The Diocese of Palmerston North and its Parishes are committed to eliminating, if at all possible, or by isolating or minimising the harm that disruptive persons can cause.

**Coverage**

The Diocese is a Person Conducting a Business or Undertaking (**PCBU**).

Each Parish is also separately a Person Conducting a Business or Undertaking (**PCBU**).

**Definitions**

Disruptive person is a person who displays disruptive behaviour defined in three levels:

1. **General Disruptive Behaviour** - Activities of a person that cause a nuisance, or unreasonably interfere with the peace, privacy or comfort, of persons in the immediate vicinity
2. **Serious Disruptive Behaviour** - Activities of a person that intentionally or recklessly cause disturbance to persons in the immediate vicinity, or which could reasonably be expected to cause concern for the safety or security of a person or their property.
3. **Dangerous/Violent Disruptive Behaviour -** Activities of a person that pose a demonstrable risk to the safety or security of residents or property; or have resulted in injury to a person in the immediate vicinity and subsequent Police charges or conviction.

**Procedures**

Workers and visitors of the PCBU are not expected to take verbal or physical abuse from any person. If a situation arises within the workplace boundaries, you are to follow the procedures outlined below:

**RESPONSIBILITIES**

**The PCBU Manager is responsible for:**

* Ensuring workers are aware that this kind of behaviour will not be tolerated and they are to feel that their safety and health is paramount to the PCBU
* Taking reasonably practicable steps to ensure workers are aware of what to do to protect themselves should the need arise
* Providing assistance as required at the time of an incident and during rehabilitation, as required

**All Workers are responsible for:**

* Ensuring their own actions or inactions do not harm themselves or others
* Being aware of the procedures and who to gain assistance from when required
* Providing information if they feel unsafe with any person or at any PCBU site or other premises visited in the course of work
* Reporting any incident that occurs and completing incident forms for the H&S register and advising the PCBU Manager as soon as practicable

**GENERAL DISRUPTIVE BEHAVIOUR**

Only follow this process if it is clear that the disruptive person does not come under the category of *Violent Behaviour* (for this procedure, see next section - *SERIOUS, DANGEROUS and/or VIOLENT DISRUPTIVE BEHAVIOUR*).

A person may be present on or enter site and either does not have permission to be there, or their behaviour is such that the PCBU Manager would not give permission for them to be there.

Once made aware or notified that there is a disruptive person on the property, Workers are to inform their Manager immediately. The Manager will undertake the following steps. (If the Manager is unavailable the Worker will undertake the following steps)

* Notify all other workers in the vicinity of the description, location and activity of the person causing concern.
* Assess the nature of the disruptive person: benign or aggressive (if aggressive – follow the process in the next section - *SERIOUS, DANGEROUS and/or VIOLENT DISRUPTIVE BEHAVIOUR*).
* Ensure the main facility is kept secure.
* Whenever possible have another person present or at least nearby. Then greet the person, advise them who you are, and ask them why they are there. If the Worker is working alone or in a solo capacity consider calling someone and asking them to attend the site as soon as possible but continue with the process in the meantime.
* If the reason for the disruption appears legitimate, take the person to a safe meeting space to ascertain what where the reasons for the disruption are and decide who is best placed to deal with the person and when. Make immediate arrangements for follow-up.
  + Ask the person to discontinue the disruptive behaviour until such a time as it can be resolved as arranged and ask them to leave the site.
  + If the person leaves when requested they are no longer considered a disruptive person to the PCBU.
* If the reason for the disruption is not legitimate, explain that they have to leave the premises.
  + If the person leaves when requested they are no longer considered a disruptive person to the PCBU.
* If the disruptive person refuses to leave when requested
  + Explain that staff will have to call the police.
  + If the person still refuses to leave, ask another worker to call the police or call the police yourself.
  + If it is safe, stay with the person until the police arrive.
  + If the person gives any indication of violence walk away (if possible keep the person under observation from a safe distance until police arrive).
* Following the incident ensure the incident is documented and filed (including providing a report to police if necessary).
  + Managers should consider debriefing all workers on the incident
  + debrief other witnesses to the event if the incident was a public one to prevent rumours and speculation.

Note: There may not be legal authority for the PCBU, its officers or workers to physically eject the person from a site. If a trespasser refuses to leave when requested, he or she should be told that the police will be called and the process followed as above.

**SERIOUS, DANGEROUS and/or VIOLENT DISRUPTIVE BEHAVIOUR**

Once made aware or notified that there is a disruptive person on site who is or could potentially cause harm to others or property, the Worker is to notify their Manager, all other Workers, and Visitors in the vicinity of the description, location and activity of the person causing concern.

Assess the nature of the disruptive person: benign or aggressive (if benign – follow the process in the previous section - *GENERAL DISRUPTIVE BEHAVIOUR*).

