

Ostomy Association of Melbourne Inc

Member Code of Conduct

PURPOSE OF THE CODE

The purpose of this Code of Conduct (the Code) is to provide members, member's representatives and others with guidance on the expectations and standard of behaviour that is expected of them when dealing with Ostomy Association of Melbourne Inc.

OUR COMMITMENT

The staff, volunteers and committee of Ostomy Association of Melbourne Inc will always strive to act in a courteous and caring manner towards members, member's representatives and others and will endeavour to meet their needs to the extent permitted by governing legislation, governing policy and guidelines as well as the association rules and policies.

OUR EXPECTATION

Financial Matters

For members of the association, we expect that annual subscription fees will be paid immediately they fall due. We reserve the right to terminate membership without notice where fees have been in arrears for more than two months.

We expect that any other fees associated with our service to members such as postage, packaging and handling fees will be paid at the point of request of service unless otherwise arranged in advance. We reserve the right to withhold a service until such times as all charges associated with that service have been paid.

Behaviour

When visiting our premises, or corresponding by any means with our staff, volunteers and committee, we expect members, member's representatives and others to treat our employees, volunteers and others with courtesy and respect.

Abusive, discriminatory, disrespectful or threatening language or behaviour will not be tolerated. Persons displaying such behaviour will be asked to leave and/or service will be immediately terminated.

Should children or pets accompany members to our premises they should always be under the control of an accompanying adult visitor.

COMPLIANCE

This Code will be managed by the Executive Committee and the management of the association. If anyone, acting for the association or a member, act in a manner which is contrary to the Code the Executive Committee will commence an inquiry during which the person concerned shall be given a full and fair opportunity of presenting their case.

Any breach will be subject to appropriate disciplinary action.