

Zero Tolerance to Aggression and Violence

Objective

The objective of this policy is to assist in providing a safe and healthy work environment that is free from violence and aggression for all workers, customers, contractors and visitors to our sites by not accepting or tolerating aggressive or violent behaviours in the workplace. This will be achieved through the empowerment and supporting staff by way of training in workplace aggression and violence prevention is another objective of this policy.

Outcomes

Empowered and supported workers is the expected outcome of having a policy for zero tolerance to aggression and violence as 3SA acknowledges that behaviours of some customers can be challenging and threatening and that it may not always be practicable to remove the customer from the environment. Managers will engage with workers and customers to develop strategies to eliminate or minimise risks associated with aggressive and violent behaviours.

Policy statement

3SA is committed to maintaining a culture of zero tolerance to aggression and violence in the workplace and will provide work environments, procedures and training that empower, facilitate and support this commitment.

3SA has implemented a risk management approach to prevent and manage potential risk of aggression and violence in the workplace. It is therefore the responsibility of all 3SA workers to maintain safe and healthy work environments for themselves and others by assessing potential risk and reporting any hazards associated with aggressive and violent behaviours.

Where the risk of aggressive or violent behaviour has been identified, appropriate action will be taken to eliminate the risk (where practicable) or control the risk and provide support to those who may be exposed to that risk.

3SA recognises that not all risk of aggression and violence is an outcome of customer support and that due to the nature of some of its services (homelessness, drug and alcohol support, domestic violence, etc.), there may be other areas where exposure to aggressive and violent behaviour are possible. This behaviour is not tolerated in any circumstance and where necessary, emergency procedures will be implemented to ensure the health and safety of workers and others in the workplace.



Karen Murphy
Chief Executive Officer
21 September 2017

Last reviewed	September 2017
Review date	September 2018
Ratified by	3SA Board
Person responsible	Chief Executive Officer
Version	3.0
Attachments	0

