

CODE OF CONDUCT

All individuals within our premises must treat staff and clients with courtesy and respect at all times. Aggression and violence will not be tolerated. Offenders may be prosecuted.

Aggressive behaviour can include physical aggression (i.e. punching, pushing, throwing things) or verbal aggression (i.e. raising your voice, yelling and disrespectful and hostile behaviour including foul language)

CONSUMER RIGHTS & RESPONSIBILITIES

All people receiving services at Positive Psychology have the right to:

- Receive a high standard of care
- Be treated with dignity and respect
- Respect for their privacy and confidentiality
- Receive services in a safe environment
- Have a support person participate in discussions about your care
- Have your sexual orientation, gender and gender identity taken into consideration when receiving psychological services
- Have your social, cultural background and family circumstances taken into consideration when receiving psychological services
- Be informed and consulted with about your treatment plan
- Be informed about costs payable for the service

All people receiving services at Positive Psychology have the responsibility to:

- Cooperate with your psychologist and other Positive Psychology staff
- Support us in providing a safe and respectful environment
- Respect other clients and staff
- Comply with Positive Psychology's Code of Conduct
- Communicate with us to know if you have any questions or concerns regarding your treatment
- Pay for services in a timely manner

FURTHER RESOURCES

- Feedback and complaints handling policy
- Critical incidents policy