





STANDARD OPERATING PROCEDURES

WHS&E - Dealing with Exposure to Violent/ Abusive/Intimidating Behaviour

STATEMENT

The Paraplegic and Quadriplegic Association of SA Inc (PQSA) are committed to providing procedures for workers to ensure the health and safety of all concerned when providing support to clients in a community setting.

All PQSA workers have the right to feel safe and undertake their duties in a non-threatening environment. Workers should not have to suffer abuse and /or threats from clients or other's while working with a client.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: July 2016</p>
<p>Registered by:</p>  <p>Manager, Human Resources</p>	<p>Date: July 2016</p>

SCOPE

Compliance with these procedures is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

PROCEDURE

Workers are to remember their "Duty of Care" in order of priority:

1. **To self** – Workers are to put themselves in a position of safety, which could mean leaving the site if necessary, but staying in a safe vicinity of the premises until assistance arrives.
2. **To co-workers and clients.**
3. **To plant and equipment.**

Where workers feel unsafe due to violent, abusive or intimidating behaviour in a client home or when with a client in public, the following steps should be followed:

- ◆ Stay calm – take deep breathes
- ◆ Maintain your individual safety, **do not** put yourself at risk.
- ◆ Beware of and note exits.
- ◆ Adopt a non-confrontational approach – if possible attempt to talk to the person in a calm, clear manner.
- ◆ Keep a safe distance from the threatening behaviour– two (2) metres is good.
- ◆ Do not to turn your back on the person.
- ◆ Where there is a concern about personal safety, retreat to a safe place and, where possible, lock the doors.
- ◆ Call emergency services 000 if immediate assistance is required.
- ◆ Then call the office or Emergency After Hours number 1300 559 331 to report the incident.
- ◆ Counselling will be offered through the PQSA Employee Assistance Program.

In all instances where a worker reports begin threatened Office workers will commence an Incident/Concern Report ensuring they enquire if;

- ✓ The person being threatened is in a safe place, if not direct them to a safe place. *Workers may be directed to secure themselves, within an area of the facility where they can continue providing support to remaining clients.*
 - ✓ Has anyone been injured either physically and/or psychologically?
 - ✓ Have the emergency services 000 been called?
1. Office workers will, if they have not been contacted already, contact emergency services if there is a threat of or there has been an injury either physical or psychological.
 2. Manager/supervisor will be contacted and informed of the situation and actions taken.
 3. Office workers will remain on the phone with the worker(s) until emergency services or other support personnel arrive at the scene.
 4. Incident/Concern reports must be completed by all workers involved in a violent/abusive/intimidating or threatening incident.

Manager/Supervisors are responsible for ensuring;

1. An appropriate level of assistance has been provided based on the severity of the situation.
2. That they personally attend all life threatening situations as soon as reasonably practicable to do so.
3. Counselling where appropriate for all workers.
4. Arranging alternative work site for threatened worker, where appropriate.
5. Completing investigation into all incidents.

RELATED DOCUMENTATION

- ◆ Employee Assistance Program Policy and Procedure
- ◆ Grievance and Complaints Management Policy and Procedure
- ◆ Sexual Harassment Policy and Procedure (Under Review)
- ◆ WHS&E - Bullying in the Workplace Policy and procedure
- ◆ Workplace Harassment Policy and Procedure
- ◆ Workplace Health Safety & Environment Management System.
- ◆ Incident/Concern Report Form
- ◆ Incident/Concern Report Policy and Procedure