

*The Gold Coast*



# PROFESSIONAL BOUNDARIES: GOOD NURSE. BAD BOUNDARY.

WHY GOOD INTENTIONS CAN STILL END CAREERS

21 - 23 April 2026 | 18 CPD Hrs



## WHAT THIS CONFERENCE IS ABOUT

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This conference will surprise, confront, and enhance your understanding of professional boundaries.

For over 20 years, Dr McIntosh has been supporting health professionals who have faced complaints for transgressing professional boundaries. The transgression may have involved patients or colleagues.

Professional boundaries are a highly technical interpersonal element between nurses (health professionals) and patients. The intimacy that occurs in the physical, psychological, and emotional space of patient care requires nurses to be constantly aware of their interactions, use of touch, and speech content.

During this conference, you will gain insights into the ease with which transgressions can occur and the costs (emotionally, psychologically, professionally, and financially) that a nurse (or health professional) is left with when a complaint is made against them.

Throughout the conference, you will be given several strategies that you can integrate into your practice to ensure the safety of your patients, colleagues, and yourself is maintained through professional boundaries.



## LEARNING OUTCOMES

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At this conference, you will:

- Explore the definitions that are used to explain professional boundaries
- Understand the importance of the boundary framework to guide your interpersonal decision-making and actions
- Identify red flags that a boundary transgression has or is about to occur
- Explore the multiple levels/reasons for boundary transgressions
- Identify strategies that you can integrate into your practice to establish, maintain and effectively terminate relationships with patients

## YOU WILL ALSO LEARN ABOUT

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- Nexus between professional boundaries and safe practice
- The nuances and complexities of professional boundaries
- Important foundation stones of professional boundary work
- Understanding the nexus between one's professional codes and personal choices
- The difference between doing the work one is paid to do and doing the work one wants to do
- Why burnout occurs when our ideals of what we want from a job meets the reality
- The use of Mindfulness Strategies to enhance your professional and personal life
- The importance of effective boundary communication
- Incivility in the workplace - a boundary transgression
- The 5 C's of the boundary framework
- The concept of transference
- What the Drama Triangle is
- The Focal Conflict Model
- The 5 F's of the limbic system and how this plays into professional relationships and boundaries
- Strategies for self-safety
- What to do when you become aware that a colleague has transgressed or is about to transgress a boundary
- In what ways does your organisation support you in professional boundaries education and following a complaint
- Understanding the process once a complaint has been made against you (role of Ahpra, Health Ombudsman, Unions, Professional bodies)

## DETAILED ITINERARY

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### DAY 1: 21/04/2026

**0845 – 0900: Registration**

**0900 – 0930: Welcome to the Conference | Sue Walker**

**0930 – 1030: An Introduction to the Importance of Professional Boundaries | Dr Wendy McIntosh**

How do you know your interactions and practice with patients (and their family members) and colleagues meet professional expectations? Using a case scenario model, this concept will be presented and revised during the conference.

**1030 – 1100: Break**

**1100 – 1200: Boundary Definitions: There is Much to Consider | Dr Wendy McIntosh**

In this session, we will explore what is meant by the terms transgression, professional boundaries, boundary crossing, boundary violation, sexual misconduct, and acts of kindness. You might be surprised at the difficulty we as nurses and midwives get ourselves into through “acts of kindness”.

**1200 – 1300: The Professional Boundary Framework Investigated Further | Dr Wendy McIntosh**

In this session, we will explore:

- The relationship between personal over-involvement and professional under-involvement
- Understanding the difference between the role we want to do and the role we are being paid to do
- Understanding the unseen conflicting influences on professional relationships that can occur each shift

**1300 – 1400: Lunch and Networking**

**1400 – 1500: The 5 Cs of the Professional Boundary Framework | Dr Wendy McIntosh**

During this session you will be exploring the following Context, Consistency, Congruence, Clarity & Categories of concern



**1500 – 1530: Occupational Burnout | Sue Walker**

This presentation complements the work we have started to cover on professional boundaries. To sustain a healthy relationship with clients and colleagues, it is essential to understand the distinction between doing the work one is paid to do and doing the work one wants to do.

Burnout occurs when our ideals of what we want from a job meet the reality. It can be frustrating, morally compromising and lead to decreased motivation to go to work. Understanding historical and contemporary occupational burnout can offer solutions for better outcomes in self-care as a nurse/midwife.

