

Client Code of Conduct

Rationale (The reason for)

The Client Code of Conduct is developed by clients and outlines a person's responsibilities and rights when using supports and services delivered by Life Skills Victoria.

- Every person attending LSV has the right to participate in Life Skills Victoria programs and activities, in a supportive and respectful learning environment.
- LSV programs are available to any person with a disability.
- People attending LSV have the right to (enrol) and participate in a program of their choice if spaces are available.
- All members of Life Skills Victoria have the right to feel safe and comfortable at all times.

Scope (Who the policy applies to)

This policy applies to all clients, employees, and volunteers. Any clients or anyone working with or for Life Skills Vic Inc is expected to be familiar with this policy and use the approved procedures to ensure safe and ethical service delivery.

Policy Statement (What the Policy Means)

Clients will treat staff and volunteers with respect and honesty and refrain from any discriminatory comments or actions.

When a person does not follow the Client Code of Conduct, they may:

- Be excluded from the program or activity.
- An incident report may be completed.
- A member of the senior member of staff will meet with the person and their family to discuss the incident and decide what action to take.

In extreme situations a person may:

- Be excluded from Life Skills Victoria for a period of time or indefinitely.

Procedure (How to use this policy)

Clients at Life Skills Victoria are required to:

- Treat other people at Life Skills Victoria with respect and courtesy.
- Show respect for other people's belongings and for the property of Life Skills Victoria.
- Participate (join in) their chosen program and activity and be punctual.
- Work to the best of their abilities.
- Use the computers, equipment, and other materials in a responsible manner.
- Respect other people's privacy and personal space.
- Keep themselves and their environment safe.
- Not participate in behaviour that will hurt or frighten other people.
- Respect a persons' sexuality.

Review Date Term 1 2025