



Managing Client Behaviour Policy Overview

Policy Intent

Housing Tasmania recognises its responsibilities under the Workplace Health and Safety Act 1995 to protect the safety and well being of its staff and is committed to providing a workplace safe from aggression, violence and harassment.

Housing Tasmania will not condone aggressive and violent behaviour towards its staff and does not expect staff to accept or tolerate these behaviours as 'part of the job'. Housing Tasmania will promote an organisational culture in which aggressive and violent behaviour towards staff is unacceptable.

To help achieve this Housing Tasmania will focus on strategies for continual improvement in safety, based on proactive risk management.

Housing Tasmania will support staff who have been subject to aggressive incidents and will provide access to counselling services and security measures for staff when required.

Information related to a client's aggressive behaviour should not influence the level of service a client receives but may influence the way in which that service is delivered.

Department of Health and Human Services Policy

The Department of Health and Human Services also have a number of policies which compliment and support Housing Tasmania's Operational Safety Policy. These are available from the Human Resources area of the DHHS Intranet. These policies include – Injury Management Policy (June 2005), Occupational Health and Safety Policy (August 2004) and the Safety In Environments Not In Agency Control Policy (July 2005).

Procedure

This policy statement should be used in combination with the Managing Client Behaviour Procedure which is available only to Housing Tasmania staff. The procedure document has copyright restrictions.

For further information relating to this policy please email the helpdesk housing.policyhelpdesk@dhhs.tas.gov.au