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# ***Queensland Stoma Association Ltd***

## ***Member Code of Conduct***

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### **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 Queensland Stoma Association Ltd (the Association).

### **OUR COMMITMENT TO MEMBERS, MEMBERS REPRESENTATIVES AND OTHERS**

The staff, volunteers and Board of Queensland Stoma Association Ltd are committed to acting in a manner consistent with current community standards and expectations. While acting on behalf of the Association, we 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 Association rules and policies, and any other governing legislation, policy or guideline.

### **OUR EXPECTATION OF MEMBERS, VISITORS AND OTHERS**

#### ***Financial Matters***

For registered members of the Association, we expect that association membership fees will be paid immediately they fall due (upon joining and 30<sup>th</sup> June annually). We reserve the right to terminate membership without notice where membership 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 rooms, 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.

When corresponding with the Association by other means such as by telephone, email or letter, we expect you to treat our employees, volunteers and others with courtesy and

respect. Abusive, discriminatory, disrespectful or threatening language or behaviour will not be tolerated. Correspondence with persons displaying such behaviour will be immediately terminated.

Children are to be under the control of an accompanying adult visitor at all times.

## **COMPLIANCE**

This Code will be managed by the QSA Board and the management of the Association. If a member acts in a manner which is contrary to the code the Board will commence an inquiry during which the member concerned shall be given a full and fair opportunity of presenting his or her case. If the breach and is found to have occurred disciplinary action will be taken against the relevant member or member's representative This may result in a warning, suspension or termination of membership.

The outcome of the inquiry and any disciplinary action take will be notified in writing.

<b>Date reviewed</b>	<b>Date Adopted by QSA Board</b>	<b>Next Review</b>

