



Managing Challenging and Aggressive Behaviours Policy

Aim of this Policy

To outline the process in place at St Raphael's to prevent and/ or manage challenging or aggressive behaviours exhibited by staff, parents and volunteers.

Responsibilities

St Raphael's leadership team is responsible for:

- Ensuring all parents and volunteers read and acknowledge the Parent Protocol Policy.
- Dealing with any complaints, grievances or concerns raised by staff, parents and volunteers as per the relevant policy.
- Ensuring staff, parents and volunteers are aware of the relevant policies for raising any complaints, grievances or concerns.
- Identifying areas where the risk of occupational violence is high, and implementing appropriate risk controls to mitigate any risk of injury (physical or psychological), in consultation with staff.
- Conducting investigations following any incidents of violence or aggression that occurs on the school premises or during a school camp, excursion or social / fundraising event.
- Encouraging staff to report incidents of violence and / or aggression.
- Providing staff with training in regards to occupational violence, where necessary.

Employees, Parents and Volunteers are responsible for:

- Reading and acknowledging the Parent Protocol Policy.
- Following the process within the relevant policy when raising a complaint, grievance or concern.
- Exhibiting acceptable behaviours at all times, as per code of conduct.
- Refraining from exhibiting unacceptable behaviours, as per code of conduct.
- Reporting any incidents of violence and / or aggression.

Scope

This policy applies to all staff, students, parents and volunteers at St Raphael's.

Definitions

Aggressive Behaviour

Behaviours that present a risk to a person's physical and/or psychological health and safety and that can escalate into serious incidents of violence.

Occupational Violence

Any incident where an employee is physically attacked or threatened in the workplace. The violent or threatening behaviour can include:

- Physical acts.
- Harassing gestures or expressions – including stalking
- Vandalism of a person's property.

- Oral or written statements, including those communicated via SMS, phone, emails or social media.

Parents

A student's natural, adoptive or foster parents; guardians; and/or caregivers, who are authorised and entitled to participate in making decisions concerning the learning, safety and wellbeing of a student.

Violence in Schools

In any situation where a member of the school community (teacher, student, other staff member, parent or visitor) is intimidated, bullied, abused, threatened or assaulted; or their property is deliberately damaged by another member of that community or the public in circumstances arising out of their activities in a school.

Policy

All staff, parents and volunteers in St Raphael's are expected to act in ways which are not aggressive and threatening to others. Occupational violence can occur in a number of settings including at the workplace; off-site situations such as school camps, excursions and social functions; at an employee's home, in a public place or at a community event as a direct result of a person's role as a St Raphael's employee or, increasingly so, within cyberspace through threatening website postings, emails and SMS.

St Raphael's will ensure that all challenging and aggressive behaviours exhibited by students will be managed as per the CEM Guidelines for Behaviour Support.

St Raphael's will ensure that all staff, parents and volunteers are made aware of what are acceptable and unacceptable behaviours through provision and acknowledgement (signing) of St Raphael's code of conduct. Staff will be expected to read and acknowledge (sign) the code of conduct upon commencement of employment, and parents and volunteers either during the enrolment phase or on their first interaction with the school. Non-compliance to the code of conduct will result in serious consequences.

Any staff, parents and volunteers with a complaint, grievance or concern are expected to follow the process outline within the following policies:

- Anti-Bullying and Harassment Policy (staff only)
- Grievance and Complaints Policy

Authorised by: Damian Howard

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Relevant Legislation and Guidance

[Occupational Health and Safety Act 2004](#)

[Safe and Sound Practice Guidelines \(Occupational Violence\)](#)