

## Responding to Aggression Policy

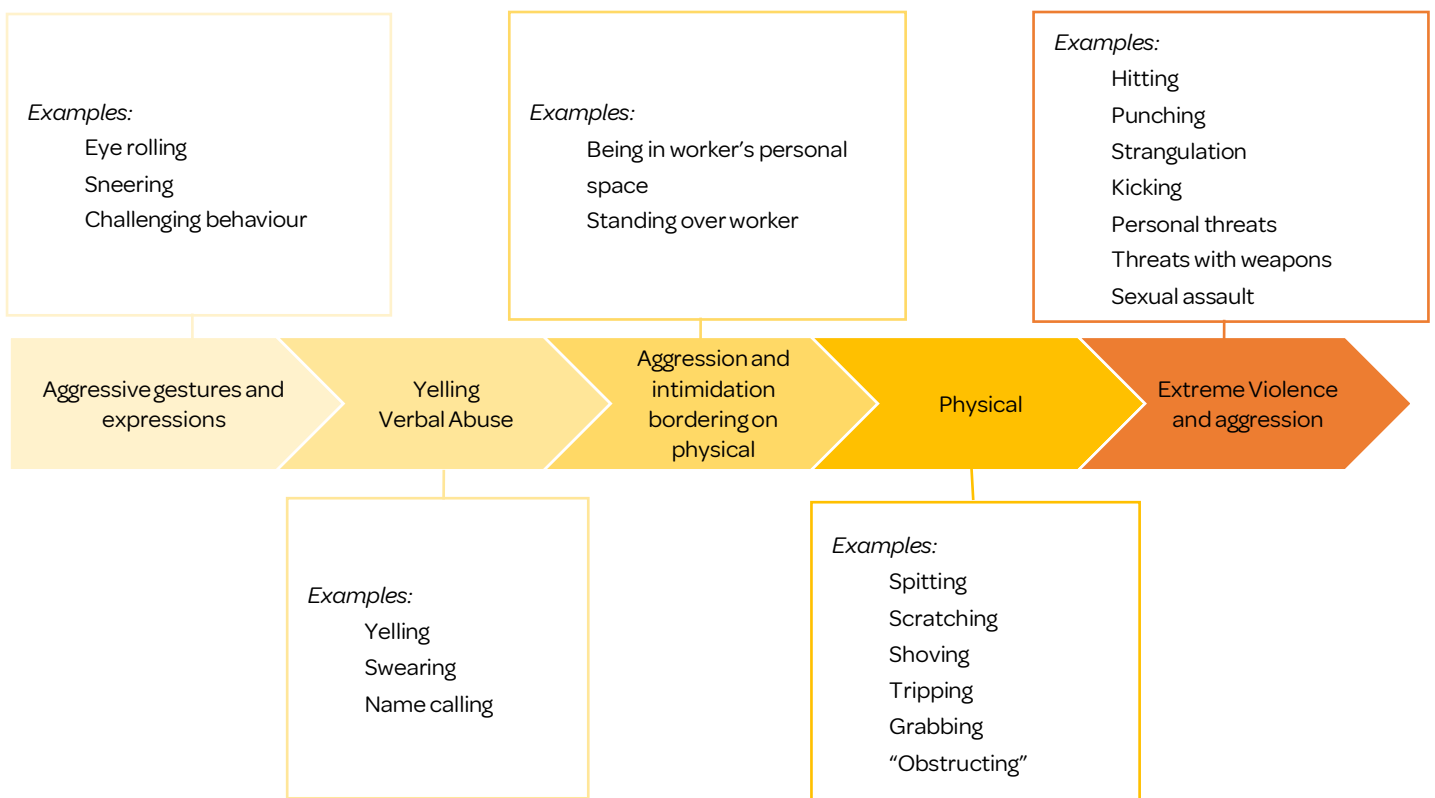
For the wellbeing of our team and clients, this policy outlines a consistent response to aggressive behaviours demonstrated by people accessing services with Playology.

### Guiding Principles

- A child cannot learn to their full potential when experiencing elevated emotions
- People do well when they CAN do well. If a young person is engaging in aggressive behaviour, it is likely an indication of a lagging skill or need that has not yet been addressed.
- All young people have the right to access Playology programs safely
- Playology employees staff have the right to work in a safe environment

### Defining Aggression

There is a spectrum of aggressive behaviours, all of which can make people feel unsafe. None of these are acceptable to be demonstrated towards Playology practitioners. See diagram below.



### General Procedures

- Playology employees will have a phone on them at all times, to call for assistance if needed

*Where a young person exhibits aggression during services:*

- A child exhibiting aggressive behaviour will be supported to de-escalate down by a Playology practitioner (away from their peers if in a group setting). This may include reducing demands, distraction, co-regulation opportunities, quiet time etc...
  - Where it is unsafe for the practitioner to remain in the same physical space, they will remove themselves from the environment and cease the session.
- At all times, the practitioner will endeavour to establish the cause of aggression and minimise the risk of re-occurrence, utilising the ABC Analysis of Behaviour
- When able to do so safely, a child will be supported to re-enter the environment.
- If unable to de-escalate, the person's participation in the session (in the current format) will be ceased
- A review of the behaviour should be completed following the session, with appropriate modifications made to goals, session structure etc..., and a plan for future response developed.

*Where a young person exhibits aggression in an ongoing manner during services:*

- If aggressive behaviour is exhibited in a repeat fashion, for the safety of the child, Playology employees and other clients, the young person will temporarily cease their participation in impacted activities.
- The young person will then be referred for individual support with a Psychologist to address their behaviour, establish strategies for behaviour management, and (where appropriate) to support the child to manage their emotions and more effectively communicate their frustrations.
- A young person who has ceased a Playology program may re-engage in that program once the child's psychologist and caregiver are in agreement that the child is able to safely engage with an appropriate plan.

*Where a carer/legal guardian/third party exhibits aggression behaviour:*

- Playology has a zero-tolerance approach to violence and aggression against our team members.
- Action will be taken in the case of any adult demonstrating violence and aggression towards our team. This may include (but is not limited to): early cessation of session, suspension of sessions pending investigation, termination of service agreement, report to authorities.

If threatening, abusive or aggressive behaviour is evident, or there is potential of such behaviour, Playology team members will:

- Focus on remaining safe, including leaving or terminating the service immediately if they feel unsafe
- Keep a safe distance from the person
- Remain calm
- Speak slowly and clearly. Use simple, direct and brief statements
- Using simple and clear language, inform that person that their behaviour is inappropriate and must stop immediately
- Tell the person that they will end the session/discussion if the behaviour continues

If the person listens to instructions and chooses to converse in a less threatening, abusive or aggressive manner, the Playology team member will:



- Continue to remain calm
- Try to maintain empathy and paraphrase the client's comments
- Use language that the person will understand
- Continue using simple, direct and brief statements
- Demonstrate that you are trying to find solutions to problems



Email: [admin@playologyclinic.com.au](mailto:admin@playologyclinic.com.au)

PH for appointments: 03 9752 1571

[www.playologyclinic.com.au](http://www.playologyclinic.com.au)