

MANAGING AGGRESSIVE PERSONS

| CONFLICT SITUATION | SUGGESTED RESPONSE |
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| General face to face | <ol style="list-style-type: none"> 1. Assess intensity or sensitivity of the complaint and decide on whether the location of taking the complaint is suitable. If required, move the client to a more private location, however for your safety, remain in view of other staff in case support is required. Move the client if appropriate 2. Use active listening and passive body language. 3. Empathetically react to any major issue stated demonstrating understanding. 4. Where applicable explain any relevant policy or procedure. 5. Explain course of action, or corrective action to be taken, if applicable. 6. Where necessary, advise the client that you will bring the matter to your manager. 7. Where appropriate thank the client for bringing the issue to your attention. |
| Caller becomes Abusive | <p>If a caller becomes abusive and your tolerance level has been exceeded:</p> <ol style="list-style-type: none"> 1. Using a calm tone and manner if abuse starts staff are advised to calmly acknowledge the complainant's issues. 2. Request calmly for the caller to alter their behaviour or the call will be terminated 3. Should there be a further escalation; staff again should calmly advise the caller that they will transfer the call to their manager, or other relevant staff member, or terminate the call. 4. If the caller continues to escalate, calmly advise the caller that the call will be terminated if behaviour continues. 5. Put in an incident report and report verbally to manager making appropriate notes in relevant system |
| Caller makes threats to come in and cause harm to staff | <ol style="list-style-type: none"> 1. On termination of the call the staff member shall immediately notify the manager or senior staff member. 2. A risk assessment should be conducted. Involve the staff member who received the call and any other staff who have knowledge of the aggressor. 3. Based on the risk assessment make a decision on whether the threat is low risk or high risk. 4. Generate an incident report <p>Low Risk:</p> <ol style="list-style-type: none"> 1. Notify relevant staff that an upset client could be attending. 2. Make a decision on who may be the best person to take the initial complaint, manager may or may not be suitable for the first contact, as manager can be used as second contact. 3. Consider where the initial contact is to be held and consider isolating the complainant from other staff and clients, while remaining in view of other staff in case support is required. 4. Organise and brief a staff member suitable to monitor and to intervene and initiate termination of interview and implement eviction procedures if necessary. 5. Manager may consider to call back the aggressor if possible and try calm the aggressor over the phone – if you have the necessary aggressor's phone details. <p>High Risk:</p> <ol style="list-style-type: none"> 1. Consider lock down. Lock down will remain in effect until police arrive or the threat no longer exits. 2. Refer to the site procedure manual for specific procedures to undertake if site goes in to lockdown. 3. Inform all staff who are present on the day (including outposted staff i.e. Trainers who may also be attending the site that day) 4. Call 000. 5. Notify the, or Operations Manager. 6. Consider what you are going to do with any other clients within the lock down are – |

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| | <p>eg: notify clients of short inconvenience – let clients go via a back exit – ask customers to be patient until police arrive.</p> |
| <p>Aggressor is attempting to Breach the Lock Down</p> | <ol style="list-style-type: none"> 1. If it appears the aggressor may be successful in breaching the lock down - 2. Staff shall immediately start evacuating and follow “fire evacuation procedures” if possible 3. If fire evacuation procedures cannot be implemented – evacuate to any safe place e.g. – (to be pre determined by site) 4. If possible as you exit areas lock doors behind you 5. Recall 000 and update them whilst another employee makes contact with relevant manager to keep them informed 6. Every staff member shall stay away from the aggressor – <u>regardless if property damage is occurring</u> |
| <p>Evicting aggressive clients</p> | <ol style="list-style-type: none"> 1. Staff handling the crisis to address the aggressor in a calm firm manner and ask them to leave the premises 2. Other staff can, where safe and applicable remove other clients – isolate the aggressor 3. Crisis handler shall keep a safe distance from the aggressor and if possible stay behind a desk 4. If the staff member is thinking police then either call 000 or delegate another staff member to call 000 – in the hearing of the aggressor if possible 5. Never threaten the aggressor with police 6. If the aggressor is reluctant to leave or increases their abuse – calmly inform the aggressor that police have been called |
| <p>Aggressor refuses to leave</p> | <ol style="list-style-type: none"> 1. Calmly and firmly inform aggressor police have been called again eg. “Police have been called a few minutes ago – they will be here any minute – you are better to leave now” 2. Remove yourself from the aggressor – isolate them – don’t ever get near them and wait for police attendance 3. Incident controller can consider calling 000 a second or third time if necessary |
| <p>Aggressive behaviour escalating towards violence</p> | <ol style="list-style-type: none"> 1. Aggressive behaviour escalating towards violence 2. Where possible two staff to attend 3. Do not place yourself in danger (do not get too close to the aggressor) 4. First responder – gain attention of the aggressor 5. Always look to remove the easiest person e.g. Staff member or victim 6. Second responder remove victim or other person from the immediate scene 7. Use de-escalating techniques to calm aggressor. Get a commitment from the client not to reoffend (if appropriate considering the behaviour and level of distress caused) 8. Or – where behaviour is totally inappropriate inform the aggressor they have to leave the premises 9. Give them space and reasonable time to leave 10. Reapproach aggressor and ask them a second time to leave (without getting close physical proximity) 11. Should the aggressor refuse, inform the client that you are calling police then disengage – isolate the aggressor – inform other relevant staff in the area 12. Inform manager and consider calling police |
| <p>Aggressor physically attacks staff</p> | <p>Organisation is bound by OH&S and Legislation and we do not advocate anything that could place the staff member in danger.</p> <p>Organisation however recognises that every person within Australia has the legislated rights to use reasonable force to prevent or stop harm being perpetrated against themselves or another person. This is an individual’s decision and absolutely not a Company mandate nor is it advised in any circumstances.</p> <p>This use of force legislation depends on you believing on reasonable grounds the force is</p> |

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| | necessary – the force must be reasonable in the circumstances and the use of force must cease when the threat ceases. |
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