

No Excuse for Abuse Policy

Policy Details

Policy Category	Strategic
Date Adopted	15 February 2023
Resolution Number	Council
Approval Authority	Council Resolution
Effective Date	15 February 2023
Policy Version Number	1
Policy Owner	Chief Executive Officer

Supporting documentation

Legislation	<ul style="list-style-type: none"> • <i>Local Government Act 2009</i> • <i>Local Government Regulation 2012</i> • <i>Workplace Health & Safety Act 2011</i> • <i>Workplace Health & Safety Regulation 2011</i>
Policies	<ul style="list-style-type: none"> • Code of Conduct for Employees • Code of Conduct for Councillors
Delegations	<ul style="list-style-type: none"> • Chief Executive Officer
Forms	<ul style="list-style-type: none"> • Not Applicable
Supporting Documents	<ul style="list-style-type: none"> • Emails, letters, phone calls

Version History:

Version	Adopted	Comment	eDRMS #
1	15/02/2023	New Policy Implementation – Resolution number 0223/12	547313

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Intent

The purpose of this policy is to provide clear processes for dealing with abuse from members of the public. It has been developed following the increase in incidents where staff of the Carpentaria Shire Council are subjected to abuse from members of the public.

Scope

This policy is applicable to all Carpentaria Shire Council staff engaged in interactions with members of the public and the public treatment of our staff, who are people too and deserve to be treated with respect.

Provisions

Our staff perform a variety of vital functions on behalf of the communities they serve and are increasingly subjected to aggression and abuse from the public.

Carpentaria Shire Council staff are brothers and sisters, uncles and aunts, mums, and dads, some are even grandparents; they are members of the community, they often help with sporting and community groups, volunteer and are part of the community they live in. Our staff don't deserve to be treated with aggression, abuse, and disrespect.

This policy is being developed to protect our staff and create a more respectful relationship between members of the public and the Carpentaria Shire Council employees.

Policy

There is no excuse for abuse.

Instances of abuse are to be reported to the immediate supervisor and recorded with as much detail as is available at the time of reporting.

Where staff are subject to abuse on the telephone, they are to advise the caller they are going to terminate the call. Prior to terminating the call, they are to provide to the caller with their name, the name of their supervisor and advise that the supervisor will likely call them to follow up.

Where staff are subject to abuse in person, they are to remind the abuser that there is no excuse for abuse and attempt to calm the member of the public whilst it is reasonably safe to do so and ascertain if the problem can be rectified. If this is not possible staff are to arrange for the supervisor to meet with them.

If the situation looks like getting physical, excuse yourself and leave the area.

QPS may be advised of instances of abuse, where necessary.

Communication

Posters are to be developed and placed in prominent areas within Council facilities to remind residents that any form of abuse is not acceptable.

A campaign on social media and the Council website will be implemented to remind residents that any form of abuse is not acceptable.

Additional Statements for inclusion on Public Notices include:

- No excuse for abuse
- Abuse isn't part of our job

- Zero Tolerance
- Treat our Carpentaria Shire Council team with respect.
- “We are” ... Mothers, Fathers, Coaches, etc.

Key Responsibilities

RESPONSIBLE OFFICER	RESPONSIBILITY
Employee	To continue to provide service to the communities that they serve in a respectful manner and record as much detail as possible of instances of abuse
Supervisor	To return calls, where known, for follow up to ascertain if the issue can be resolved in a respectful manner
General Public	To treat Carpentaria Shire Council staff with respect and refrain from any type of abusive behaviour.

Definitions

TERM	DEFINITION
Abuse, verbal and physical	The act of forcefully criticising, insulting, or denouncing another person. Using physical force to hurt the recipient, potentially going as far as to cause broken bones or bruises.
Instances of harm	Physical assault causing first aid and/or hospitalisation
QPS	Queensland Police Service
Staff	Includes employees, contractors, volunteers working for Carpentaria Shire Council
Violence and aggression ¹	Violence or aggression at work refers to any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This includes abuse, threats or assaults by workers, clients, customers, visitors or others.

Adopted by Council 15 February 2023 by Resolution 0223/12.



Mark Crawley
Chief Executive Officer

¹ worksafe.qld.gov.au

WE ARE ...

*Fathers, Grandfathers, Mothers, Uncles, Sisters, Brothers,
Volunteers, Coaches*



THERE IS NO EXCUSE FOR ABUSE



Carpentaria Shire Council has a zero tolerance for abuse against our staff.

ABUSE ISN'T PART OF OUR JOB

