

Zero Tolerance Policy on Abuse of Staff and Volunteers

The ACPSEM affirms its commitment to ensuring the safety, dignity, and wellbeing of all staff and volunteers. The organisation recognises that staff and volunteers are entitled to work and serve in an environment free from harassment, abuse, or intimidation of any kind.

Accordingly, The ACPSEM has a strict zero tolerance policy for abusive behaviour directed towards staff or volunteers.

Abuse may take the form of verbal, physical, written, or digital harassment and includes, but is not limited to: threatening language, aggressive conduct, discriminatory remarks, or persistent unreasonable demands.

Where incidents occur, The ACPSEM will respond promptly and appropriately. This may include, but is not limited to:

- Restricting or withdrawing access to services or events
- Referring matters to relevant external authorities
- Initiating legal proceedings where necessary

This policy applies to all interactions involving members, stakeholders, clients, and the public in any context related to the activities of the ACPSEM.

By adopting this policy, the ACPSEM ensures that staff and volunteers are supported in their roles and able to carry out their duties without risk of harm, harassment, or undue pressure.

**Document History**

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