The Worker, working with their Manager if possible, will undertake the following steps:

* Greet the trespasser from a distance, advise them who you are, and ask them why they are there.
* Immediately then Call 111, if possible from a mobile phone – moving to an area of safety
* Identify yourself to the 111 operator and the location including address
* Provide details of situation, Details of any casualties, Description of weapons, number of shots etc., Description and location and identity of offender if known, Identify the 'target' of aggression if known.
* Alert any other people in the vicinity (avoid using the fire alarm).
* If safe, move to secure position to await Police arrival
* Move everyone out of hallways and into designated rooms/area.
* Lock and/or barricade, or cover if possible, doors/windows.
* Keep quiet and do not leave the designated area unless it is safe to do so.
* Should the incident occur while Workers and Visitors are on-site but outside - instruct Workers and Visitors to move to nearest secure room, or to an assembly area (which may include an off-site area).
* Once police arrive, liaise with them to secure scene(s). Follow all instructions.

**SOURCES OF FURTHER INFORMATION**

* [www.victimsupport.org.nz](http://www.victimsupport.org.nz)
* [www.police.govt.nz/contact-us/how-report-crime](http://www.police.govt.nz/contact-us/how-report-crime) (See Appendix A)

**Approval and Review**

This Procedure was approved by the Diocese of Palmerston North on 15 March 2017

This Procedure was ratified by the Parish of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_on \_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

This Procedure will be reviewed by the Diocese of Palmerston North on 1 March 2018

[**http://www.police.govt.nz/contact-us/how-report-crime**](http://www.police.govt.nz/contact-us/how-report-crime)**: retrieved 15 March 2017**

**How to report a crime**

There are various ways you can report a crime. Always call 111 in an emergency. For non-emergencies contact your local police station. You can report crimes anonymously to Crimestoppers, driving incidents to Roadwatch and electronic crimes to The Orb.

**Emergency: call 111**

Call 111 and ask for Police when:

* someone is badly injured or in danger
* there's a serious risk to life or property
* a crime is being committed and the offenders are still there or have just left
* you've come across a major public inconvenience, such as trees blocking a highway
* any of these things are happening now or have just happened.

If you can't decide if it's a real emergency and you're still worried, call 111 and ask us. We'll help you work out what to do.

**Non-emergency: contact your nearest police station**

Phone or visit your nearest police station:

* to report incidents or crimes that have already happened (e.g. theft) some time in the past and a rapid police response is not likely to affect the outcome
* for general enquiries.

**Reporting crime by phone**

If something you’re worried about is happening right now (e.g. a crime is taking place or if anyone's safety is at risk) ring 111. If your matter isn’t urgent please call your nearest station.

When you call your nearest station, the phone may be answered by a police officer or by an employee working at the front desk. In either case they will be able to tell you what to do next.

You may be put through to the Crime Reporting Line. Staff will then collect as much information as possible about your complaint. You will get an email confirming your complaint has been received.

As with any complaint taken by Police, it will be analysed to see whether there is sufficient information to pursue. Police will contact you to let you know what action has been taken.

**Reporting crime in person**

Talk to the person at the front desk and they will tell you what to do next. Depending on your complaint you may be able to speak to an officer straight away.

Appointments aren’t always necessary, but to ensure someone will be there to assist you it is best to phone ahead – especially if your nearest station is a small or rural station.

**Reporting rape or sexual assault**

We understand that reporting a rape or sexual assault is very difficult, but we will make sure that you get the support you need to help you through. Get advice for victims of rape or sexual assault.

**Report a bad driver or traffic incident**

There are two ways to report bad driving and traffic incidents.

***Urgent but not life-threatening incidents: Call \*555***

For incidents such as minor crashes (non-injury), continuous poor driving, traffic congestion, breakdowns and obstructions on the highway, call \*555 from a mobile phone. \*555 is not intended to take the place of the 111 emergency number. Always call 111 in an emergency. \*555 calls are answered with less priority than 111 calls.

***Non-urgent incidents***

For driving incidents that are minor or no longer continuing to be a danger to the public, complete a Community Roadwatch report, either via the online Community Roadwatch form or at your nearest police station. No investigation or prosecution will take place for a Community Roadwatch report. If you wish the incident to be investigated with a view to the offender being prosecuted you must lodge a formal complaint at your nearest police station.

**Report crime anonymously: contact Crimestoppers**

Crimestoppers is an independent charity working to solve and prevent crime. It’s a way for people, who for whatever reason may be reluctant to tell Police what they know, to anonymously report information about crime and criminals via an independent third party. You can contact Crimestoppers anonymously when you know about a crime that has been, or is being committed, you suspect a crime is being planned, or any other activity you think is illegal. To report a crime anonymously:

* Call Crimestoppers free on 0800 555 111. Crimestoppers gives an absolute guarantee that calls cannot be traced. Calls are not recorded and the caller ID number is not able to be viewed in the call centre.
* Fill in the secure online Giving information form (link is external).

**Report electronic crime**

Reporting electronic crime is just like reporting any other offence. Call 111 in an emergency. For example, if you’ve received an electronic message with an immediate and believable threat such as "I'm coming around now and I'm going to kill you", that would be an emergency. You can report concerns about online incidents that may or may not be crimes under New Zealand law via Netsafe’s secure The Orb website (link is external). You can report objectionable material, scams or frauds, spam messages, privacy breaches and other problems.

**Reporting crime online or via email**

You can NOT report most crime online or via email as you have to speak with a police officer so that we can get all the right information. The exceptions are reporting:

* crime anonymously through Crimestoppers
* non-urgent road incidents via Community Roadwatch
* online incidents via The Orb website