



Code of Conduct

Purpose

Stellar Fertility is committed to providing exceptional, safe, and compassionate care in a respectful and professional environment. This Code of Conduct outlines the expected standards of behaviour for all patients, visitors, and staff to ensure our clinic remains a place of trust, safety, and mutual respect.

Our Commitment to You

We will:

- Treat you with courtesy, dignity, and respect at all times.
- Provide professional, confidential, and high-quality care.
- Communicate clearly and compassionately.
- Respond promptly and professionally to feedback or concerns.
- Maintain a safe environment for all patients, visitors, and staff.

Your Commitment to Us

We ask that you:

- Treat all staff, clinicians, and fellow patients with respect and courtesy.
- Communicate calmly and appropriately, even when you are distressed or frustrated.
- Follow staff instructions regarding safety, infection control, and clinic procedures.
- Provide accurate information to assist in your care.
- Respect clinic property and privacy of others.

Zero Tolerance Policy

Stellar Fertility has **zero tolerance** for any behaviour that compromises the safety or wellbeing of our staff or patients.

This includes, but is not limited to:

- Use of abusive, threatening, or discriminatory language.
- Shouting, intimidation, or harassment (verbal, physical, or written).
- Aggressive behaviour, physical violence, or damage to property.
- Persistent or unreasonable demands that disrupt the provision of care.
- Inappropriate contact or communications via phone, email, or social media.

Consequences of Breach

If this Code of Conduct is breached, the following actions may be taken:

1. You may be asked to leave the premises.
2. Future appointments or treatment may be suspended or terminated.
3. The clinic may refer you to an alternative fertility provider.
4. In serious cases, the matter may be referred to the police or relevant authorities.





Feedback and Communication

We value honest, constructive feedback.

You are welcome to share your experiences by:

- Speaking with a member of our management team.
- Completing a feedback form available from Stellar Fertility website or patient portal
- Emailing us at feedback@stellarfertility.com.au

All feedback is reviewed and addressed in accordance with our Quality and Risk Management framework.

Stellar Fertility

Supporting you with respect, care, and professionalism; every step of your fertility journey.