

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 North East Family Medicine. 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

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

Occupational violence and aggression is an OH&S hazard.

Workers of North East Family Medicine 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.

North East Family Medicine will not tolerate violence and aggression from;

- Patients
- Families and friends of patients