Policy: Worker Safety

# Policy Purpose

The recognition of workplace risks, and our mutual responsibilities in protecting workplace safety.

# Policy Statement

Territory Families has a zero tolerance of aggression in the workplace, while recognising that, due to the nature of our work, the risk of violence or harm cannot be eliminated.

When conducting interviews in a home setting, particularly in circumstances where a person may become angry and volatile, Case Managers should be proactive in protecting their personal safety:

* make sure the office knows where you are going and expected time of return;
* leave the car unlocked in case you need to leave quickly and parked in a way that allows an easy exit;
* maintain clear communication between colleagues, always have a mobile phone;
* take a Police escort if the situation is known to be volatile;
* stay near an exit door during home visits; and
* if you do not feel safe or are threatened in any way you should leave the environment immediately.

Managers and Team Leaders are responsible for maintaining a work safety culture, and to ensure that there are procedures and strategies in place to:

* ensure safe practice is followed during home visits;
* ensure the location of staff is known at all times, and when they are expected to return to the office;
* ensure security devices such as phones are carried by Case Managers during home visits;
* respond and manage incidents or potential incidents;
* manage aggressive clients in the office setting;
* ensure staff receive appropriate training and are aware of office emergency procedures;
* provide appropriate support after an incident, including peer debriefing, critical incident stress debriefing, and counselling;
* regularly assess a Case Manager’s skills managing aggressive clients and their own stress; and
* report and record any incidents that may occur.

Staff must report any incidents or threats of violence to their Manager refer to Reportable Incident Policy and may also need complete a Work Health and Safety Incident Report.

# Legislative Basis

Work Health and Safety Act

# Standards

Standards of Professional Practice

##### Authorised by:

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| **Executive Director, Service Development and Policy on:** | | 16/03/2015 | **Active from:** | 16/03/2015 |
| **Version 1.0** | This policy is to ensure all staff understand workplace risks and know their responsibilities in maintaining and promoting a safe workplace. | | | |

##### Current Version V 1.01

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| **Active from:** | 6/02/2017 | | | **Authorised by:** | | Director, Policy |
| **Update:** | Rebranded, Internal links reset, Caseworker to Case Manager. | | | | | |
| **Review due:** | | March 19 | **Maintenance:** | | Policy TF.Policy@nt.gov.au | | |