



ecm

EDUCATIONAL CASE MANAGEMENT  
CLINICAL ALLIED HEALTH SERVICES

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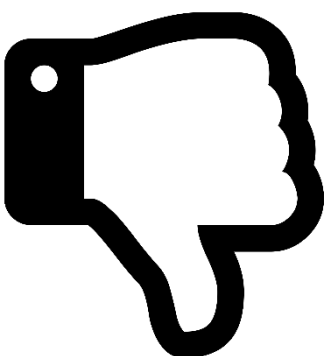
# Zero Tolerance for Aggressive and Abusive Behaviour



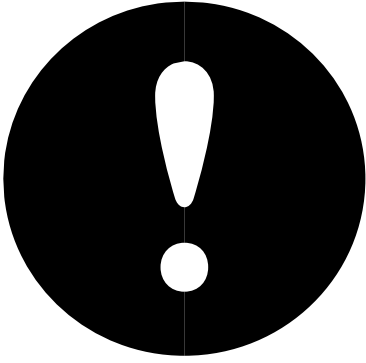
Everyone at ECM (staff and clients) has a right to personal safety.



ECM has a zero-tolerance policy for aggressive and abusive behaviour. This means that no kind of aggressive or abusive behaviour is allowed.

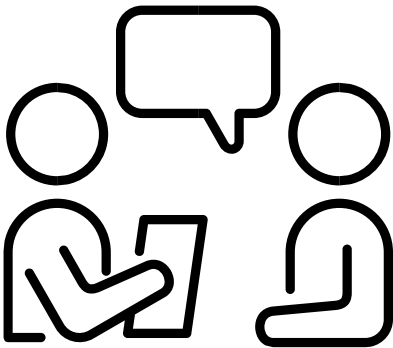


Aggressive and abusive behaviour may include violence, threats, abusive language, racial or sexual comments, malicious allegations, offensive gestures or behaviours, property damage or theft.



If you show aggressive or abusive behaviour ECM will take action. ECM may:

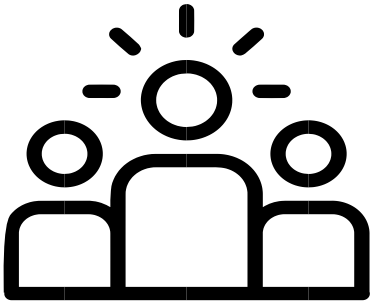
- Seek medical care
- Ask you to leave immediately
- Give you a formal warning
- Call security services
- Call the police
- Refuse to provide services to you/your child
- Report to the appropriate authorities



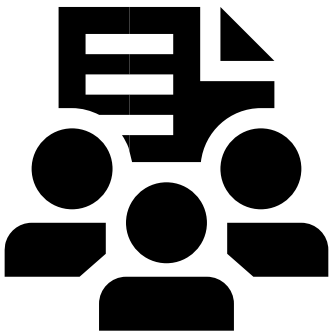
All incidents will be documented, and violent incidents will be investigated.



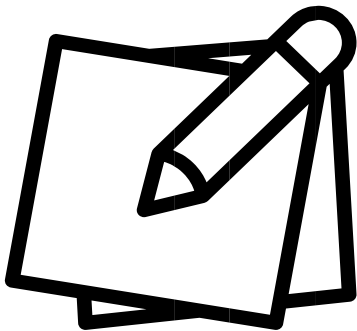
If you verbally abuse ECM staff, you will be sent a letter saying that your actions are not allowed. If it happens again, you and/or your child will no longer be able to be seen at ECM.



ECM wants to keep all clients and their family safe and ensure everyone is treated with dignity and respect.



All ECM staff follow a Code of Conduct that says what actions are appropriate.



ECM has policies and procedures in place to reduce and deal with violence, abuse and aggressive behaviour.



ECM follows the NSW Health Zero Tolerance Framework to assist in reducing the risk of violence.

More information can be found in ECM's Zero Tolerance Policy.