



Fremantle Hospital & Health Service
SOUTH METROPOLITAN AREA HEALTH SERVICE

MUTUAL RESPECT STATEMENT

Welcome to our Health Service.

This Health Service supports the Department of Health
"Prevention of Workplace Aggression and Violence Policy"

As a patient or visitor, we ask that you be aware of the responsibilities and rights of our staff, other visitors and patients, to assist us in providing a high standard of care in a mutually respectful environment.

Our staff have the responsibility to:

- ❖ Treat all patients and visitors with courtesy and respect
- ❖ Contribute towards the provision of a safe environment for patients, visitors and members of staff
- ❖ Know and implement the protocols for dealing with aggressive behaviour, including the reporting of all incidents of aggression.

Our staff have the right to:


- ❖ Be treated with courtesy and respect
- ❖ Feel safe at work
- ❖ Work without risk of being harmed
- ❖ Be supported and counselled in the event of an incident of aggression.

Our Hospital Executive Group:

- ❖ Will ensure that our staff are trained to defuse, deflect and deal appropriately with aggressive behaviour
- ❖ Will not tolerate aggression, verbal or physical abuse towards our staff, visitors and patients
- ❖ Requires people who are aggressive or abusive to leave
- ❖ May prosecute anyone who commits an alleged assault
- ❖ Reserves the right to refuse treatment to competent people who are aggressive, violent or abusive.

Your support in helping us to ensure that all staff, patients and visitors, including yourself, are treated with courtesy and respect is greatly appreciated.

Endorsed by Fremantle Hospital & Health Service Executive, December, 2006


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Dr Mark Platell, Executive Director