

Sources of aggression on shift (*this list is not exhaustive*)

Common examples of aggression can include **a)** friends arguing between themselves or with the Service Provider, **b)** friends frustrated with our terms of service or **c)** friends exhibiting mental health issues. Regardless of the cause, violence often follows a pattern of increasing aggression. It's important volunteers remain aware of the signs so that aggressive situations can be avoided through either **defusing** the person's anger or **initiating** emergency procedures. Look out for the following signs of aggression: **annoyance - raised voices - verbal threats and/or physical gestures - physical violence.**

Risk factors on shift

Shifts operate in a diverse range of communities and risks can come from a range of different factors including **environmental** factors such as serving friends with a history of aggressive behaviour or mental health issues, operating at night, or operating in unpredictable locations. **Task-based** factors such as operating alone or dealing with people face to face, and **volunteer** specific factors just as experience levels of volunteers, training and personality types. **Understanding our shift environments can help us implement the correct controls to help prevent or manage aggression on shift.**

Control measure: **Trigger Action Response Plan (TARP)**

Different situations will call for different actions depending on how severe and immediate the threat is. To enable volunteers to respond consistently and confidently we have developed a **TARP** that aims to assist you to determine what action is required including when to withdraw from shift to your **safe place**. **You can find the TARP in the Volunteer Resource Hub or via the Quick Access QR Code in the van.**

Control measure: **de-escalating anger** (only if you feel comfortable to do so)

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| 1) Make eye contact, but don't stare, address them by their name. | 6) Once finished expressing their feelings, ask for specific examples of the person's concern. |
| 2) Stand at least 1 meter away, avoid challenging body language such as hands on hips. | 7) Display empathy "I can see this has upset you". |
| 3) Be considerate of cultural differences or disabilities. | 8) Ask open ended questions, for example, "what would you like to see happen?" |
| 4) Give your full attention and speak respectfully. | 9) Reflect back what you're hearing "you'd like us to extend the shift as its difficult for you to arrive earlier?" |
| 5) Let them have their say without interrupting | |

What **NOT** to do When Confronted With Violence on Shift

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| 1) Argue with an aggressor | 5) Attempt to break up a physical altercation between friends (others) on shift |
| 2) Turn your back on the aggressor | 6) Try to be brave - your safety and the safety of the team is the highest priority |
| 3) Isolate yourself from other team members | |
| 4) Attempt to disarm an armed person or get physical | |

Remember the safe word "DAPHNE" and your two Safe Places.