

**Purpose**

This policy outlines Men's Health Trust NZ's commitment to promoting a safe, respectful, and constructive environment for clients, personnel, and stakeholders. It provides clear guidance on acceptable behavior, positive reinforcement strategies, and lawful disciplinary processes while prohibiting harmful practices.

**Scope**

This policy applies to all clients, participants, families, personnel, volunteers, contractors, delivery partners and stakeholders involved with Men's Health Trust NZ

**1. Commitment to Positive Behaviour Management**

## 1.1 Guiding Principles

- Treat all individuals with respect and dignity.
- Promote fairness, consistency, and adherence to legal and ethical standards.
- Prioritise de-escalation and constructive approaches to challenging behaviour.

## 1.2 Compliance with Legal Standards

- Align with relevant legislation, including:
  - Child protection laws.
  - Employment laws for personnel discipline.
  - Human rights and anti-discrimination regulations.

**2. Behaviour Expectations**

## 2.1 Acceptable Behaviour

- Respect for others' rights, feelings, and property.
- Adherence to organisational policies and guidelines.
- Constructive communication and collaboration.

## 2.2 Unacceptable Behaviour

- Verbal or physical aggression, harassment, or bullying.
- Disruptive or unsafe actions that compromise the well-being of others.
- Non-compliance with organisational rules or legal obligations.

### **3. Positive Behaviour Reinforcement Strategies**

#### 3.1 Encouraging Positive Behaviour

- Recognise and reward constructive actions and achievements.
- Foster an inclusive and supportive environment.
- Provide consistent feedback to encourage desired behaviors.

#### 3.2 Preventative Measures

- Establish clear expectations through orientation and training.
- Use proactive communication to address potential issues early.
- Develop individualised support plans for clients with additional needs.

### **4. Managing Challenging Behaviour**

#### 4.1 Constructive Approaches

- Use de-escalation techniques, such as active listening and calming strategies.
- Focus on problem-solving and teaching alternative behaviors.
- Involve the individual in identifying solutions and setting goals.

#### 4.2 Prohibited Practices

- Any form of abuse, punitive actions, or harmful disciplinary practices.
- Actions that humiliate, degrade, or intimidate individuals.

### **5. Disciplinary Processes**

#### 5.1 Fair and Consistent Procedures

- Address behaviour issues promptly and proportionately.
- Ensure all disciplinary actions are:
  - Based on documented evidence.
  - Transparent and communicated clearly.
  - Reviewed and approved by appropriate personnel.

#### 5.2 Escalation Pathways

- For minor issues:
  - Address through informal discussions and coaching.
- For repeated or severe behaviour:
  - Escalate to supervisors or designated personnel.
  - Initiate formal disciplinary processes as required.

#### 5.3 Record-Keeping

- Document all incidents and actions taken using standardised forms.

- Maintain records securely and in compliance with privacy regulations.

## **6. Procedures for Addressing Behaviour**

### 6.1 Identifying Challenging Behaviour

- Monitor and document patterns or instances of unacceptable behaviour.
- Use observation and feedback from affected parties to assess the situation.

### 6.2 Addressing Behaviour

- Communicate concerns constructively, focusing on specific actions and impacts.
- Develop a plan with the individual to address and improve behaviour.

### 6.3 Escalation for Severe or Repeated Issues

- Conduct a formal review involving relevant supervisors or committees.
- Implement disciplinary measures, such as warnings, suspension, or termination, if necessary.
- Notify legal authorities or external agencies for issues involving safety or legal violations.

### 6.4 Incident Documentation

- Record the details of incidents, actions taken, and outcomes.
- Review records periodically to identify trends and improve practices.

## **7. Training and Awareness**

### 7.1 Training

- Provide regular training on:
  - Positive behaviour management techniques.
  - Legal and ethical standards for discipline.
  - De-escalation and conflict resolution skills.

### 7.2 Awareness Campaigns

- Use posters, workshops, and communication tools to promote positive behaviour.

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## **Policy Review Schedule**

This policy will be reviewed annually, or more frequently if significant legislative or organisational changes occur, to ensure ongoing compliance and relevance. Below is the policy review schedule.

**Version:** 20-03-26 [The latest policy version is identified by the most recent review date]

**Last Review Date:** 20 March 2026. Reviewed by CEO

**Board Approved Date:** 23 March 2026

**Next review date:** By 31 March 2027, aligned with the Annual Plan cycle.

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