

Safe work method statement

To improve the effectiveness of SWMS employees should follow the TAKE 2 process to assess and manage risk.

Job Task Summary:

Dealing with aggressive stakeholders

Applicable to the following worker type: employee, contractor, volunteer, student, other

SWMS completed by: Emergency Management Unit

Site: Preparedness activities, emergency operation centres (EOC's), temporary work sites

Date: 1 June 2018

PPE required: (mandatory) - appropriate to the task and conditions

WHS RISK MATRIX							HIERARCHY OF CONTROLS		
		Likelihood							
		E. Rare	D. Unlikely	C. Possible	B. Likely	A. Almost Certain			
Consequence	5. Extreme	Medium	High	High	Very High	Very High	<div style="display: flex; justify-content: space-between;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg);"> HIGHEST Level of health and safety protection LOWEST </div> <div style="text-align: center;"> <p>Level 1 Eliminate the hazards</p> <p>Level 2 Substitute the hazard with something safer Isolate the hazard from people Reduce the risks through engineering controls</p> <p>Level 3 Reduce exposure to the hazard using administrative actions Use personal protective equipment</p> </div> <div style="writing-mode: vertical-rl; transform: rotate(180deg);"> MOST Reliability of control measures LEAST </div> </div>		
	4. Major	Low	Medium	High	High	Very High			
	3. Moderate	Low	Medium	Medium	High	High			
	2. Minor	Low	Low	Medium	Medium	Medium			
	1. Insignificant	Low	Low	Low	Low	Medium			

R1 Risk without controls

R2 Risk with controls

PROCEDURAL STEP(S)	POSSIBLE HAZARD(S)	R1	SAFETY CONTROL(S)	PERSON RESPONSIBLE	R2
Experience and training	Inexperienced worker may suffer physiological damage Escalation to physical harm due to lack of training	H	<ul style="list-style-type: none"> Front office workers, field officers, managers and call centre employees should complete the online elearning '<i>Dealing with Aggressive Customers in an office environment</i>' training Workers should be able to recognise the early signs of conflict escalation (e.g. annoyance, raised voice, threats and physical gestures) Workers should not undertake potentially dangerous client interactions alone, unaided or unequipped to manage conflict Notify and discuss with supervisor any concerns 	Workers Managers/ supervisors	M
Pre-client interaction assessment	Poor planning may result in serious injury or death Lack of communication with or inability to contact stakeholders in emergencies (e.g. natural disasters) may result in confrontation	H	<ul style="list-style-type: none"> Workers should assess the risk associated with stakeholder interactions High risk interactions are to be coordinated with local NSW Police so that NSW Police can either attend or be ready to respond if called Avoid having lone (single) workers locations open to general public Consider isolation barrier and/or distress buttons for front counter areas Where practicable, limit risks by planning where difficult discussion will occur On the first occasion for a new client or new site you should: <ul style="list-style-type: none"> Ask supervisor if there has been any issues in the past If working alone (single worker in an office or field environment) or in a medium to high risk situation, you must contact supervisor prior to engagement and post engagement or use a Log in / Log out system, and have some type of emergency management plan in accordance with guide Monitoring location of field personnel If undertaking field visit make note of safe exit routes Always reverse park so that the vehicle can be quickly driven away Remember tactical withdrawal is always the best option 	Workers Managers/ supervisors	M
Receiving an abusive and threatening telephone call	Psychological ill-health Health and Wellbeing Intimidation and bullying issues	M	<ul style="list-style-type: none"> On receiving an abusive or threatening phone call, the employee should; <ul style="list-style-type: none"> Remain calm and ask stakeholder to communicate in a respectful manner If the abusive behaviour continues, advise the caller that you will terminate the telephone call if they continue If it continues, hang up Inform your supervisor of the incident and complete the department's online incident notification record for the phone call If the call was a high risk, inform your supervisor and call the NSW Police for advice. NSW Police may trace the call, if warranted and take further action 	Workers Managers/ supervisors	M
Out in the field – Client interaction	Risk of death or serious injury from client/customer – (weapons and assault) Psychological illness Health and Wellbeing Intimidation and bullying issues	H	<ul style="list-style-type: none"> Where possible, field officers should complete training - Level 2 '<i>Dealing with Aggressive Customers in an field environment</i>' Maintain reasonable/acceptable distance from stakeholders and avoid being distracted by your work duties as this may allow the stakeholder to get within striking distance Stay alert for changes of behaviour If you have entered a site and a client is agitated, hostile or verbally 	Workers Managers/ supervisors	M

PROCEDURAL STEP(S)	POSSIBLE HAZARD(S)	R1	SAFETY CONTROL(S)	PERSON RESPONSIBLE	R2
			abusive, you should consider the following: <ul style="list-style-type: none"> o maintain a calm disposition so your feelings (anxiety, fear, anger) do not interfere with communication o statements made should be clear, straightforward and direct o you should be assertive, professional and not personal o show respect, speak to them, not at them o be directive, not authoritative o present alternatives in a positive manner o avoid touching the aggressor, whether it is in a calming or in a protective manner without explaining your actions o remove yourself from the hostile situation via your exit route o request help if needed - seek assistance from the nearest support person, phone your supervisor, or NSW Police 		
Post investigation	Psychological illness Intimidation and bullying issues	H	<ul style="list-style-type: none"> • If staff, field officers, managers or call centre employees have experienced aggressive stakeholder, they should consider the following post investigation/recovery phase: <ul style="list-style-type: none"> o Record details and de-brief with supervisor and any affected co-workers o Report all incidents via departments incident notification system o EAP support should be considered for both the work and supervisor/ manager – early intervention has positive benefits o serious incidents to be reported to NSW Police 	Workers Supervisor/ Managers	M

OTHER JOB REQUIREMENTS

List staff skills/competencies and licences required for safe job performance:

List items of plant/equipment/tools required:

Communication equipment suitable for operational area

Relevant codes of practice, legislation standards or critical risk controls that may be applicable:

- WorkCover: Violence in the workplace – (Guide)
- WorkCover: Violence in the workplace – (fact-sheet)

Maintenance checks, site/workplace inspections required

Additional approvals, certificates, WorkCover approvals/permits required e.g. confined spaces, working at heights, hot works etc: Nil

Has a risk assessment been completed for any work involving confined spaces, electrical work or diving work Yes No N/A

APPROVAL (Officer, Manager, Supervisor i.e. person responsible for ensuring compliance with SWMS)

Name: A/State Emergency Coordinator

Signature: *D Gorman*

Date: 12 June 2018

