

Trigger Action Response Plan (TARP) for aggression on shift

LEVEL	TRIGGER	EXAMPLES	ACTON
ALERT	Awareness of escalating behaviour on shift that has the potential to impact the safety of team members or others on shift	Volunteers observe or experience signs of escalating aggressive behaviour on shift or nearby, eg annoyance, raised voices, indecent comments etc	<ol style="list-style-type: none"> 1. Stay calm. 2. Use the safe word 'Daphne' to notify other team members about the potential risk. 3. Help the aggressor modify their behaviour if you feel safe to do so. Refer to the steps below. 4. Maintain awareness of the situation. 5. Stay close to other team members.
COMMIT	The threat has increased and there is a real possibility that the threat will impact the safety of team members or others on shift	Volunteers observe or experience signs of aggression/violence on shift or nearby, eg verbal threats, physical gestures, unwanted physical contact	<ol style="list-style-type: none"> 1. Stay calm. 2. Move away from the aggressor. 3. Remain with other team members (do not get isolated). 4. Notify the Service Provider (if safe to do so). 5. Maintain awareness of the situation.
EVACUATE	The situation has escalated to a point where the threat is thought to be imminent and/or has occurred	Volunteers observe or experience aggressive/violent behaviour on shift or nearby that makes one or more volunteers feel unsafe	<ol style="list-style-type: none"> 1. Stay calm. 2. ALL TEAM MEMBERS MUST LEAVE THE VAN & GO TO A SAFE PLACE. 3. In AUS call Police on 000 or for non-urgent emergencies call Police Link on 131 444. In NZ call police on 111. 4. Contact Service Support (when safe to do so).

STEPS TO HELP MODIFY BEHAVIOUR

1. Volunteers say to friend something along the lines of "We'd really like to sit down and have a chat but it's hard to talk to you when you're calling us those names – do you think you can stop saying those things so we can have a chat?" Refer to the Standards of Behaviour sign were possible.
2. If he/she chooses not to modify their behaviour, then volunteers could respectfully say something like, "We're just here to do [the washing, showers etc.] and have a chat. Perhaps you'd like to come back and have a better conversation with us another time?"
3. If the behaviour continues, then volunteers could say something like, "That kind of behaviour isn't acceptable at our service and it's making us feel uncomfortable. If your behaviour continues you may have to leave the shift". Refer to the Standards of Behaviour sign again if safe to do so.

IMPORTANT: If at any time during the ALERT or COMMIT response phase any team member feels threatened or unsafe, EVACUATE

REMEMBER: If you don't feel safe it's OK to pack up shift or call the police