

THREATS TO PERSONAL SAFETY PROCEDURE

Purpose of Procedure: These procedures outline the range of responses that may be available to staff and volunteers who may find themselves in situations that threaten their personal safety when dealing with other staff, volunteers, or the public.

The Work Health and Safety Act (2011) specifies that employers have an obligation to ensure the health and safety of staff and to eliminate or minimise risks. One of these risks is any threat to personal safety in the workplace. Staff also have an obligation to take reasonable care at work. To minimise risk of actual harm or repetition of threats, staff are expected to report threats or violent incidents to the Committee of Management.

Scope: This procedure applies to all staff or volunteers undertaking reception duties at the Maldon Neighbourhood Centre.

Personal Safety:

Personal safety may be threatened in situations which could include behaviours such as:

- shouting
- a display of anger, agitation or threatening behaviour
- suspicious, evasive or other unusual behaviour
- actual threat of harm

Procedure:

In the event of a staff member or volunteer being in a situation where violence may occur, the staff member or volunteer should immediately notify the Centre Coordinator and co-workers, and either the staff member involved or the Coordinator should contact the Police by calling 000.

It is imperative that the recipient of such threats or behavior is immediately placed in a position of safety. The office is a safe space that can be secured.

Any threat to personal safety or violent incidents must be reported to the Centre Coordinator for reporting to the Committee of Management. This is a legitimate and positive contribution to workplace well-being and safety. No staff member or volunteer will be adversely affected by reporting a threat or violent incident. Any staff member or volunteer who is, or has been, affected in any way by a threat to personal or workplace safety, may seek counselling or other assistance.

Should an injury or dangerous occurrence arise from a threat or act of violence, the Centre Coordinator should be notified immediately or as soon as possible following the necessary emergency action. An OHS Incident Report form should be completed and submitted to the Committee of Management.

Related Documents:

Occupational Health and Safety Policy
Risk Management Policy
Incident Reporting and Investigation Procedure