

**HSC232 Protect yourself from the risk of violence at work
(Level 2)**

Elements of Competence

- HSC232a** Help to de-escalate a potentially violent situation
- HSC232b** Review the incident for recording and monitoring purposes

About this unit

For this unit you need to be able to calm potentially dangerous situations by minimising actions or words that may trigger violent behaviour and showing respect for people, their property and rights. It is about responding to a situation by trying to defuse it and, when appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes.

This is Employment standard W7.

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Relevant persons	A person named in the organisation's procedures as having responsibility for dealing with reports and incidents of violence at work
Risk	The likelihood that the worker will be subjected to violence at work
Service Users	Examples are: Patients, clients, passengers, customers, detainees, the public, parents, carers
Triggers of violent behaviour	Triggers of violence are factors that might prompt violence occurring. They can be categorised in four different types: <ul style="list-style-type: none">• Temporary personal factors – for example, the service-user (see below) being uncomfortable from a lack of food, warmth, light or presenting challenging behaviour whilst under the influence of drink or drugs, or• Persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or• Temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or• Persistent environmental factors such as too much being expected of the service-user or that the quality of the service consistently does not meet the required standards of the user
Violence	Violence is manifested as incidents where persons are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health. This definition is taken to include verbal abuse or threat, threatening behaviour, any assault (and any apprehension of unlawful violence), and serious or persistent harassment, for any reason, and extends from what may seem to be minor incidents to serious assault and murder, and threats against the worker and/or their family

HSC232a Help to de-escalate a potentially violent situation

Performance Criteria

You need to show that,

1. you maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour
2. you maintain a safe distance to avoid physical contact if possible
3. you communicate with those presenting unacceptable behaviour in a way that:
 - shows respect for them, their property and their rights
 - is free from discrimination and oppressive behaviour
4. you keep the situation under review and act appropriately which ensures the immediate safety of:
 - yourself
 - other persons in the vicinity
 - the **service-user**
5. you take constructive action to defuse the situation which will:
 - not make the situation worse
 - be consistent with your organisation's policy and procedures and your legal responsibilities
6. where you are unable to calm the situation down request assistance promptly if it is appropriate and feasible
7. you look for opportunities to end contact with the service-user and leave the situation if the **risk of violence** looks set to escalate
8. if appropriate, you explain clearly to the persons involved:
 - what you will do
 - what they should do and
 - the likely consequences if the situation continues
9. you leave the scene of the incident if the threat to your own safety and that of other people is too great, minimising the risk of injury to yourself and other people as you leave

HSC232b Review the incident for recording and monitoring purposes

Performance Criteria

You need to show that,

1. you review the sequence of events leading up to the incident
2. you discuss with **relevant persons** whether organisational procedures helped or hindered the incident
3. you complete records in accordance with organisational requirements about:
 - your actions at the time of the incident
 - the circumstances and severity of the incident
 - the measures taken to protect yourself and other people
 - action taken to try to calm the situation down

4. you look through the organisation's and your own risk assessment relevant to your activities and assess its adequacy for dealing with similar incidents
5. you make recommendations to reduce the risk of further similar incidents to relevant persons which will make you and other people feel safer and identify areas where you would benefit from training
6. you contribute to good practice by sharing relevant non confidential information with other people in similar job roles which could help reduce incidents of violence
7. you make use of available support and advice to help alleviate any incident-related health problems

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. the importance of showing respect for people, their property and rights and how to do so
2. how to avoid behaviour or language that may indicate you are being discriminatory or oppressive

Legislation and organisational policy and procedures

3. your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation pertaining to health and safety at work
4. your job role, responsibilities and limitations
5. your organisation's procedures in regard to dealing with violent behaviour

Theory and practice

6. your own capabilities and limitations in terms of protecting yourself in potentially violent situations
7. when it is appropriate and possible to maintain a safe distance and avoid physical contact
8. how to interpret simple body language and the importance of acknowledging other people's personal space
9. the importance of remaining alert to **triggers of violent behaviour**
10. the importance of planning how you will leave a situation if there is a physical risk including identifying where the nearest exit routes are
11. the main signs that a situation could escalate to violent behaviour and how to recognise these
12. the point at which to leave the scene of the incident, seek help and safe techniques for leaving the situation
13. the types of constructive behaviour you can use to calm situations
14. the importance of having the opportunity to talk to someone about the incident afterwards
15. the reports that have to be made and the records that have to be kept about a potential or actual incident of violence