

CLIENT CODE OF CONDUCT

YOUR RIGHTS

- To receive a fair, proper and efficient service from Morrissey.
- To attend the Centres with the freedom from any discrimination or harassment on the grounds of gender, marital status, pregnancy, disability, race, age, religious or political conviction.
- To attend the Centre in a peaceful, social and friendly atmosphere.
- To attend the Centre without any risk of imminent injury or harm.
- Be treated with respect and dignity and receive clear and honest communication from all staff and Management.
- Raise any complaints or grievances in an atmosphere which is non-threatening and without fear of retribution in accordance with the Morrissey Grievance Policy.
- Have all grievances and allegations made by, or against you, dealt with in a confidential and prompt manner.
- The use of an Advocate or Advocacy Service.
- Have all information about you kept confidential unless you give permission for that information to be passed on.
- View your file information, on request during office hours. A minimum of one working day will be required.

EXPECTATIONS

It is expected that you will:

- Abide by the Morrissey agreed values of Honesty, Loyalty, Responsibility, Trust, Respect and Teamwork.
- Display a positive attitude toward other clients, volunteers, visitors and staff.
- Treat all other clients, volunteers, visitors and staff with respect and dignity.
- Respect the rights and opinions of other clients, volunteers, visitors. and staff.
- Be mindful of the right of confidentiality of others.
- Not engage in the mistreatment of, cruelty or inappropriate behaviour, in any form towards other clients, volunteers, visitors.
- Not to contact or discuss issues pertaining to Morrissey with the media without prior authorisation obtained from the Manager.
- Not to comment publicly on issues pertaining to Morrissey without prior authorisation obtained from the Manager, this includes while at a public place involved in an activity organised by Morrissey.
- Use Morrissey property and equipment for its proper use, with care. Property and equipment is not to be removed from the premises without authorisation obtained from the Manager.
- Take reasonable care to ensure your own safety while at the Centre or on outings and avoid adversely affecting the health, safety and welfare of any other person.
- Use or wear any protective equipment or clothing required for any activity at the Centre.
- Immediately report to staff any situation at the Centre which may constitute a hazard to any other person.
- Immediately report any accident to the nearest staff member.
- Not to smoke, drink (other than water) or eat while in transit in a Morrissey vehicle.
- Be ready 10 minutes before the agreed time of pick-up by bus driver and to advise the

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Centre by 8am if not requiring transport.

- Cancel scheduled service before 3pm the day before as to not incur a non-cancellation fee.
- Contact staff or the General Office to inform the service of your choice to attend any outing.
- For the continuation of activities and events organised by the Centre, you are encouraged to support the programs offered.

I, _____ have read and understood the Code of Conduct.

Signature

Date

Witness _____

Print name _____

Signature

Date

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