

## *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:

<b>Executive Director, Service Development and Policy on:</b>	16/03/2015	<b>Active from:</b>	16/03/2015
<b>Version 1.0</b>	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

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