



EDUCATIONAL CASE MANAGEMENT
CLINICAL ALLIED HEALTH SERVICES

SERVICING NEWCASTLE AND THE HUNTER VALLEY

Zero Tolerance for Aggressive or Abusive Behaviour

At Educational Case Management (ECM) we are committed to providing high-quality Allied Health Professional services to our clients. We value the safety and well-being of our management, clinical and administrative team and clients across the life span, and we recognise that incidents of aggressive or abusive behaviour can compromise the quality of care we provide. Therefore, we have developed this policy to ensure that our team and clients are protected from any form of verbal, physical, and/or emotional abuse from clients, parents or guardians. This policy outlines ECM's expectations for acceptable behaviour in clinic or in the community and the consequences of any violation. We aim to provide a safe and supportive environment for both our team and clients, and we ask that all parents or guardians respect our policy and work with us to create a positive experience for everyone involved.

Educational Case Management aims towards prevention, early intervention and responses to abuse, neglect and violence by our experienced team of Allied Health Professionals. Educational Case Management's prevention focussed framework has a range of Zero Tolerance tools and resources that will be implemented in the clinic, ensuring we are, at all times, safeguarding people with a disability.

Zero Tolerance is about keeping Allied Health Professionals, Managers and Administration staff at Educational Case Management, along with clients and families safe. It ensures that everyone is treated with dignity and respect.

ECM has a zero-tolerance policy which reinforces the notion that ECM will not tolerate any form of verbal, physical, or emotional abuse. This Policy supports the following:

Acknowledgement

Every person working at ECM has a right to personal safety. Every person attending in clinic or being supported in the community has the right to personal safety. Threatening, abusive or

physically violent behaviour will not be accepted from anyone under any circumstances. All clients, parents or guardians are informed of our clinic's policy for dealing with aggressive or abusive behaviour, supported by signage in all clinics, viewing of policy on ECM webpage, and printed version of policy available on request.

Clients and visitors must not harass, abuse, threaten or put health staff, or any other person on health service premises, at risk of physical or psychological harm. Violence makes it harder for Allied Health Professionals to provide good health care to you or your loved ones.

Consequences

ECM reserves the right to take appropriate action. Action will be taken when a violent incident occurs which may include:

- prompt medical response where appropriate
- ask the person to leave the premises immediately
- formal warning
- call upon security services
- calling the police
- refusing to provide further services to the person
- Reporting the incident to the appropriate authorities, if necessary

Reporting

Problems that don't get reported don't get fixed. All reported violent incidents will be investigated regardless of the perpetrator, and appropriate action taken. All incidents of aggressive or abusive behaviour will be documented and reported as an incident or hazard and/or grievance in EnableHR to be actioned by Discipline Managers. Anyone verbally abusing members of staff, either in person or over the telephone, will be sent a letter from the Management Team advising that this behaviour will not be tolerated. Any future violation of this policy will result in the family and child no longer being seen or managed at ECM- face to face, via Telehealth, or via Telephone, group program or in the community. All abusive correspondence received by our office will be retained for reference should the matter persist and need to be referred to the police.

Reinstatement

ECM will continue to strive to stop violence before it happens. However, if it does happen, it will be met with an immediate and appropriate response aimed at minimising its effects and the risk of it happening again. If a client, parent or guardian has been asked to leave the premises or refused further services due to their aggressive or abusive behaviour, they may be considered for reinstatement of services at the discretion of ECM management and with an agreement to adhere to the policy.

Code of Conduct

All employees at ECM have the right to be treated with respect. Zero tolerance of aggression and violence is vital in providing a safe and healthy working environment. These behaviours toward any member of staff is unacceptable and will not be tolerated. Employees are encouraged to report the incident in which they felt threatened, abused or assaulted in circumstances arising out of, or in the course of their work in EnableHR. Human Resource Manager is immediately notified and required to investigate the circumstances reporting to Management Team (if appropriate) of the outcome. ECM management reserves the right to request the employee to leave the premises.