Carefree Getaway

Structured Travel. Safe Independence.

MARCH 2026

PROFESSIONAL BOUNDARIES POLICY

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1. Purpose

Carefree Getaway Limited is committed to maintaining clear, safe and professional relationships between staff and individuals using the service.

This policy sets out expectations for professional conduct and boundaries to ensure that:

- clients are treated with dignity and respect
- staff act appropriately at all times
- risks of harm, exploitation or inappropriate relationships are prevented

Maintaining professional boundaries is a key safeguarding requirement and an essential part of delivering safe services.

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2. Scope

This policy applies to:

- all staff and support workers
- all individuals representing Carefree Getaway
- all interactions with clients and their representatives

It applies in all contexts, including:

- during supported travel
- communication before and after trips
- online or digital communication

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3. Definition of Professional Boundaries

Professional boundaries refer to the appropriate limits of behaviour and relationships between staff and clients.

These boundaries ensure that relationships remain:

- respectful
- appropriate
- safe
- focused on the purpose of the service

4. Key Principles

Carefree Getaway operates in line with the following principles:

4.1 Respect and Dignity

All clients must be treated with respect, dignity and fairness.

4.2 Professional Conduct

Staff must act in a professional manner at all times.

4.3 Accountability

Staff are responsible for maintaining appropriate boundaries in all interactions.

4.4 Safeguarding

Clear boundaries help protect clients from harm and prevent inappropriate situations.

5. Expected Staff Behaviour

Staff and support workers are expected to:

- maintain a professional and respectful manner
- focus on the needs and wellbeing of the client
- communicate clearly and appropriately
- encourage independence without overstepping boundaries
- act in accordance with organisational policies

6. Prohibited Conduct

To maintain safe and professional relationships, staff must not:

6.1 Personal Relationships

- form personal, romantic or intimate relationships with clients
- engage in behaviour that could be perceived as inappropriate

6.2 Sharing Personal Information

- share personal phone numbers or private contact details
- connect with clients on personal social media accounts

6.3 Financial Boundaries

- accept money, gifts or loans from clients
- provide money or financial support to clients

6.4 Favouritism

- show preferential treatment to one client over another
- create dependency through inappropriate support

6.5 Inappropriate Communication

- use inappropriate language
- engage in overly familiar or informal behaviour
- communicate outside agreed professional channels

7. Social Media and Digital Communication

Staff must maintain professional boundaries when using digital platforms.
This includes:

- not engaging with clients via personal social media
- using approved communication methods where applicable
- maintaining professional tone in all communication

8. Physical Contact

Carefree Getaway does not provide personal care services.
Any physical interaction must be:

- appropriate
- necessary
- respectful

Staff must avoid unnecessary physical contact and always act with sensitivity.

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9. Gifts and Hospitality

Staff must not:

- accept gifts, money or personal items from clients
- request any form of reward

If a situation arises where a client offers a gift, staff should:

- decline politely
- inform management

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10. Maintaining Boundaries During Travel

Supported travel environments may involve:

- extended periods together
- shared activities
- unfamiliar settings

Staff must remain mindful that:

- they are representing the organisation
- professional standards must be maintained at all times

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11. Responding to Boundary Concerns

If a boundary concern arises, staff must:

1. Recognise the issue
2. Take immediate steps to maintain professionalism
3. Inform management
4. record the concern if necessary

12. Management Responsibilities

Carefree Getaway management will:

- provide guidance on professional conduct
- address any boundary concerns promptly
- take appropriate action where necessary
- support staff in maintaining safe practice

13. Breach of Policy

Failure to follow this policy may result in:

- disciplinary action
- removal from assignments
- termination of engagement

Serious breaches may also be treated as safeguarding concerns.

14. Training and Awareness

Staff are expected to:

- understand professional boundaries
- follow organisational guidance
- seek clarification where needed

15. Policy Review

This policy will be reviewed:

- annually
- following incidents or concerns
- when operational changes occur

16. Declaration

Carefree Getaway Limited is committed to maintaining **clear, professional and safe relationships** that protect the wellbeing of clients and uphold the integrity of the organisation.