

**Code of Conduct**  
**My Local Physio Pty Ltd ABN 64 161 609 249**  
trading as  
**My Local Physio Plus**

*Please familiarise yourself with this Code of Conduct. Failure to observe these requirements may result in the termination of our services and your removal from our clinics, groups and classes.*

**1. Check-in procedures**

- When you arrive:
  - *at any of our clinics in Golden Grove, Ridgehaven or Fairview Park*, please check-in with our staff or use our online check-in facilities at Reception; and
  - *at any of our off-site groups and classes*, please check-in with our staff on site.
- If you are:
  - *a new client*, please complete our Client Registration form upon arrival; or
  - *an existing client*, please let our Reception staff know if your personal information has changed since you last saw us, and they can update your details.

**2. General behaviour**

- Please treat our staff and other clients with courtesy and respect. We do not tolerate discrimination or harassment at our clinics, groups or classes.
- Please let us know if you witness any dangerous, inappropriate or suspicious behaviour.
- Please follow the instructions of our staff. They are directed at ensuring your enjoyable and safe participation in our clinical activities.
- If your behaviour:
  - is aggressive, discriminatory, inappropriate or otherwise offensive;
  - endangers the health or safety of others; or
  - causes us to reasonably suspect that you are under the influence of alcohol, drugs, or other prohibited substances,we may cease providing services and will remove you from our clinics, groups and classes.
- Please remain in the designated area for your program or activity, including on third party facilities.

**3. Dress code**

- Some of our activities require that particular attire or shoes be worn for health and safety reasons. Please follow the recommendations of our staff for your specific activity.
- Please refrain from attire that displays inappropriate or offensive images or language.

**4. Privacy**

- Please obtain consent before taking photos or videos of other individuals at our clinics, groups and classes.

- For the comfort and convenience of others, we ask that you:
  - use earbud headphones with personal audio devices or phones; and
  - refrain from telephone conversations in our common areas, Reception or during groups and classes.
- Further information about how we handle your personal information is available in our Privacy Policy upon request.

#### **5. Personal items**

- Please ensure that the floor in all common areas is kept clear of personal items which may present a tripping or fall hazard.
- Please secure your personal items. We are not responsible for their loss, theft or damage.

#### **6. Use of equipment**

- Our equipment is allocated to designated activities and classes. Please do not use any equipment that is not part of your clinical activity or class.
- When using our equipment, please:
  - follow any instructions for its safe operation and use, including any time limits;
  - immediately report any damaged or malfunctions to our staff;
  - wipe it down after use if we have provided any cleaning supplies; and
  - ensure it is returned to its proper place after use.

#### **7. Safety and hygiene**

- When participating in any one-on-one clinical activities with our staff, please bring a bath towel for your and our staff's health and hygiene.
- Where sanitation stations are provided, please wash your hands regularly.
- Some of our groups and classes are conducted off-site, at third party facilities. Please observe any health or safety requirements of those third parties.
- Please ensure that any spills are reported immediately.

#### **8. Personal training and coaching**

- Our groups and classes are run by qualified staff. Please do not bring your personal trainers and coaches, in that capacity, to any of our groups or classes.

#### **9. Damage to property or equipment**

- Other than fair wear and tear, any damage that you cause to our premises or equipment (or those of third parties) will remain your responsibility and liability.

#### **10. Children**

- If your children are participating in our groups or classes, please ensure they are supervised at all times.