

# DOULA CODE OF PRACTICE

We ensure the highest standards of professional and ethical care.

All of our doulas follow our Code of Practice, to ensure quality professional and ethical care.

## A Birth for Humankind Doula:

- Is accountable for their own practice in whatever environment they work in. In all circumstances the safety and welfare of the birthing parent and baby must be of primary importance.
- Offers non-biased information, support and referral, and do not give advice or make decisions on behalf of clients. This allows clients to make their own informed decisions. They support the client's decision without prejudice or judgments.
- Understand their role and what is within and beyond the scope as a doula, as per Birth for Humankind's Organisational Induction Training and policies. As a doula, they may ask for time to discuss suggested procedures with the client, to provide non-biased information and allow time for the client to make an informed decision where possible.
- Do not perform clinical or medical tasks, diagnose medical conditions or give medical advice, even if you are trained as a health professional. They will work collaboratively with hospital and medical staff, and respect their clinical expertise with regards to potential medical issues.
- Will not offer clients any additional services beyond the scope of their doula practice as part of Birth for Humankind's service.

## DOULA CODE OF PRACTICE

Continued:

- If qualified to perform additional therapeutic services, they may choose to list these on Birth for Humankind's register of complementary support services and be approached to offer this pro-bono to clients, as applicable. If engaged to provide these services, they will ensure they conduct this as a separate service (including but not limited to conducting independent contracting agreements, holding relevant qualifications and insurance coverage).
- Will uphold client confidentiality and privacy according to the Privacy and Confidentiality Agreement and Birth for Humankind's policies.
- Make ethically and professionally informed decisions about when it is appropriate to share information and with whom, in order to provide the best level of care and safety to the client and child. If uncertain, they will seek advice from Birth for Humankind staff before taking action.
- Actively support Birth for Humankind's commitment to zero tolerance for child abuse, take any allegations of child abuse seriously and will respond to them in line with organisation's Child Safety and Wellbeing Policy. This includes a commitment to promoting the cultural safety of Aboriginal children, the cultural safety of children from culturally and linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- Will report critical incident risks and occurrences, that take place when conducting business for Birth for Humankind, in line with the Critical Incident Policy.
- Will discuss with Birth for Humankind staff if they suspect or identify a need to refer the client to other appropriate services. This may be necessary if the client's needs are beyond the scope of their doula role, or to best support the wellbeing and safety of the client, child and family. Birth for Humankind will assess and guide the referral process.



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Continued:

- Will never knowingly support or participate in a medically unassisted home birth.
- Will accurately represent their level of education and experience, and must not mislead other doulas, clients or professionals as to my level of education and experience.
- Will be honest and always demonstrate integrity and respect in how they work.
- Must provide required and timely records, agreements, and reports for all antenatal, birth and postnatal support work.
- Will attend all required Birth for Humankind training and supervision sessions.
- Must hold a valid Victorian Working with Children Check that lists their volunteer work with Birth for Humankind. It is their responsibility to ensure the Working with Children Check remains current (and Birth for Humankind will monitor this).
- Will undertake a Police Check prior to commencing as a volunteer and at any other time deemed necessary by Birth for Humankind.
- Will read and regularly review all relevant Birth for Humankind policies so they can apply them throughout their work.
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Birth for Humankind doulas receive ongoing professional supervision, mentoring, training, and where necessary performance support from our skilled Doula Program Supervisors. If any breaches to this Code of Practice are identified it is thoroughly investigated and swiftly resolved.