

## Appendix 2.0

### One-Page Quick Reference for Staff

#### Managing Disrespectful or Threatening Behaviour (Quick Guide)

##### 1. Stay Calm & Professional

- Keep your voice calm and steady.
- Do not argue, raise your voice, or respond emotionally.

##### 2. Set Clear Boundaries

Use clear, respectful statements such as:

- *“I’m here to help, but I need this conversation to remain respectful.”*
- *“I will continue assisting once we can speak calmly.”*

##### 3. If Behaviour Continues

- Repeat the boundary once.
- Advise of next steps.

Examples:

- *“If the language continues, I will end this conversation.”*
- *“I’m going to involve my supervisor now.”*

##### 4. Disengage When Necessary

- End the interaction politely and firmly.
- Walk away or move to a safe area if needed.

Examples:

- *“This conversation is over for now.”*
- *“Please direct further communication in writing.”*

##### 5. If You Feel Unsafe

- End the interaction immediately.
- Move to a secure or populated area.
- Seek help from a manager or another staff member.
- Call emergency services if there is an immediate threat.

##### 6. Report the Incident

As soon as possible:

- Notify your manager.
- Write down what happened (facts only: who, what, when, where).
- Submit the information for follow-up.

##### Remember:

You are not expected to tolerate abuse. Your safety and well-being come first!