



Policy: Treatment of members and external organisations

The Chief Executive will work with members (and those applying to be members) in a way that ensures conditions, procedures, and decisions are safe, fair and respectful, and in line with achieving the best possible outcomes for members.

The Chief Executive will ensure the organisation will:

1. support all members who approach the organisation
2. ensure information is only collected when there is a need for it
3. ensure information about members and external organisations is kept private and confidential
4. operate facilities with appropriate consideration of accessibility and privacy
5. ensure that members and external organisations are aware of what they may and may not expect from the organisation
6. inform members and external organisations about this policy and how to contact the organisation if they feel this policy has been breached. If this situation arises, the Chief Executive will endeavour to amend the organisation's approach to ensure members and stakeholders are treated appropriately
7. ensure all appropriate opportunities for co-operation of entities and groupings across the pharmacy sector are investigated
8. maintain reasonable market intelligence about the funding arrangements across the health sector.