

Policy –Zero Tolerance to Unreasonable External Party Behaviour

Kaikaranga has in place a Zero Tolerance to Unreasonable External Party Behaviour Policy to ensure a safe and respectful environment for both clients and staff. We ask that all external parties that engage with us treat our staff courteously, without abuse, harassment or violence.

Application

This Policy applies to all interactions with Kaikaranga staff, including over the telephone, via virtual means (e.g. MS Teams), in-person, or in written communication.

External party refers to any individual which staff of Kaikaranga engage with in the course of undertaking their mahi, and includes but is not limited to clients, whānau, client advocates and other agencies and providers.

Policy

Examples of behaviour that Kaikaranga considers to be unreasonable include:

- **Abusive behaviour** including but not limited to:
 - **Verbal abuse:** Yelling, insulting, or threatening Kaikaranga staff, over the telephone, via virtual means, in-person or in written communication.
 - **Physical abuse:** Any form of physical violence or threats of violence
 - **Psychological / emotional abuse:** Such as manipulation, gaslighting, intimidation or belittling that erodes confidence or wellbeing.
- **Bullying behaviour:** Unreasonable and repeated behaviour towards a person or group that could lead to physical or psychological harm.
- **Discrimination and harassment:** Discriminatory language or behaviour based on race, gender, religion, ethnicity, disability or sexual orientation.
- **Sexual Harassment:** Inappropriate comments or actions of sexual nature directed towards staff.
- **Non-Compliance with Safety Protocols:** Refusal to adhere to health and safety guidelines.

If a client, whānau member, client advocate, other agency or provider, or any external person who engages with Kaikaranga behaves in an unreasonable way, this will be reported by the staff member to their Line Manager and via our internal Health & Safety Incident Reporting process. Incidents will be investigated and appropriate measures put in place.

Potential consequences of unreasonable behaviour include but are not limited to:

- Restricting the external party to a sole contact point
- Restricting the subject matter of communications that we will consider
- Limiting the frequency or duration of an external party's contact
- Limiting the methods of a person's contact
- Removal from our service / transferal to another NASC
- Any threat of physical violence or harm may be reported to the police.

Why we have a Zero Tolerance Policy

- **Protecting staff and clients:** Ensures that Kaikaranga staff can perform their mahi without fear of abuse or harm.
- **Supporting staff wellbeing:** Aims to reduce burnout and stress by providing clear recourse in the face of unacceptable behaviour.