MANAGING AN AGGRESSIVE PERSON/VISITOR POLICY

Our Service aims to establish and maintain positive and open relationships with all parents of enrolled children. However, we understand that on occasion there may be times when a parent or visitor arrives at our Service displaying aggressive, difficult or challenging behaviour. Our Service is committed to maintaining a safe workplace for all staff and visitors and ensure staff have the skills to safely prevent and de-escalate aggressive behaviours. Workplace violence can be any incident where a person is abused, threatened or assaulted whilst engaged in work.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected
QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 170	Offence relating to unauthorised persons on education and care service premises
S. 174	Offence to fail to notify certain information to regulatory authority
168	Education and care services must have policies and procedures
170	Policies and procedures must be followed
173	Prescribed information to be displayed

RELATED POLICIES

Code of Conduct Policy Dealing with Complaints Policy Enrolment Policy	Family Communication Policy Interactions with Children, Family and Staff Policy Privacy and Confidentiality Policy

PURPOSE

Our Service aims to ensure that all staff members have skills and understanding of conflict resolution strategies to manage situations involving angry or aggressive parents or visitors.

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

IMPLEMENTATION

Parents and visitors have the right to make a complaint or report a concern to our Service at any time. Complaints may be real or perceived and may range from serious issues to more trivial matters (though still important to the person raising them) such as not being able to quickly find their child's shoes at the end of the day. However, on occasion a parent's or visitor's feelings may escalate into anger or aggression, not necessarily due to the concern at hand, but due to other events or situations they have had to already deal with that day, or due to the effect of drugs or alcohol or mental health concerns.

WHAT IS 'AGGRESSIVE BEHAVIOUR' OR 'WORKPLACE VIOLENCE'?

Within this policy, aggressive behaviour or workplace violence could include, but is not limited to:

- verbal abuse and threats
- intimidation and insults
- angry and hostile behaviour
- shouting and swearing
- stamping feet
- physical violence
- threatening behaviours

These behaviours could be caused due to:

- frustration
- intoxication
- substance misuse or abuse

- psychological imbalances or disturbances

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL ENSURE THAT:

- obligations under the Education and Care Services National Law and Education and Care Services National Regulations are met
- violence and aggression toward educators and/or staff are treated like any other hazard
- a risk assessment is conducted to identify possible hazards and implement control measures
- a procedure/plan is developed to de-escalate any aggression or violence and ensure the safety and wellbeing of staff
- all staff are familiar with this policy and are provided with opportunities to review and modify this policy
- staff are provided with training to learn skills to safely prevent and de-escalate aggressive behaviours- such as conflict resolution
- staff involved in a situation involving an angry or aggressive parent or visitor will be provided time for a debrief session following the event with a supervisor and/or offered professional support
- families are clearly informed that any aggressive behaviour towards staff will not be tolerated
- families are made aware of our *Dealing with Complaints Policy*, and *Family Conduct Guidelines* at time of enrolment of their child
- notification of a serious incident is submitted to the regulatory authority within 24 hours when there has been an incident that has posed a risk to the safety and wellbeing of the children
- the name and telephone number of the person to whom complaints can be made is clearly visible at the Service.

EDUCATORS/STAFF

Should a situation arise where a staff member is confronted by an aggressive or violent parent or visitor, they will:

- remain calm
- implement strategies to de-escalate the aggressive behaviours
- establish whether or not this is a situation you should deal with on your own, *or*
- advise the parent or visitor that you will get the nominated supervisor/appropriate person to come and speak to them
- offer and encourage the parent or visitor to move into a private space away from children and other families (This may even be outside if the children are inside). If they ignore or refuse the invitation, begin moving slowly towards a private area.

- if moving into a room with the parent or visitor, always ensure you have access to the exit door
- if you are continuing to deal with the situation but feeling uncomfortable, request another staff member to accompany you
- if you are feeling threatened or in danger at any time, request another staff member to contact the police
- calmly tell the parent or visitor that you are prepared to listen, but the conversation cannot continue if he/she continues to use a raised voice or inappropriate language
- if the same behaviour continues, leave the room and state that you will give the parent or visitor five minutes to calm down and then return
- ensure children are removed from the area/room if a parent or visitor becomes hostile in an area where children are located

When you feel the parent or visitor has calmed down enough to discuss the issue:

- remain calm
- be aware of what you say and how you say it (tone of voice)
- do not be provoked into getting into an argument
- listen effectively and allow the parent to talk without interrupting
- when the parent or visitor has got the main facts 'off their chest', restate what you believe the problem to be politely and respectfully
- ask relevant questions to clarify any issues
- as soon as the issue has been clarified begin to work on a solution: Note, do not give excuses as to why something may or may not have happened as it may anger the parent again. Instead, focus on moving forward with strategies the parent or visitor will accept to solve the problem.
- when discussing solutions clearly explain any limitations of the Service (regulations, policies and procedures)
- refer to *Dealing with Complaints Policy* for information about procedural fairness, strategies and practices to promote conflict resolution.

Dealing with difficult, challenging and aggressive behaviours can have a huge impact on staff's wellbeing. Following the incident, the nominated supervisor/management will ensure staff involved will:

- be provided with a 'debriefing' time. This may be talking to the nominated supervisor or colleague or simply moving off the floor for a short time.
- document the incident and provide management with a copy

- follow up on anything agreed to with the parent or visitor or monitor that another staff member/ management follows up in a timely manner
- be aware of any modifications to care or procedures and have a thorough understanding of the situation
- respect the confidentiality and/or privacy rights of the parent or family or visitor
- evaluate the risk assessment for the Service regarding aggression and/or violence.

CONTINUOUS IMPROVEMENT/REFLECTION

The *Managing an Aggressive Person/Visitor Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management, and notification of any change to policies will be made to families within 14 days.

RELATED RESOURCES

Family Conduct Guidelines

SOURCES

Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*
Australian Children's Education & Care Quality Authority. (2026). *Dealing with complaints. Policy and procedure guidelines.*
Bryant, L., & Gibbs, L. (2013). *A director's manual: Managing an early education and care service in NSW.* Marrickville, NSW: Community Child Care Co-operative Ltd. (NSW).
Children (Education and Care Services) National Law (NSW)
Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
Education and Care Services National Regulations (NSW) (2025) (For NSW Services only)
NSW Ombudsman. (2014). Model guidelines – Managing and responding to threats, aggressive behaviour and violence from members of the public.
Western Australian Legislation Education and Care Services National Law (WA) Act 2012 (WA Services only)
Western Australia Legislation Education and Care Services National Regulations 2012 (WA Services only)

REVIEW

POLICY REVIEWED BY	[NAME] Amy Flockhart	[POSITION] office admin	[DATE]24/06/2026
POLICY REVIEWED	APRIL 2026	NEXT REVIEW DATE	APRIL 2027
VERSION NUMBER	V8.04.26		

MODIFICATIONS	• annual policy review • minor edits • related resources section added • sources checked and updated as required
POLICY REVIEWED	PREVIOUS MODIFICATIONS
APRIL 2025	• annual policy maintenance • sources checked and updated as required