

ACTIVE MONASH

CUSTOMER CODE OF CONDUCT

Version 1.2 (August 2022)

INTRODUCTION

Active Monash is committed to supporting the community to lead healthy and fulfilling lives. We value the importance of maximising opportunities for all members of our community to participate in healthy activities and develop healthy lifestyles. Good health should be a universal right for all, regardless of age, income, gender, sexuality, ability, education or ethnic background.

We recognise that people using our services have diverse backgrounds and needs. We also recognise they will sometimes be angry, frustrated or distressed or act in other ways we find challenging. We employ skilled Employees who can communicate well and deal with complex issues.

PURPOSE

This Code of Conduct has been prepared to set out Council's expectations of all staff and patrons attending Active Monash facilities.

OUR COMMITMENT...

We have a commitment to provide you, our customers, with exceptional customer service, this includes being greeted with a friendly and familiar smile on every visit. We will strive to cater for all customers, promoting a supportive and inclusive environment in line with our vision to enable you to Participate Your Way.

We are committed to managing and operating our facilities in accordance with professional industry standards as well as providing regular updated information of any changes that occur with our services.

EXPECTATIONS OF OUR CUSTOMERS...

Council is also committed to providing a safe, healthy and secure workplace for all of its Employees. We expect our Employees to treat people with courtesy and respect. We expect this courtesy to be returned.

In addition to the Conditions of Entry advertised at the entrance of each facility, the following will not be tolerated within Active Monash facilities:

- Obstructing or interfering with staff who are performing the duties of their role.
- Failure to take reasonable direction from a staff member.
- The misuse of equipment and/or wilful damage of the facility or amenities.
- Unauthorised access to restricted or staff only areas.
- Attire that is not fit for purpose. For example, open footwear in the gym, inappropriate swimming attire such as underwear.
- Conducting services or selling goods that may be considered in direct conflict with services offered by Active Monash. This includes, but not limited to, personal training, coaching, group fitness classes, swimming lessons, and sporting competitions.
- Verbal or physical abuse of any kind including but not limited to;
 - a) verbal abuse, threats, sarcasm or other forms of demeaning or intimidating language or communication,
 - b) psychological harassment, and;
 - c) Physical abuse and intimidation.
- Harassment including but not limited to;
 - a) swearing,
 - b) slander or defamation,
 - c) circulating, displaying jokes or content containing inappropriate or offensive content,
 - d) intrusive or repeated enquiries into another person's personal life, including their religion, family, private matters or personal contact information; and,
 - e) communications via phone, email, online or private and commercial networks which are threatening, abusive or offensive to others.
- Sexual Harassment including but not limited to;
 - a) sexual advances and requests for sexual favours,
 - b) unnecessary familiarity, inappropriate or unsolicited physical contact,
 - c) unwanted and offensive comments on physical appearance or dress,
 - d) lewd jokes or wolf whistling,
 - e) public display of nudity; and,
 - f) sexual violence, indecent or sexual assault.

Failure to comply with this Code of Conduct and or Council's Conditions of Entry may result in individuals being asked to leave the facility or having future access privileges suspended or withdrawn in accordance with the Victorian Ombudsman Managing Unreasonable Complainant Conduct Practice Manual 2nd Edition August 2012, Victorian Ombudsman Good Practice Guide to Dealing with Challenging Behaviour May 2018, New South Wales Ombudsman Managing Unreasonable Complainant Conduct Practice Manual 2nd Edition May 2012 and New South Wales Ombudsman Unreasonable Complainant Conduct Model Policy.

This Policy is consistent with, and has been prepared in recognition of, the overarching principles contained within the *Charter of Human Rights and Responsibilities Act 2006*.

MONASH COUNCIL COMPLAINTS POLICY

Complaints about Council staff, decisions or policy can be made by directly to the Manager Active Monash or in accordance with Council's Complaints Policy:

<https://www.monash.vic.gov.au/Contact/Complaints-Policy>

Privacy Statement

Monash City Council ("Council") collects personal information via this form to manage Active Monash services and related purposes which the individual to whom the information relates may reasonably expect. Council will not release or provide access to personal information to any other person or body, unless (a) it has been authorised to do so by the person to whom the information relates, (b) it is permitted or required to do so by law, or (c) it is appropriate or required in the performance of the functions of Council. If you refuse to supply the requested information, we may not be able to process your request. You may gain access to your personal information by contacting Council's Privacy Officer via email at legal@monash.vic.gov.au