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
This policy is to ensure all staff understand workplace risks and know their responsibilities in maintaining and promoting a safe workplace.

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<th>Authorised by:</th>
<th>Version 1.0</th>
<th>Current Version V 1.01</th>
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<td>6/02/2017</td>
<td>Director, Policy</td>
<td>16/03/2015</td>
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<td>Rebranded, Internal links reset, Caseworker to Case Manager.</td>
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<td>March 19</td>
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