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| Policy No: PP 5.17 | Policy Name: Client Exclusion from a Service |

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| Applies to:  | Version:  |
| Specific responsibility:  | Date Approved: |
|  | Review Date: |

# Purpose

[Service name] is committed to maximising access to the organisation’s services for everyone within the agreed client target group and to ensuring equity of access across eligible clients. This policy establishes [Service Name] business processes to manage a client presenting to the service who causes disruption that negatively impacts on other clients and staff.

# Policy statement

[Service name] is committed to providing access to its facilities for anyone who presents in a manner that does not disrupt or put at risk other people utilising the facility and service staff.

[Service name] has a responsibility to ensure they maintain a physical environment that is safe for all people who access it.

Where a person presents to the service and behaves in a disruptive or threatening manner, this will be managed with a goal of maintaining a safe environment for other service users and staff.

# References

Work Health and Safety Act 2011 (NSW)

Workers Compensation Act 1987 (NSW)

# Definitions

Disruptive behaviour includes any behaviour that is inappropriate and interferes with the functioning and operation of the service. It includes aggressive behaviour, shouting and use of offensive language.

# Procedure

## Crisis management – Unknown individual

Where an unknown individual presents to the service and behaves in a manner that is disruptive and causes concern, the police will be called immediately for support. Staff will endeavour to move clients to safety and manage the situation to the best of their ability until police arrive.

## Crisis management – Service Client

Where a client presents to the service and behaves in a manner that is disruptive and causes concern, the Service Manager or delegated staff member will, if safe to do so:

* Approach the client causing the disruption, seeking to diffuse the situation and create an opportunity to engage with them to get an understanding of their concern
* Listen with respect to the client’s concerns

Where it is possible, the staff member will identify with them that their behaviour is unacceptable and is having a negative impact on other clients and staff members.

They will be advised that if they are unable to de-escalate and manage their behaviour, they will be asked to leave the service for a period of time. The staff member will clarify the reasons underpinning why they are being asked to leave the service with them.

If it is not safe or possible to engage with the client, the police should be called to support the service as it manages the situation.

Whilst the crisis is being managed, another staff member, if present, should move other clients out of the crisis environment, endeavouring to minimise any risk to them or escalation of the situation.

## Excluding a client from service access

[Service name] may decide that the client needs to be excluded from access to the service for a period of time. This exclusion provides an opportunity for the client to reflect on their behaviour and consider the consequences of their actions. It also provides a time for [Service name] to undertake a detailed risk assessment process to minimise the risk of further disruptive incidents occurring.

When a client is excluded from the services they should be:

* Advised of the length of time for the exclusion
* The service complaints procedure and their right to make a complaint to the [Board / Management Committee]
* The behaviour that will be expected when they return to the service

## Incident reporting and management

Following the resolution of the incident, an incident report will be completed that documents the event and the actions taken to manage the situation.

If there has been a demonstrated aggressive or violent event, or a pattern of behaviour is identified that is associated with a particular client, [Service name] will review the risks involved in service provision. This review will be led by the Service Manager.

## Debriefing and Follow Up

The Service Manager will take control of the ongoing response / follow up, review and reporting.

The Service Manager will prepare advice for the [Board / Management Committee] outlining steps required to prevent future related incidents from occurring.

The Service Manager will establish a staff debriefing meeting to determine issues and responsibilities related to:

* Assessing risks and response actions
* Liaison with emergency services
* Stakeholders and media communications
* Implementing additional risk controls and prevention strategies
* Review of timeframes established to exclude a client from service access to ensure they are reasonable and commensurate with the risks identified from the incident

## Engagement with client group

The Service Manager may choose to hold a meeting with clients to:

* explore client rights and responsibilities as they access the service
* Explain the complaints process to clients
* Discuss the right to safety for both clients and staff

# Related documents

Work Health Safety Policy

Client Rights Policy

Feedback and Complaints Policy

# Review

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| **Reviewing and approving this policy** |
| Frequency | Person responsible | Approval |
| [How often will this policy be reviewed] | [Position of person responsible for reviewing policy] | [position of person/group who approves this policy] |

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| **Policy review and version tracking** |
| Review | Date approved | Approved by | Next review date |
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