

Code of Conduct for Consumers of QLA

- The Consumer will be available when workers attend for duty on agreed shifts
- The Consumer will make every effort not to make unreasonable demands on Personal Support Workers
- The Consumer will refrain from using abusive or unacceptable language
- The Consumer will agree to carry out personal hygiene procedures
- The Consumer will show respect to Personal Support Workers in attendance
- The Consumer will not engage in any improper or inappropriate conduct including improper or inappropriate conduct of a sexual nature
- The Consumer will not engage in the use of or be adversely affected by illegal drugs whilst Personal Support Workers are in attendance
- The Consumer will not put themselves or Personal Support Workers at risk of injury
- The Consumer will not request Personal Support Workers to engage in any illegal, improper or inappropriate conduct
- The Consumer will respect the privacy and confidentiality of Personal Support Workers
- The Consumer will respect the Personal Support Workers' religious, cultural and personal beliefs and not engage in any form of discrimination
- All family members co-residing with the Consumer are also required to treat Personal Support Workers in accordance with this Code of Conduct