

## Policy Statement

Family Planning Queensland (FPQ) is committed to excellence in clinical, education, training and information services. The Code of Conduct describes the conduct and behaviour requested from FPQ clients. The Code reflects FPQ's philosophy, strategic direction and policies, and is based on the organisation's key values:

- Respect for others
- Social justice
- Professionalism
- Innovation
- Courage
- Openness and honesty.

## Code of Conduct

- Take responsibility for your sexual and reproductive health rights
- Be willing to disclose relevant information as much as possible with history-taking and examination
- Be honest about your needs
- Be receptive to new information and ideas
- Act in a manner that is courteous and respectful
- Respect other people's rights to access FPQ services
- Be punctual and notify FPQ staff if appointments are no longer required
- Provide constructive feedback about FPQ services
- Do not access FPQ services under the influence of alcohol or any illicit drug.

## Client complaints and feedback

FPQ welcomes feedback from clients.

### If you are satisfied...

If you are satisfied or pleased with the services, please let us know, as this will give us the opportunity to recognise/acknowledge the standard of service offered by our staff.

### If you are dissatisfied...

If you are dissatisfied with any aspect of our service, please let us know, so we can identify any problems or areas where changes can be made. All complaints will be taken seriously, treated seriously and resolved as quickly as possible. FPQ believes that clients have a right to have their comments and concerns acknowledged and dealt with in an appropriate manner.

### To make a complaint...

1. Firstly, complaints should be addressed to the staff member you are dealing with or, write a letter outlining your concerns.
2. If you are not comfortable talking directly to the person, or the issue is not resolved to your satisfaction, you can ask to speak to, or write to the manager of the local FPQ Service.
3. If you are still not satisfied with the outcome, you can contact the Chief Executive Officer:-

Contact details:  Family Planning Queensland  
100 Alfred Street, Fortitude Valley Qld 4006  
 (07) 3250 0240  
 (07) 3250 0292

## **Policy Statement**

Family Planning Queensland (FPQ) is committed to excellence in clinical, education, training and information services. This Code of Conduct describes the conduct and behaviour requested from participants in FPQ education and training activities. All participant misconduct (general and academic) will be treated seriously and may involve penalties for the participant. This Code reflects FPQ's philosophy, strategic direction and policies, and is based on the organisation's key values:

- Respect for others
- Social justice
- Professionalism
- Innovation
- Courage
- Openness and honesty.

## **Code of Conduct**

### **General**

- Be honest about your needs
- Be receptive to new information and ideas
- Respect other people's rights to access FPQ services
- Be polite and respectful to FPQ staff and other participants by respecting their privacy and personal space
- Provide constructive feedback about FPQ services
- Do not access FPQ services under the influence of alcohol or any other drug.

### **Academic conduct**

- Ensure enrolment and progress is lawful and consistent with FPQ requirements and guidelines
- Act ethically and honestly in the preparation and submission of all academic work. Academic dishonesty, including plagiarism, cheating and misrepresenting information, will not be tolerated during any form of training or assessment (including written and workplace assessments)
- Ensure all assessment work submitted is the participant's own work and meets all academic and referencing standards
- Meet all specified education and training attendance requirements
- Avoid any activity or behaviour that would unfairly advantage or disadvantage another participant
- Use FPQ resources in a lawful and ethical manner and for FPQ education and training purposes only

## **Complaints and feedback**

FPQ welcomes feedback.

### **If you are satisfied...**

If you are satisfied or pleased with the services, please let us know, as this will give us the opportunity to recognise/acknowledge the standard of service offered by our staff.

### **If you are dissatisfied...**

If you are dissatisfied with any aspect of our service, please let us know, so we can identify any problems or areas where changes can be made. All complaints will be taken seriously, treated seriously and resolved as quickly as possible. FPQ believes that all service users have a right to have their comments and concerns acknowledged and dealt with in an appropriate manner.

### **To make a complaint...**

1. Firstly, complaints should be addressed to the staff member you are dealing with or, write a letter outlining your concerns.
2. If you are not comfortable talking directly to the person, or the issue is not resolved to your satisfaction, you can ask to speak to, or write to the manager of the local FPQ Service.
3. If you are still not satisfied with the outcome, you can contact the Chief Executive Officer.

Contact details:



Family Planning Queensland

100 Alfred Street, Fortitude Valley Qld 4006



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