



Managing Challenging and Aggressive Behaviours Policy

1. Aim

To outline the process in place at Mercy Regional College to prevent and / or manage challenging or aggressive behaviours exhibited by staff, parents, and volunteers.

2. Responsibilities

Mercy Regional College leadership team is responsible for:

- Ensuring all staff, parents and volunteers read and acknowledge (signing) the code of conduct.
- 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 regard to occupational violence, where necessary.

Employees, Parents and Volunteers are responsible for:

- Reading and acknowledging (signing) the code of conduct.
- 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.

3. Scope

This policy applies to all staff, students, parents, and volunteers at Mercy Regional College

4. Definitions

4.1. 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.

4.2. 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.
- Vandalism of a person's property.
- Oral or written statements, including those communicated via SMS, phone, emails or social media.
- Stalking.

4.3. 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.

4.4. 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.

5. Policy

All staff, parents, and volunteers in Mercy Regional College 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 Mercy Regional College employee or, increasingly so, within cyberspace through threatening website postings, emails and SMS.

Mercy Regional College will ensure that all challenging and aggressive behaviours exhibited by students will be managed as per the CEM Guidelines for Behaviour Support.

Mercy Regional College will ensure that all staff, parents, and volunteers are made aware of what are acceptable and unacceptable behaviours through provision and acknowledgement (signing) of <Insert school name> 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 found within one of the below policies:

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

6. Relevant Legislation and Guidance

- DOBCEL Complaints Management Policy
- DOBCEL Grievance Policy
- DOBCEL Grievance Procedures for Parents/Caregivers of a DOBCEL School
- Mercy Regional College Parent and Caregiver Code of Conduct