

# Responding to workplace violence/aggression



## Intent

We have zero tolerance for aggression and violence but recognise they are workplace hazards.

We prevent and minimise risks to health and safety by implementing safety and security measures and using an ongoing cycle of identifying, assessing and managing risk. We manaaki any of our people or rangatahi who are impacted by aggressive behaviour in the organisation.

This policy clarifies how we respond to an instance of rangatahi- related aggression at work. It should be read with [Behaviour support](#) and [Responding to clients perpetrating abuse](#) policies.

## Responsibilities

### **Management** must

- support a strong health and safety culture in the organisation that includes an awareness of risks and confidence in implementing and monitoring safety controls
- must investigate, review and ensure client-related aggression/violence is adequately responded to
- ensure adequate security and safety measures are implemented, reviewed and updated as necessary including kaimahi induction and training to address workplace aggression/violence.

**Staff and volunteers** must take reasonable care of themselves and others in the workplace. They must report all aggression-related incidents to management and the board.

## Requirements

### **Prevention**

The [Checklist for safe working with rangatahi](#) will be implemented (as relevant to the situation).

People using our service will be informed about their rights and our organisation's behavioural expectations (eg through signage; kōrero).

Controls will be applied and monitored where the risk of client-related aggression is identified (eg [safety plan](#), [behaviour support](#)).

### **Training**

Kaimahi will, if necessary, be given training in preventing and managing client-related violence. The level of training should be appropriate to the level of risk the kaimahi are exposed to.

Security measures will be instituted, maintained and updated as necessary to minimise risks and opportunities for violence.

### **Identify and respond to risks**

New and ongoing clients will be screened and assessed for risk of aggression to kaimahi and others to the extent this is reasonable and practicable.

Controls will be implemented and monitored to address risks. They will be developed with the rangatahi/whānau.

Kaimahi likely to be involved with the rangatahi will be alerted about the risks and controls.

### **Responding to an aggressive incident**

A [staged approach/ de-escalation strategy](#) will be taken unless it is impracticable or dangerous for a kaimahi or other person. If necessary, the person will be asked to leave the premises. If they refuse, assistance will be sought from colleagues and /or the police.

All kaimahi understand that it is acceptable to retreat from an aggressive incident and to refuse work they consider dangerous.

All incidents and near misses of aggression or violence in the workplace must be reported and followed up in accordance with the [Incident management policy](#) to minimise the risk of recurrence.

Kaimahi exposed to aggressive or violent incidents will be given debriefing opportunities and support.

Restrictions will be imposed on a person's/whānau use of our service for significant or prolonged aggressive behaviour.

## Compliance

Social Sector Accreditation Standards – Level 2 Health and safety 2.0, 5.0, 7.0; Community wellbeing 2.0

## Helpful links

[Incident management](#)

Hazard and risk register

## Review

Date: June 2020

Next review: by June 2022