

## Zero Tolerance Policy

### Purpose

This policy outlines the standards of behaviour expected from patients and their visitors within the Terrigal Medical Centre and/or Avoca Beach Medical Centre. It emphasises our commitment to providing a safe, respectful and supportive environment for everyone.

### Scope

This policy applies to all patients, visitors and anyone accessing our services or premises.

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### Policy Statement

The Terrigal and Avoca Beach Medical Centres are committed to ensuring that our practices are a safe and respectful environment for all. We expect everyone to:

- Treat contracting doctors and healthcare staff, other patients and visitors with courtesy and respect.
- Communicate in a calm and cooperative manner.
- Refrain from using abusive, threatening or violent language or behaviour.

We have a **zero-tolerance approach** to any form of:

1. **Abusive Language:** Including yelling, swearing or discriminatory remarks.
2. **Threatening Behaviour:** Such as intimidation, bullying or verbal threats.
3. **Violence:** Any physical aggression, including throwing objects or assault.
4. **Harassment:** Sexual, racial, or any other form of harassment.
5. **Damage or theft to Property:** Intentional damage to practice property or personal belongings of others.
6. **Smoking or drinking alcohol or substance abuse on the premises**
7. **Discussing medical practice staff, reception staff, management and/or contracting doctors on social media platforms**
8. **Taking videos or photos of medical practice staff, reception staff, management and/or contracting doctors or the practice setting without permission from the practice**

## Expected Behaviour

Patients and visitors are expected to:

- Cooperate with medical practice staff, reception staff, management and/or contracting doctors and follow reasonable instructions.
  - Respect the privacy, dignity and diversity of others.
  - Avoid disrupting the care or comfort of other patients.
  - Refrain from bringing prohibited items (e.g., weapons, drugs, or alcohol) onto the premises.
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## Consequences of Unacceptable Behaviour

If a patient or visitor exhibits unacceptable behaviour:

1. **Warning:** A clear and documented warning will be issued.
  2. **Intervention:** Security or law enforcement may be called if behaviour escalates.
  3. **Discharge or Restriction:** In severe cases, services may be limited or terminated, except for emergencies.
  4. **Legal Action:** Acts of violence, threats or property damage may be reported to authorities.
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## Reporting and Escalation

All incidents must be documented and reported to the relevant contracting doctor and Management Staff.

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## Support Services

We understand that some behaviours may arise from medical, emotional, or psychological conditions. In such cases, we will provide appropriate support and assistance where possible, without compromising the safety and dignity of others.

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## Acknowledgment

By receiving care at the Terrigal or Avoca Beach Medical Centres, patients and visitors acknowledge their agreement to abide by this policy.