

## Participant Code of Conduct

Alacrity Health (ABN 71 151 101 739) (**we, us or our**), is providing you or a person in your care (**Dependent**) with our services. Our staff have the right to be treated with courtesy and respect and have a safe working environment. You and your Dependent have the right to be treated with courtesy and respect and provided with a safe environment to receive our services.

This Code of Conduct applies to all interactions that you and your Dependent have with us when receiving the services, irrespective of whether the services are being delivered in person, remotely, at our premises or at other premises.

This Code of Conduct applies to you, your Dependent and other people who are present when you or your Dependent are receiving the services, such as support workers or family members, and the word **you** applies to anyone who is receiving our services as well as anyone who is present when our services are being delivered.

### Code of Conduct

You agree that you will:

- a) behave in a lawful manner;
- b) treat our staff with courtesy and respect at all times;
- c) supervise any children that are under your supervision and are present when the services are being delivered;
- d) ensure that any person that is supporting or otherwise accompanying you or your Dependent when receiving the services is aware of this Code of Conduct; and
- e) immediately inform us if you or your Dependent do not feel safe, respected or have any concerns about the way you or your Child are treated while receiving the services.

You must not (and must not allow your Dependent to):

- a) engage in any conduct which is offensive, discriminatory, abusive, threatening or inappropriate towards another person;
- b) access our services if you are under the influence of drugs or alcohol;
- c) take risks with your person or behave in a dangerous manner or a manner likely to cause harm to yourself, the Dependent, another person or the property of another person;
- d) make threats (in any way and in any form) to the safety or wellbeing of any person;
- e) destroy or damage our property or the property of any third party or allow any one in your custody or control to destroy or damage our property;
- f) engage in any actions or use any words (whether oral or written) that are verbally, physically, sexually or psychologically abusive. This includes any spitting, hitting, pushing, shoving, yelling, and any unwanted or inappropriate physical contact;
- g) comment on the physical, cultural, political, religious or sexual inclinations of another person; and
- h) while on our premises, or receiving services from us, display to any person any images or videos which are of a sexual nature (including pornography), violent or which incite discrimination, violence or hatred towards another person.

While you are receiving the services or are otherwise on our premises, you must not have in your possession (or allow your Dependent to have in their possession):

- a) any weapon, chemical or toxic substances including guns, knives, ammunition or chemicals; or
- b) any alcohol, drugs, or any other addictive substances.

## Breaching this Code of Conduct

If you (or your Dependent) breach this Code of Conduct, we may:

- a) advise you that we will be unable to assist you or your Dependent if the behaviour continues;
- b) warn you that we will immediately end the conversation or services if you (or your Dependent) do not change the behaviour; and
- c) end the conversation or services if you (or your Dependent) do not change the behaviour or we feel unsafe at any time.

We may also take further action against you which may include:

- a) a verbal or written warning that we will cease the services if the conduct continues;
- b) termination of your client agreement and cessation of all services;
- c) making a police report;
- d) the institution of civil action; or
- e) such other action as we deem appropriate in the circumstances.

You understand and agree that failure to comply with this Code of Conduct may result in us terminating our service agreement with you. You may also be personally liable for conduct engaged in by you contrary to this Code of Conduct.

## Amendments

We may, at any time and at our discretion, vary this Code of Conduct by publishing the amended Code of Conduct on our website. We recommend you check our website regularly to ensure you are aware of our current Code of Conduct.

**For any questions or notices, please contact us at:**

Alacrity Health (ABN 71 151 101 739)

Email: [hayden.heatherington@alacrityhealth.com.au](mailto:hayden.heatherington@alacrityhealth.com.au)

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