
3BRIDGES COMMUNITY LIMITED

Respect for Others and Zero Tolerance of Aggressive Behaviour

3Bridges has a longstanding history of local community support and engagement, and we continue to maintain strong and meaningful relationships with people in our community.

Our staff and volunteers adhere to a Workplace Code of Conduct and Behaviour which ensures we treat members of the public, our colleagues and clients with respect, fairness, and consistency. Our team members are expected to be courteous and sensitive to the needs of others and provide all necessary and appropriate assistance as is practicable.

We follow several established policies, code and procedures which preserve client rights, decision making and choice. These procedures are reinforced in legislation, regulation, and accreditation standards.

Our Expectations of Our Customers and Clients

As an employer we are committed to providing a safe environment for our staff and volunteers.

We request that customers and clients treat us with mutual respect.

On the rare occasion when a client or customer acts aggressively towards a staff member, volunteer, or other client we will act immediately to de-escalate the situation.

If any customer or client displays aggressive behaviour our staff and/or volunteer/s will:

- immediately request the customer or client cease behaving in an aggressive way. This will include a verbal warning for the behaviour to cease;
- if the behaviour continues, our staff and/or volunteer/s will remove themselves from the situation by either terminating a call, physically removing themselves from the situation or asking the person to leave;
- record the incident using our customer complaints procedure and the matter will be reviewed and assessed by a 3Bridges independent manager;
- where applicable, the staff member and/or the volunteer/s will follow behaviour management plans as provided; and,
- action may include a warning, denial of service or a report being made to the relevant authority (e.g. NSW Police Force).

What is Aggressive Behaviour?

Aggression includes a wide range of unacceptable, hostile behaviours directed towards a 3Bridges staff member or volunteer.

Examples of behaviours which could be interpreted as acts of client aggression include:

- hostile or threatening gestures;
- threatening or offensive behaviour;
- verbal abuse of either a personal or general nature by means of innuendo, raised voice or obscenities, including racist and sexist comments;
- physical violence against a person such as hitting, kicking, seizing, pushing, or punching; or,
- physical violence against an employee's personal or departmental property, possessions, or objects. It is important to acknowledge the potential for personal injury (trauma) which results from exposure to incidents of client aggression. For this reason, the definition of aggression will also include exposure to traumatic incidents, stakeholder or a customer who acts aggressively.

3Bridges reserves the right to vary, replace or terminate this Statement.