



Dr Timothy Rush (BVSc) & Associates

YAMANTO VET SURGERY

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Dear Valued Client,

Our new 'Client Code of Conduct'

Yamanto Veterinary Surgery was established by myself and my wife Jenny in 1999. Many clients have been coming to us since those early beginnings and have remained loyal and valued clients ever since. We have shared the heartaches and the joys of owning pets together.

Your ongoing support has encouraged more and more Ipswich residents to bring their pets to us for our special brand of treatment and care. As a result, our practice has grown steadily and now employs 5 vets, (including myself) 10 vet nurses and a Practice Manager. Currently, we have over 5,500 clients registered on our books.

A key reason for this success is, we believe, our consistently high quality of service and care to our clients and their pets. This consistency has been supported by a continual improvement in veterinary knowledge, experience, medical treatments and technology.

In particular, we believe our success is founded on three key ingredients:

- **the level of training and mentoring** provided to Yamanto vets and vet nurses
- the **positive and innovative workplace culture** we constantly cultivate; and
- **keeping our fees as low as possible**, as part of our overall commitment to the local community and the health of your pets.

But success also has its downside. As the practice is now always so busy, all staff are continually responding to a high demand for services.

Dr Tim's Availability

Demand for my services in particular remains very high, and sometimes I just don't have the time to see everyone who wishes to have their pet treated personally by me.

In this respect, I wish to remind all our valued clients that I have personally trained and mentored every Yamanto Vet and that I hold them to the same levels of competence and care as I hold myself. Your pet will be given the highest level of care and attention by all the Yamanto Vets and Vet Nurses.

To balance my work and personal life, I will now be working 4 days per week, and in the afternoons, I will be performing and coaching surgery with the other Yamanto Vets. This means that I only have 4 mornings per week for consults and am currently booked out at least 4 weeks in advance. So please be aware that if you want to see me personally, you may have to book around 4 weeks ahead on average.

If you have an emergency and I am not available, our other Yamanto Vets and Vet Nurses will always be there to help you.

The Client Code of Conduct – how you can help

It is very important we manage our time and services as efficiently as possible, and that's where you come in. Just as we strive to provide the highest levels of service and value, you can also help our operations and support the health and happiness of our staff.

You can do this by respecting our Mission – **'To have a healthy, happy workplace providing excellence in animal care'** and by following our new **Client Code of Conduct**.

Our **Client Code of Conduct** (see attached) clarifies the types of behaviour we cannot tolerate if we are to continue to achieve our Mission. Most of the undesirable behaviours identified are simply reflecting current social values.

However, I wish to highlight two particular behaviours which do not respect our Mission and any harassment of staff in this context is simply not acceptable. These behaviours are:

- **Demanding to see a particular vet at a particular time**
- **Arguing about the price of a service or demanding a discount.**

I know that an overwhelming majority of my clients are respectful and understand the pressures we are under as a busy veterinary practice. It is in some ways unfortunate that we need to introduce this formal Client Code of Conduct, but certain behaviours are simply unacceptable in our practice, and I wish to make sure everyone knows what they are.

I thank you for your understanding and patience and look forward to continuing to serve you and your beloved pets.

Yours Sincerely,

Dr Tim