

## Zero Tolerance Policy

### 1. Purpose

The safety and wellbeing of all patients, staff, practitioners and visitors is of the utmost importance to us. We promise to treat you with respect, and expect the same in return.

We will not tolerate any behaviour towards staff, practitioners, patients and visitors that is fraudulent, abusive, threatening, intimidating, inappropriate, offensive or violent in nature.

### 2. Commencement of Policy

This policy will commence from the 20<sup>th</sup> December 2023.

### 3. Unacceptable behaviour

We take a zero tolerance approach to any behaviour that is abusive, threatening, intimidating, sexual or violent in nature. Examples of such behaviour include:

- Swearing or using offensive language
- Any physical violence such as pushing or shoving
- Verbal or written abuse
- Racial abuse
- Sexual harassment, including jokes or comments of a sexual nature or about a persons' sexual identity
- Persistent or unrealistic demands
- Causing damage to property or stealing from the Practice's premises or from other persons
- Blaming staff or practitioners for not being able to meet requests e.g. "it will be your fault if I die"
- Bullying or demeaning others
- Obtaining drugs and/or medical services fraudulently or forging medical certificates.

### 4. Consequences for unacceptable behaviour

Consequences for breaching our Zero Tolerance policy are:

- Your call being terminated; or
- Refusal of treatment; or
- Being asked to leave the premises; or
- Police being called; or
- A ban from further attending the clinic; or
- Any combination of the above.

### Policy version and revision information

<b>Authorised by Position:</b>	Chief Executive Officer
<b>Authorised by Name:</b>	Melissa Hayes
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