records

An ATM must maintain accurate, legible and contemporaneous records for each client interaction and service.

12. Health practioners to keep health insurances

An ATM should ensure that appropriate indemnity insurance arrangements are in place in relation to his or her practice.

13. Displaying Code of Conduct and other information

An ATM must have available a copy of each of the following documents on display

- (a) this code of conduct,
- (b) a document that gives information about the way in which clients may make a complaint