



Mutual expectations

For consumers, healthcare staff, students and volunteers

In the ACT public health system, we aim to provide a safe and supportive environment for everyone who enters or accesses a public health service. This includes healthcare provided in Canberra Health Services, Calvary Public Hospital Bruce, Tresillian, University of Canberra Hospital, ACT Walk-in Health Centres, Community Health Centres, Hospital in the Home, Community Dialysis Hub and other services provided in the community setting.

Occupational violence is defined as any action, incident or behaviour which causes a person to be assaulted, threatened, harmed, or injured during, or as a direct result of their work, where the workplace also includes remote, community or home-based sites. It also includes abuse through technology (text, emails, and phone calls).

We recognise that not all behaviours knowingly or intentionally occur. Through increased engagement we are working to better identify unacceptable behaviours and reduce those that cause physical or psychological harm. Let's work together to maintain a safe environment and reduce the risk of occupational violence at our ACT public health services. We are here to help you.

HOW YOU CAN SUPPORT US

Whenever you enter or access ACT public health services, we ask that you:

- ✓ respect other people and property to support a positive and safe environment
 - ✓ be mindful of the way you communicate with others
 - ✓ consider using the available options for providing feedback if you have any concerns so that we can ensure they are addressed
 - ✓ work with us to plan and provide your care
 - ✓ be mindful of your, and others, privacy especially when sharing information
 - ✓ speak to a staff member if you feel that your condition is getting worse, so that we can provide appropriate care
 - ✓ Please let us know if you have an immediate concern for your safety because:
 - our staff, students or volunteers' behaviours are not meeting expectations
 - other consumers (patients, nominated person, carers or visitors) are demonstrating unacceptable behaviours
- Whenever you enter or access ACT public health services, you can help us by ensuring that you do not knowingly or willingly:
- ✗ harass and/or discriminate against others based on their religion, race, ethnicity, age, appearance, gender, sexuality, disability, beliefs, cultural or spiritual background, or English proficiency
 - ✗ undertake, or threaten others with, any form of violence
 - ✗ record, our staff or others, without permission (still images, video, or sound).

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS



This Charter ensures everyone has a right to accessible, safe, and respectful healthcare.

You can find the Charter more information on the Australian

Commission on Safety and Quality in Health Care webpage – Partnering with Consumers. Use the QR Code to quick link to the site.

HOW OUR STAFF, STUDENTS AND VOLUNTEERS WILL SUPPORT YOU

Our staff, students and volunteers are here to:

- ✓ support you in making decisions about your healthcare, or where you are unable or have provided a health direction, to actively seek engagement with your identified nominated person, carer, guardian, representative or other individual or organisation
- ✓ to understand and respect your future healthcare values and preferences, ensuring your preferences are documented to help guide care
- ✓ assess your health and provide care as required, ensuring that those with urgent health care requirements are identified and treated as a priority
- ✓ take action when you provide feedback, or identify concerns, about your health and safety, or the health and safety of others
- ✓ ensure a safe environment for everyone, by reporting and managing any unacceptable behaviours towards staff or others according to their workplace policies and processes.

RESOURCES

- ACT Government Managing occupational violence policy
- Your Complaints Matters: Guide to Health Care Complaints in the ACT

Additional resources can be found on the [ACT Health Towards a Safer Culture](#) web pages.

HOW YOU CAN REPORT A CONCERN

You should raise immediate concerns with a staff member, or with a manager in charge. If you have a complaint, concern, or comment, that doesn't require an immediate response, you can provide feedback in the following ways :

Canberra Health Services

Consumer Feedback and Engagement Team
Phone: (02) 5124 5932
Email: HealthFeedback@act.gov.au

Calvary Public Hospital Bruce

Clinical Governance and Quality
Phone: (02) 6201 6111
Email: feedback@calvary-act.com.au

All complaints, concerns or comments will be investigated by the relevant ACT public health workplace.

ACT HEALTH SERVICES COMMISSIONER (HSC)

The HSC is an independent organisation who provides a fair process for managing complaints about health services, services for older people, health privacy and access issues.
Phone (02) 6205 2222
Email: human.rights@act.gov.au

POSSIBLE CONSEQUENCES OF UNACCEPTABLE BEHAVIOURS

Our staff are trained to identify and report occupational violence and have response processes to follow, with a focus on de-escalation and keeping people and the environment safe. They may call on other staff or teams, such as security, to manage the response.

If anyone causes physical or psychological harm to others, or wilfully damage property, we can contact ACT Policing and they may be charged with an offence under the *Criminal Code Act 1995* (Cth) or the *ACT Crimes Act 1900*.

Acknowledgment of Country

ACT public health workplaces acknowledge the Traditional Custodians of the land, the Ngunnawal people. We respect their continuing culture and connections to the land and the unique contributions they make to the life of this area. We also acknowledge and welcome Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

Accessibility



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