**1530 – 1630: How to Manage Stress and Burnout: The use of Mindfulness Strategies in your Professional and Personal Life | Sue Walker**

All too often, we are aware of an issue, but we continue, as we either don't recognise the harm we're causing ourselves or we don't know how to address the situation we are in. Together, we will explore the concept of mindfulness and the use of meditation in managing stress in your work and personal life.

### DAY 2: 22/04/2026

**0900 – 0930: Reflecting on Content from Day One | Dr Wendy McIntosh**

Insights, revelations and questions. This will be a discussion-led format, envisaged to consolidate further the learning gained from day one, and importantly, starting to identify strategies to integrate into practice

**0930 – 1030: Red Flags | Dr Wendy McIntosh**

Learning to identify the red flags that can inform that a transgression is about to occur or has occurred. In this session, we will explore the red flag messages from our bodies, including the comments we make to others (patients, family members of patients, colleagues), as well as the comments others make towards us and the impact of taking unpaid work home.

## DAY 2 CONTINUED:

1030 – 1100: Break

### 1100 – 1200: Introduction to Collegial Boundary Transgressions | Dr Wendy McIntosh

This session will introduce the concept of collegial boundaries and the importance of adhering to professional codes and boundary expectations with colleagues. In many respects, collegial boundary transgressions are more complex for patients due to other emotional/psychological buy-ins that occur collegially.

### 1200 – 1300: Incivility and Professional Transgressions | Sue Walker

This session explores the concept of workplace incivility—those subtle, low-level acts of rudeness and disrespect that often fly under the radar but still have a significant impact on team morale and wellbeing.

Drawing on insights from the Royal College of Nursing and the CIPD's Managing Conflict in the Modern Workplace report, we'll unpack why incivility is so common (with 66% of workers citing lack of respect as a key issue), how to spot it, and what leaders and staff can do to build a more respectful, professional culture.

1300 – 1400: Lunch and Networking

### 1400 – 1500: Diving in Deep to the Reasons for Boundary Transgressions | Dr Wendy McIntosh

In this session, we will explore the role that transference plays in professional boundary violations (both professional-to-patient and collegial).

We will explore the importance of understanding the Drama Triangle and why saying yes to overtime may not be in your best professional boundary interests. We will start to investigate the 5 Fs of the limbic system and learn how this controls both our own behaviour and that of our clients/patients.

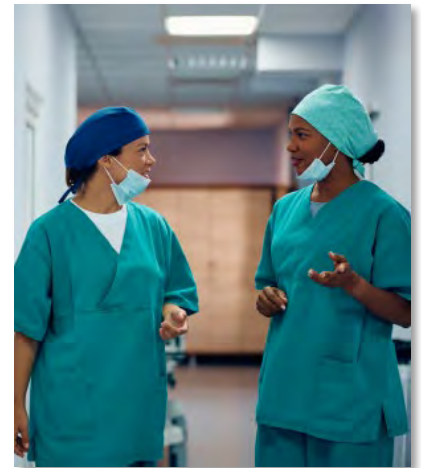
1500 – 1530: Break

### 1530 – 1600: Why does understanding your professional codes matter?

Hint – they are part of the legal framework under which we practice, but you would be surprised by the number of Nurses and midwives who have not read them.

### 1600 – 1700: Exploring Two Case Scenarios and Consolidating the Content from Day One and Two

This session will allow you to see the ways in which you are integrating the content presented to be able to critically analyse and problem solve boundary transgressions.



"Wendy's sessions made me reflect on my old patterns of care delivery, like physical touch relating to trauma trigger, which is very helpful."

- Yan-Shan, Shifting Sands of Healthcare, Iceland, 2025

## DAY 3: 23/04/2026

0900 – 0915: Welcome Back

### 0915 – 1000: Boundary Expectations of Professional Codes | Dr Wendy McIntosh

This session will explore in more depth collegial boundary transgressions and the legislation involved. What is stated, what is implied and reading between the lines.

### 1000 – 1100: I was an OHO complaint waiting to happen | Dr Wendy McIntosh

A complaint has been made against me. What do I need to be aware of, and what should I do? Strategies to decrease the risk of boundary transgressions

1100 – 1130: Break

### 1130 – 1230: Strategies when you Become Aware that a Colleague is About to or has Transgressed a Boundary | Dr Wendy McIntosh

How robust is your organisation in terms of professional boundary support, education, and following a complaint? Let's explore the framework that should exist.

