

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.

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

Patient code of conduct

Occupational violence and aggression is an OH&S hazard and the 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, shouting 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, tripping, grabbing, hitting, pinching, scratching, kicking, biting, spitting. Any type of direct physical contact is unacceptable.
- Aggravated assault - No weapons of any kind are permitted at Springs Medical
- Sexual harassment and sexual assault.

Workers of Springs Medical have the right to work in a safe environment and be treated with respect. Other patients and visitors have the right to attend Springs Medical and be free from risks to their personal safety and from any exposure to acts of violence. Zero tolerance of aggression and violence is essential in providing a safe and healthy working environment.

Springs Medical will not tolerate violence and aggression from;

- Patients
- Families, friends or carers of patients
- Members of the public

If abusive, threatening, or violent behaviour is displayed towards any Springs Medical staff, we will be unable to assist you further until the behaviour is safe.

Any physical assault or serious threats of assault against individuals will be reported to the police.

• 10 Hospital Street
Daylesford 3460
t:03 5348 2227
f:03 5348 1447

• 22 Victoria Street
Trentham 3458
t: 03 5424 1602
f: 03 5424 1851

• 89 Piper Street
Kyneton 3444
t: 03 5422 1298
f: 03 5422 1307