



4.12 Red House Paediatrics – Acceptable Standards of Behaviour Policy

At Red House Paediatrics, our focus is the medical, emotional and psychological wellbeing of children and their families. Our philosophy is to ensure that our work is done in the best interests of our patients (your children). To do this, we need to ensure the safety of the people who provide that care.

Any acts of violence or aggression are unacceptable - we want all of our staff, practitioners, patients and their families to feel safe and respected.

Occupational violence and aggression can be defined as any incident where a staff member is abused, threatened or assaulted in circumstances arising out of, or in the course of their employment.

Red House Paediatrics has a zero-tolerance policy for physical or verbal aggressive/abusive/threatening behaviour from parents/carers, in person or over the phone, against our staff or practitioners, or any other person/s (other patients or visitors to the rooms).

The following behaviours are not acceptable:

- Aggressive behaviour, harassment and intimidation
- Rude or threatening language or name calling
- Physical attacks to people or property
- Obscene, racist, sexist or demeaning language

If you witness aggressive behaviour, please advise a member of staff immediately.

Patient and visitor expectations:

We are committed to working with our patients and their families to improve their experience and outcomes. All visitors to Red House Paediatrics have the right to feel emotionally and physically safe, to be listened to and treated with respect and dignity.

Our staff also have the right to feel emotionally and physically safe. Patients, their families and visitors to Red House Paediatrics have a *responsibility* to ensure their actions do not threaten or harm others.

Our staff are required to report all incidents to management.

Any anti-social behaviour will lead to termination of the interaction. This includes ending phone calls, Telehealth or face to face appointments. We will not hesitate to request police assistance should anti-social behaviour persist.

Letters are sent to patients who choose to behave in a violent or aggressive manner, explaining that if they present to the practice again, they would be required to make a commitment to behave appropriately. An alert is recorded on the patients' medical file and in cases of persistent anti-social behaviour the patient may be discharged from the care of the practitioner and arrangements made for ongoing /future treatment elsewhere.

Red House Paediatrics reserves the right to discharge any patient from the Practice should the patient or their family members/associated visitors behave in an anti-social/aggressive/difficult manner.



Red House Paediatrics

Assault is a crime and it is our policy to cooperate with police to prosecute anyone who assaults a member of our staff.

We have a range of programs and initiatives in place to help keep our patients, visitors and staff safe. These include:

- CCTV in public areas at Red House Paediatrics, both inside and outside of the building.
- Staff training and education
- Duress alarms for our staff
- Weapons, objects causing possible harm, illicit drugs and alcohol are NOT permitted to be brought onto the premises by any patient, family member or visitor. Police will be notified should any of these objects/substances be brought to Red House Paediatrics.

In the case where there is an Intervention Order in place against any parent which restricts access to the other parent or the child, the respondent will not be permitted to attend appointments in person or by Telehealth, where the protected person/s will be present. Please refer to the Red House Paediatrics Separated Parents Policy for further information.

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