



DISRUPTIVE STAFF MEMBER

INTRODUCTION

It is the policy of this organisation to treat all individuals with courtesy, respect, and dignity. The Management Committee requires that all individuals, support workers, supervisors, administration personnel and Executive Officer, conduct themselves in a professional and cooperative manner. The Management intends to enforce this policy in a firm, fair and equitable manner.

OBJECTIVE

The objective of this policy is to ensure optimum client care and employment environment by promoting a safe, cooperative and professional environment and to prevent or eliminate (to the extent possible) conduct that:

- Disrupts the operation of the organisation
- Affects the ability of others to do their jobs
- Creates a hostile work environment for other employees or clients
- Adversely affects the community confidence in Breakaways ability to provide quality client support and service delivery

PROCEDURE

Documentation of each incident of disruptive conduct is critical because it is ordinarily not one incident alone that leads to disciplinary action, but rather a pattern of inappropriate conduct. Any support worker, other employee, client, carer, or visitor may report potentially disruptive conduct. Individuals may submit a written or verbal report to the Executive Officer.

Once it is received, the Executive Officer, will designate the appropriate supervisor and invite this person to assist with the investigation of the report. The accused will be given the opportunity to explain their conduct and offer their side of the story and the Executive Officer may dismiss any unfounded report and will notify the individual who initiated the report of his or her decision.

If conduct unbecoming is identified it shall be addressed as follows. It shall be made clear to the offending individual that attempts to confront, intimidate, or otherwise retaliate against the individual who reported the behaviour in question is a violation of the policy and grounds for further disciplinary action. A single confirmed incident will warrant a discussion with the offending individual. The Executive Officer with the assistance of the designated supervisor will initiate such a discussion and emphasize that such conduct is inappropriate and must cease.

The offender will be provided with a copy of this policy and the individual will be informed that Breakaway Toowoomba requires compliance with this policy. The approach during such an initial intervention should be collegial and helpful to the individual and the organisation.

If a developing pattern of disruptive behaviour is identified, as with the single confirmed incident, the Executive Officer or the designated supervisor will provide the offending individual with a copy of this policy and inform the individual that Breakaway Toowoomba requires compliance with this policy. If the offender fails to abide by the terms of this policy a more formal action will be required to stop the reoccurrence of the behaviour.

The Executive Officer shall document all meetings in writing and a follow-up letter will be sent to the offending individual. The letter will document the content of the discussion and any specific actions the offending individual has agreed to perform. The Executive Officer will keep a copy of this letter on file. The involved staff person may submit a rebuttal. The rebuttal will become a permanent part of the record. At any stage counselling will be offered to one or both parties.

If the offending behaviour continues the individual will be sent a show cause letter. The Executive Officer and supervisor and or Chairperson shall meet with and advise the offending individual that such conduct is intolerable and must stop. This meeting is not a discussion, but rather constitutes that staff members final warning. The offender will also receive a follow-up letter that reiterates that final warning. If, after this final meeting, the offending behaviour re-occurs, the staff member's employment may be terminated.

Approved (Executive Officer) David Bell Date 19.11.09

Approved (Chairperson) Paula Dennis Date 19.11.09