

AGGRESSIVE BEHAVIOUR

Department of Health and Community Services' staff and facilities are **Zero Tolerance Zones** for aggression. We will not tolerate any form of abuse, aggression, violence or threats of violence and we will take effective action if this behaviour occurs.

We will:

- investigate and take action against all reported incidents of aggression. This includes calling security guards and police
- apply for court orders to impose restrictions or conditions on access to our services for repeat offenders
- provide counselling and support to staff who have been subjected to aggressive and violent incidents
- encourage and support staff to report incidents of aggression and violence to police
- work with the Northern Territory Police, other government departments and unions to manage aggression
- support appropriate education and training for staff and
- publicise and promote awareness of our zero tolerance position to the public and staff.

This policy will be reviewed every two years.



Robert Griew
Chief Executive Officer, October 2005



 **AGGRESSION ZERO TOLERANCE ZONE**



Northern Territory Government
Department of Health and Community Services

**no excuse
for abuse**