



## Mental Health & Volatile Behaviour

### Quick Guide for NZ Security Professionals

#### Mental Health at a Glance

Anxiety, psychosis, trauma, disorientation

Remember: Not all visible behaviour = threat

#### LEAPS Communication Model

**L** – Listen actively

**E** – Empathise sincerely

**A** – Ask open questions

**P** – Paraphrase to show understanding

**S** – Summarise and offer next steps

#### Legal Quick Guide

Trespass Act 1980: You can issue or enforce a trespass notice

Crimes Act 1961 s35/39: You can make a citizen's arrest

Health & Safety at Work 2015: Duty of care for everyone's safety

NZ Bill of Rights & Human Rights Act: Everyone deserves dignity

#### REMEMBER:

You're a first responder—not a mental health expert.

Your job is to ensure safety, call in the right support, and act within the law.



#### Body Language Dos and Don'ts

##### Do:

- Open posture
- Maintain distance
- Calm tone
- Avoid sudden moves

##### Don't:

- Cross arms
- Invade space
- Shout or argue
- Touch without consent



#### Who to Call

Police – 111 (emergency) / 105 (non-emergency)

St John – 111

Mental Health Crisis Team (Te Whatu Ora) – Local DHB contact list

Your Site Control Room / Supervisor



#### Steps to Take

1. Assess – Is anyone in immediate danger?
2. Communicate – Use LEAPS & calm tone
3. De-escalate – Remove bystanders, avoid cornering
4. Refer or Report – To police, ambulance, crisis teams
5. Record: Log all incidents factually in the site report