



# SPRINGS MEDICAL CENTRE

## **Patient information sheet:**

### **ZERO TOLERANCE OF AGGRESSION and VIOLENCE IN THE WORKPLACE**

The effective prevention and management of aggression and violence in the workplace is a responsibility of Springs Medical Centre.

Under the Victorian Occupational Health and Safety Act 2004 (the Act), we must provide a safe and healthy work environment for all workers (includes Employees, Contractors and Visiting Service providers) and the general public (Patients & visitors).

Detailed below is the code of behaviour for patients, their families/friends and members of the public, to adhere to:

### **PATIENT CODE OF CONDUCT**

Occupational violence and aggression is an OH&S hazard.

Workers of Springs Medical have the right to be treated with respect.

Zero tolerance of occupational aggression and violence is vital in providing a safe and healthy working environment

Aggressive and violent behaviour toward any worker is unacceptable and will not be tolerated.

Occupational violence and aggression is any incident in which a worker is threatened, abused or assaulted in circumstances arising out of, or during the course of, their work and includes:

- Threats or other intimidating behaviours that causes a person to believe they are in danger of being physically attacked. It may involve an actual or implied threat to safety, health or wellbeing.
- verbal, physical or psychological abuse;
- physical attack, such as pushing, shoving, tripping, grabbing, hitting, pinching, scratching, kicking, biting, spitting or any other type of direct physical contact
- aggravated assault, such as attacking with a weapon (knives, guns, clubs) or any other type of weapon (thrown object, furniture etc)
- Sexual harassment and sexual assault.

Springs Medical will not tolerate violence and aggression from;

- Patients
- Families and friends of patients
- Members of the public