



Australian Government

Comcare

ZERO TOLERANCE OF AGGRESSION TOWARDS COMCARE EMPLOYEES

All Comcare employees have the right to a safe workplace free of abusive, aggressive or violent behaviour. Comcare has a zero tolerance policy on aggression and violence against its employees.

If you display abusive, threatening or violent behaviour towards Comcare employees they will:

1. Advise you that they will be unable to assist you if you continue the behaviour
2. Warn you that they will end the conversation if your aggressive behaviour continues
3. End the conversation if your aggressive behaviour continues.

Comcare may also implement a communication plan in the event that abusive behaviour continues. Comcare will consider reporting all threats of violence against its employees to the police. Comcare may also report any abuse or harassment of its employees as a breach of the APS Code of Conduct.

Comcare expects that you will be respectful and courteous when communicating with Comcare employees.

Please ensure that you:

- > treat others as you would like to be treated.
- > use an appropriate speaking level and tone.
- > communicate without using threats, abuse or offensive language.
- > conduct yourself without using offensive gestures or behaviour.
- > uphold the APS Values and Code of Conduct.

Comcare will:

- > be courteous and helpful.
- > communicate the reasoning behind any decision made in relation to your claim.
- > notify you of your rights to appeal decisions under the *Safety, Rehabilitation and Compensation Act 1988*.
- > uphold the APS Values and Code of Conduct.