

ZERO TOLERANCE OF ABUSE POLICY AND PROCEDURES GUIDANCE

Orthomotion has a zero tolerance policy for all forms of verbal and written aggressive, threatening, abusive and violent behaviour towards any Orthomotion employee from its clients, their associates or other service providers.

1. Orthomotion client service commitment

Orthomotion is committed to providing a supportive and ethical service delivery framework to all clients who receive Orthomotion supports and services.

Orthomotion adheres to the NDIS Quality and Safeguards Commission *Code of Conduct* for providers and regularly reviews its service delivery policies and processes to ensure ongoing compliance with the NDIS Code of Conduct.

2. Orthomotion employee safety and wellbeing commitment

All Orthomotion employees have the right to a safe workplace.

Orthomotion is committed to maintaining a safe working environment for all Orthomotion employees which is free from aggression and violence against its employees.

The term 'Orthomotion employee(s)' refers to staff, contractors and unpaid workers, such as volunteers working for and/or at Orthomotion.

3. Orthomotion client behaviour expectations

Orthomotion has clear and articulated expectations of its clients in all forms of their communication with its employees.

All clients are made aware of Orthomotion's our zero tolerance to abusive behaviour in the **Orthomotion Terms and Conditions** (T&Cs) document.

All clients are provided with a copy of the T&Cs to read prior to the provision of supports and services to them by Orthomotion. All clients are required sign their agreement that they have read the T&Cs prior to receiving services from Orthomotion.

The zero tolerance to abusive behaviour statement in the T&Cs document includes reference to this policy for clients seeking further information.

Orthomotion expects its clients to:

1. be respectful and courteous
2. use an appropriate speaking level and tone
3. communicate without using threatening, abusive or offensive language
4. refrain from using offensive gestures or behaviour

An Orthomotion employee will do the following if a client is abusive, threatening or violent towards them:

1. advise the client that they will be unable to assist them if their behaviour continues
2. warn the client they will end the conversation or consultation if the behaviour continues
3. end the conversation or consultation if the client's behaviour continues.

4. Definitions of abusive behaviour

Orthomotion's zero tolerance abuse policy includes the following behaviours towards an Orthomotion employee by a client or their associate or other service provider that are received at our clinics, via telephone or online:

Non-physical abuse:	Use of inappropriate words or behaviour causing distress and/or constituting harassment, including the receipt of abusive telephone calls or emails
Physical abuse:	Intentional application of force against the person of another without lawful justification resulting in physical injury or personal discomfort
Aggressive/anti-social	Excessive noise such as loud or intrusive conversation or shouting Threatening or abusive language including excess swearing or offensive remarks or gestures Derogatory racial, religious or sexual remarks or behaviour Malicious allegations relating to Orthomotion employees Inappropriate behaviour as a result of alcohol or misuse of illicit drugs, including non-prescribed medication or drugs

Intimidation, threats or threatening behaviour

Harassment or stalking

Any explicit or implicit threat or challenge to the safety, well-being or health of any member of staff

Violence: Includes actual or perceived acts of violence or threats of violence and brandishing weapons or objects which could be used as weapons.

Behaviour which breaches this policy will be viewed seriously and may affect the further provision of services and supports to the client. Violent and aggressive behaviour may be, and not limited to, reported to police.

5. Internal reporting processes

Orthomotion employees are required to report all instances of abusive behaviour to the Clinical Director and/or the Operations Director and the abusive behaviour will be recorded in the relevant client's file and in Orthomotion's *Complaints Management Register*.

The Orthomotion Executive Team, comprising the Clinical Director and Operations Director, will conduct an internal review into the reported abusive behaviour and determine an appropriate response to the client.

a. Termination of services

A determination of action in response to an internally investigated report of abusive behaviour against an Orthomotion employee may include, but is not limited to, terminating any current service agreement between Orthomotion and a client and the cessation of the delivery of any further supports and services to the client by Orthomotion.

A determination to end services to a client will be provided to the client in writing via email.

6. Version control

Current Version	Review date	Review cycle	Review date:
Version 1	15 June 2022	Two years	15 June 2024
Version 2	8 February 2024	Two years	8 February 2026