**UNREASONABLE BEHAVIOUR REPORT**

**This form is to be used for reporting unreasonable behaviour[[1]](#footnote-2) that is “a hazard” (i.e. any behaviour that has the potential to cause harm to the health or safety of OIC employees or others). The matters recorded in this form will be assessed by a Manager or Commissioner for inclusion in an Unreasonable Behaviour Register to ensure a consistent response and to protect the health and safety of all OIC staff.**

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| Reporting Officer: |  |
| Manager: |  |
| **Please complete the following form together as part of a debriefing conversation.** | |
| **When was the unreasonable behaviour identified?** | |
| **Date:** | **(file record in Contact File Number** **)** |
| **Description** | |
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| **Whose behaviour is considered unreasonable?**  (Name of individual) | |
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| **What is the unreasonable behaviour?**  (Describe the unreasonable behaviour that is “a hazard” i.e. the behaviour that has the potential to cause harm to the health or safety of OIC employees or others) | |
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| **Who is affected?**  (Please also specify the team or area of OIC (eg Registry) the person affected works in) | |
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|  | |
| **In what context does the unreasonable behaviour occur?**  (Please specify relevant interaction – eg personal attendance at Registry, phone communication, email communication. If relevant, state length of interaction and, if more than one interaction, frequency of interactions) | |
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|  | |
| **Action taken** | |
| **Has any temporary or immediate action been taken to ensure the safety of others?**  **Yes /**  **No** | |
| **If yes, what action has been taken, and by who?** | |
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|  | |
| **Recommendations** | |
| **What long term action could remedy the unreasonable behaviour or reduce any future impact on our Office and our stakeholders?** | |
|  | |

**DEBRIEFING CHECKLIST**

Please ensure that you have a debriefing conversation at the time of completing to this form that considers the following.

* What happened?
* How are you feeling about it?
* What aspects of the interaction did you find challenging or difficult?
* Do you need a break?
* How do you think you managed the interaction?
* Would you have done anything differently?
* Are there any supports that the Office can offer you to manage this interaction better in the future? (i.e. training, different process, more information etc)?
* Would speaking with EAP be beneficial for you?

Additional agreed Actions for staff support (optional)

(Please record actions other than temporary or immediate action taken to ensure the safety of others listed above - including, where relevant, who will do these changes and by when)



**RETURN THIS FORM TO YOUR MANAGER OR COMMISSIONER**

**To be completed by Manager / Commissioner on receipt of this form:**

**Manager / Commissioner** (Name and Position):      ,

1. **Debriefing with staff member:**

Has the staff member involved been offered support and/or training?  **Yes /**  **No**

If Y, specify type of support / training (eg EAP, vicarious trauma training):

Have agreed action items for staff support been completed:  **Yes /  No**

Any further comments:

1. **Is this behaviour to be included in Unreasonable Behaviour Register?  Yes /  No**

**(if yes, please include the Register Number:**

Comments on proposed steps:

1. **If behaviour is included in the Unreasonable Behaviour Register, the Manager / Commissioner must bring this entry to the attention of ELT.**

**To be completed by Manager / Commissioner after ELT meeting:**

1. **If ELT requires, has the Limited Access List been updated and an OIC wide notification been sent?**  **Yes /  No**
2. **Has staff member who completed this form been informed of this decision? Y / N**

Feedback provided to staff member:

Further debriefing with staff member:

1. **Finally, Manager / Commissioner must provide this form to EDCSS.**

**EDCSS Received:**       /       /

1. Unreasonable behaviour may involve an instance of verbal abuse, threats to harm our staff or other people, and violence. It may also include persistently uncooperative, argumentative and/or accusatory behaviour, the cumulative effect of which gradually emerges over time (eg sending excessively frequent, lengthy and discursive emails which render it difficult to identify material relevant to matters before OIC; viewing instances where OIC reaches a different view as evidencing dishonesty and collusion and making frequent accusations about this; repeatedly reagitating issues, particularly regarding jurisdictional and procedural matters, that have already been addressed; disregarding reasonable administrative requests; and/or failing to comply with lawful directions). [↑](#footnote-ref-2)