

Workplace Safety Info Sheet

This information is for clients of Carelink

Carelink staff are required to report to the Carelink Director all incidents where they feel unsafe, threatened or are physically harmed by a client or any other person. Security can be called in any situation where staff feel threatened or unsafe and, in extreme situations, the police will be called. Assault is a crime and Carelink will cooperate with police to prosecute anyone who assaults a member of our staff.

Carelink will do everything possible to protect staff, clients and visitors from unacceptable behaviour. We have zero tolerance of any incident or behaviour that causes hurt, alarm, damage or distress.

What we ask of you is that you treat all staff and others at Carelink with courtesy and respect. Clients will be treated with courtesy and respect by all Carelink staff. Behaviour that is violent or aggressive will not be tolerated.

- **Violence** is the use of force against a person and has the same definition as 'assault' in law (i.e. an attempt, offer or application of force against the person). This covers any person unlawfully touching any other person forcefully, spitting at another person, raising fists or feet or verbally threatening to strike or otherwise apply force to any person.
- **Aggression** is threatening or abusive language or gestures, sexual gestures or behaviour, derogatory sexual, demeaning or racial remarks, shouting at any person or applying force to any Carelink property or the personal property of any person in the organisation. It also includes banging on desks or counters or shouting loudly in an intimidating manner.

If you have any questions about the content of this information sheet, please speak with your Carelink contact directly or call 1300 810 957 and ask to speak with the Manager, Care Coordination Services.

Carelink staff are accountable for and participate in maintaining a positive practice culture that is conducive to enabling our clients autonomy, self-determination and recovery.

Carelink

Suite 520, Level 5, 100 Victoria Parade, East Melbourne VIC 3002

Phone: 1300 810 957. Fax: 03 9926 5641

Email: info@carelink.melbourne Website: carelink.melbourne