1230 – 1300: Reflections and summary | Dr Wendy McIntosh and Sue Walker

1300: Farewell and Safe Travels

## OUR PRESENTERS

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**DR WENDY MCINTOSH, RGN, RMHN, GRAD. DIP MH, MN, CERT IV WORKPLACE ASSESSMENT & TRAINING, GROUP LEADERSHIP CERT, MRCNA, MANZCMHN, AANZPA**



Wendy has over 30 years of experience as a health professional (clinical, education, and research), twenty-five of those years in mental health. Areas of specific interest and passion for Wendy include professional supervision, professional boundaries, professional identity, links between childhood trauma and mental illness, and workplace bullying. Wendy has over 20 years of experience as a psychodrama trainee – lifelong learning. She is committed to using experiential learning in the work she does with individuals and groups. Wendy maintains a full diary of workshops throughout Australia and London UK and consistently receives feedback on her passion, knowledge, and creativity as a presenter and facilitator.

Wendy is continually integrating learning and insights she gains from the work she does within professional boundaries. She has developed internet training tools and education packages for individuals/organisations and delivers webinars for organisations.

With the assistance of six podcast episodes titled 'Professional Boundaries', Wendy is exploring and guiding listeners on their own personal and reflective journey through boundaries. Further podcasts are currently in production.

"I thought the content would maybe be heavy and yes some sessions were emotive but I was so hooked. The presenters (Wendy and Sue) were very engaging and passionate about the content and their energy was contagious." - Mary, Trauma Informed Care Across the Life Span, The Sunshine Coast, 2025

**SUE WALKER, RN, BN, BN (ADMIN), MPH (PALCARE), MACN, Specialist Nurse Educator**



Sue is the director & co-founder of the Nurses for Nurses Network. Sue is a key contributor to the online education platform Nursing CPD – a Continuing Professional Development platform to assist Nurses in meeting their annual CPD requirements.

As a Registered Nurse, Sue holds Degrees in both Nursing & Health Administration, a Masters Degree in Public Health, as well as a number of certificate courses in Psychiatry of Ageing, Gerontology, Chemotherapy Administration, & Training & Assessment. She is also an Accredited Mental Health First Aid Trainer, Mindfulness Practitioner, & Clinical Supervisor.

Sue has extensive experience as a clinician, educator, & senior manager. She has presented at local & international conferences on many topics including, key issues in healthcare, such as the psychological impact of the work that Nurses do & how the work requirements to deliver healthcare impact the health of the clinician. Other topics presented comprise of Nursing Leadership, Emergency Management, Mental health, Aged Care, Advanced Life Support, Assertiveness, Grief & Loss, & Workplace Bullying.

Sue is passionate about making a difference in how the community & Nurses experience the healthcare system.

"Nurses are the backbone of the healthcare system & work in difficult environments that can take advantage of their commitment to ensuring the best possible care is delivered. To continue to meet professional & community expectations Nurses & Midwives need to acknowledge their unique contribution to health care delivery & assert their collective strength to safeguard the community & ensure their ongoing professional needs are recognised & met.

Healthcare should be delivered by competent, knowledgeable individuals to ensure the best possible experience for the recipient of that care. Nursing is a fabulous profession. The knowledge & skill of the individual Nurse will have the greatest influence on the happiness & health outcomes of each & every client".

## REGISTRATION COSTS

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\$950.00 incl GST

(NB: Registration cost doesn't include travel, accommodation, or travel insurance.)

## VENUE

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## INCLUSIONS

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- An extensive Conference program based on current best practice
- Conference Presenters that are recognised experts in their field and are excited to be able to share their skill, knowledge, and passion with Conference Attendees
- An online Conference library filled to the brim with educational content that allows you to create your own learning experience by completing pre-conference education activities
- A Conference pack that includes a notepad, pen and additional information to support a fantastic Conference experience
- Morning tea, lunch and afternoon tea as outlined in the program
- A Conference Transcript that identifies each session held at the Conference including the session synopsis and session presenter
- A Certificate of Completion identifying the CPD hours for you to include in your CPD Evidence Portfolio

## INSURANCE

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*The Nurses for Nurses Network strongly recommends customers take out travel insurance at the time of registration for an event to cover any unforeseen circumstances that may prevent them attending and thus incurring any financial loss.*

## DISCLAIMER

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- 1200 – 1300: The professional boundary framework investigated further:
- 1300 – 1400: Lunch
- 1400 – 1500: The 5 Cs of the Professional Boundary Framework
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- 1230 – 1300: Reflections and Summary
- 1300: Finish