MANAGING THREATENING AND INAPPROPRIATE BEHAVIOUR POLICY AND PROCEDURE

Intent and objectives

Threatening or inappropriate behaviour by students, staff or visitors undermines capacity to provide a safe environment for students to reach their academic and personal potential. It also limits opportunities for staff to work in a safe, satisfying and supportive environment.

Threatening or inappropriate behaviour requires a considered response that provides firm limits on unacceptable behaviour and addresses the safety of the whole community.

These procedures provide a framework for responsibly and professionally dealing with incidents of threatening or inappropriate behaviour and ensuring that all people involved are treated appropriately and with compassion and dignity.

These procedures provide information on the supports available within DNA to manage risk and prevent escalation of threatening or inappropriate behaviour.

These procedures outline the circumstances under which DNA Staff and WHS Team should be activated.

Scope

All staff, students, contractors and visitors.

Additional documentation:

1. Managing threatening or inappropriate behaviour flowchart required to be developed
2. Consequential action document required to be developed

1. Describing threatening or inappropriate behaviour threatening or inappropriate behaviour

1.1. Behaviours that are considered threatening to immediate safety include:

- an uttered, written or gestured threat to kill or harm a person other than the threatener
- an uttered, written or gestured threat to self harm or suicide
- an uttered or written threat to damage property
- any act of physical violence or property damage
- stalking (repeated, unwanted contact which can arouse apprehension and fear)
- bullying (repeated, unreasonable contact in the workplace)
- sexual harassment (unwelcome sexual conduct of any kind)

1.2. Behaviours that are considered to be inappropriate include:

- All other behaviour, not previously mentioned, that seems to imply, rather than directly state, danger to any person. Inappropriate behaviour violates the norms of social interactions in such a way that others feel at risk of imminent or future harm. Examples of inappropriate behaviour might include shouting, standing very close, revealing inappropriate knowledge of personal information, aggressive actions, or demanding unwarranted special attention or consideration.

- Threatening or inappropriate behaviour may or may not be face to face.

- Threatening or inappropriate behaviour can include emails, letters, and other similar mediums.

2. Safety is the priority

The motivation behind a threatener's conduct is irrelevant until the immediate safety of everyone involved is restored. Such consideration, however, may be relevant both to the longer term treatment or management of the person concerned, or during the follow-up to the incident.

3. Reasons for threatening or inappropriate behaviour

While there are many reasons why an individual may use threatening or inappropriate behaviour, some common motivations include:

- expressing emotion (usually anger or fear)

- appealing for help

- attempting to intimidate others and control their behaviour

Each of these motivations can be affected by many factors such as stress levels, attitudes about violence and coercion, mental state (particularly abnormal mental states such as that seen in those suffering psychosis or mood disorders), and intoxication or withdrawal from alcohol or illicit drugs.

4. Regulation, Policy and Procedure

Once the immediate risk to safety is controlled, threatening or inappropriate behaviour will be addressed through relevant DNA regulation, policy and procedure, eg:

- Student Discipline

- Occupational Health and Safety

- Fairness Policies (Bullying, Sexual Harassment, Racial Discrimination)

- Student Complaints Policy

- Relevant Workplace Agreements.

5. When can I manage threatening or inappropriate behaviour?

If you believe it is safe and are able to defuse the situation, you can manage threatening or inappropriate behaviour. If the person does not accept they need assistance and support, or their aggression and hostility escalate rather than diminish, do not persist in attempting to manage the behaviour.

6. When is calling Security an appropriate response to threatening or inappropriate behaviour?

If you do not feel safe in a situation, ask the person to leave. If they refuse to leave, you and others in the room should leave.

Seek assistance by going to the nearest place with other people.

If you do not feel safe, call additional Staff and the Police.

7. When should I involve either Student Counselling

If you observe concerning and inappropriate behaviour (for example unusual eye contact, deteriorating dress or personal appearance, confused or irrational speech, agitation) and are concerned for a person's safety and wellbeing:

- If the person is a student -, contact Student Support Manager.
- If the person is a member of staff, contact the College Director and Director to assist in providing advice.
- If the person who you observe demonstrating concerning and inappropriate behaviour is a member of the public or a friend or relative of a student/staff member, call the Police.

