



## AOWA Code of Conduct:

### For consumers attending AOWA services

#### Introduction

Arthritis & Osteoporosis WA (AOWA) provides an array of services for people living with musculoskeletal conditions and their carers. In order to provide a safe and enjoyable experience for all people accessing AOWA services, it is our expectation that you agree to abide by this code of conduct. In registering for the event, you are giving your agreement to adhere to the code of conduct as outlined below:

#### Code of Conduct:

1. Treat staff and fellow participants with courtesy. Use of abusive language or anti-social behaviour does not make for a pleasant environment and will not be permitted.
2. Respect the privacy of information shared by other participants. You, or other participants, may wish to share sensitive information – for example, in a support group environment. Please maintain integrity by not sharing information about other participants in these settings.
3. AOWA does not accept liability for any loss of personal property for anyone using facilities provided/used by AOWA. Please ensure that any values are kept safely about your person and do not leave them unattended.
4. Participate safely in AOWA programs. If you are engaging in exercise at an AOWA event, you are required to complete a quick safety screen (the APSS exercise screen) on registering for the event. This is to ensure that you are usually medically fit enough to participate in exercise. You will also be required to follow the instructions of the Instructor. If you have any concerns about exercise participation, please flag them with the Instructor before participating in exercise.
5. Personal information may be shared with emergency services if necessary. Please note, that if in the event you become unwell whilst participating in an AOWA service, a staff member may call for an ambulance and will share your medical and contact information with the medical/ambulance crew. This is to assist you in a medical emergency. AOWA staff may also call for assistance by emergency services if you reveal information or demonstrate behaviour that clearly indicates you are an immediate threat to yourself or others.
6. Photography and filming during AOWA services on phones, cameras or any other devices is strictly prohibited without express prior permission from AOWA management.
7. Respect and follow the directions of staff at all times, especially in emergency situations.
8. Any feedback/complaints should be submitted in writing addressed to the Health Services Manager in person or via email at [general@arthritiswa.org.au](mailto:general@arthritiswa.org.au)
9. AOWA services are subject to cancellation or change at short notice. We will endeavour to give you as much notice as possible prior to cancelling services. Unfortunately, we may need to cancel an event at short notice e.g. due to Instructor sickness. It is the responsibility of participants to check events are still running by checking your email or mobile phone as we will notify you through these methods of any cancellations.