8. When is additional Staff and Police an appropriate response to threatening or inappropriate behaviour?

Threatening or inappropriate behaviour may require an immediate response and then a follow up response to manage any ongoing safety issues - including making decisions about what further action should be taken.

The WHS team with additional staff can be activated when an incident occurs involving a person demonstrating threatening or inappropriate behaviour which generates ongoing concern about safety.

9. Who can call for the establishment of a Safety Team?

Any staff member in a position of authority (eg supervisor, line manager, program coordinator/director, course coordinator, administration manager) can identify the need for the WHS, additional staff and Police, by alerting the College Director.

10. Membership of Safety Team

The composition of the WHS Team is:

- Marj Cook- Belmont
- Sal Finlay - Belmont
- Virginia Flea- Bunbury
- Susan Lawton- Mandurah
- Michael Riddeough- Belmont

11.   Responsibilities of WHS

Responsibilities of the WHS team include:

11.1.   Complete WHS Risk Assessment using the appropriate WHS management protocols for incidents involving threatening or inappropriate behaviour

11.2.   Develop a Safety Plan specifically:

- Identify intervention options and management strategies
- Consult Director
- Develop action plan including tasks, roles and timing
- Coordinate and completing documentation
- Coordinate support and debriefing for those affected by the behaviour

11.3.   Brief and liaise with other relevant services within and outside DNA called on to assist in the management of the threat /risk posed by the behaviour

11.4.   Advise on appropriate communication strategies

12.   Responsibilities of College Director or Student Support Manager

Responsibilities of College Director or Student Support Manager threatening or inappropriate behaviour include:

12.1.   Immediately activate the Staff and WHS team when behaviour occurs which is an actual or potential risk to safety and the person involved does not consent to or cooperate with intervention

12.2.   Treat all parties fairly and offer assistance and support

12.3.   Maintain comprehensive records of incidents of threatening or inappropriate behaviour

12.4.   Initiate consequential action under relevant Regulations, Policies, Procedures and Agreements (Additional document)

12.5.   Support training of key staff in responding to mental health risks and threatening or inappropriate behaviour.

13.   Responsibilities

Responsibilities of Staff on site at the time in managing threatening or inappropriate behaviour include:

13.1.   Respond to incidents or calls for assistance – College Director and other Staff

13.2.   De-escalate and contain incidents

13.3.   Call Police and other emergency services as necessary

13.4.   Provide a proactive security presence where necessary to increase safety. Apply relevant security protocols

13.5.   Consult and assist in implementing local safety plans for complex, persistent risk issues.

14. Responsibilities Counselling

Responsibilities Counselling in managing threatening or inappropriate behaviour include:

14.1. Provide confidential counselling to students - external

14.2. Provide secondary consultation to staff on appropriate action regarding a student when risk is first observed

14.3. Offer advice on issues of confidentiality, of 'duty of care' and 'duty to warn'

14.4. Offer advice regarding referrals to external service such as ambulance, Crisis, mental health services or forensic services and instigate referrals where appropriate

14.5. Offer crisis intervention and supportive counselling to students affected by distressing event or incident

14.6. Consult and assist in implementing local safety plans for complex, persistent risk issues

14.7. Provide training for students and staff regarding student mental health issues.

15. Responsibilities of Director and College Director

In managing threatening or inappropriate behaviour include:

15.1. Provide advice regarding disciplinary regulation and procedures

15.2. Consult and assist in implementing local safety plans for complex, persistent and ongoing risk issues.

16. Responsibilities of People and Culture

Responsibilities of People and Culture in managing threatening or inappropriate behaviour include:

16.1. Assess and provide advice on occupational health and safety issues

16.2. Offer private and confidential counselling for staff

16.3. Offer debriefing to staff when requested

16.4. Offer programs to support staff well being

16.5. Offer mental health awareness programs for staff

16.6. Provide advice regarding WH&S and staff disciplinary policies and procedures.

Policy Title	Managing Threatening and Inappropriate Behaviour Policy and Procedure
Policy Renewal	Every 2 years
Responsibility	College Director

Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 01	Aug 2018	Created to new standards
Version 02	Aug 2019	Updated drills and staff involved
Version 03	July 2020	Staff teams updated
Version 04	June 2022	Updated personnel responsible and general review