**Canberra Health Services**

**Policy**

**Occupational Violence**

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| Policy Statement |

Occupational Violence (OV) includes any situation where a staff member is abused, threatened or assaulted by a patient, consumer or visitor in circumstances relating to their work. It can also include violence that occurs away from work but is a result of work.

Examples includes verbal aggression such as shouting or threatening, physical violence such as hitting, spitting, grabbing or inappropriate touching as well as targeted violence such as stalking.

It **does not include** instances of bullying, harassment, aggression or violence between staff members. Violence between staff members is addressed in the *ACT Government Respect, Equity and Diversity Framework (2010)* and the *Public Sector Management Act (1994).*

OV is unacceptable. Canberra Health Services (CHS) has a responsibility to identify risks of OV and take all reasonable steps to ensure that risks to staff are eliminated or minimised using a systematic risk management approach, as outlined in the [*CHS Work Health Safety (WHS) Strategy (2018 – 2022)*](https://actgovernment.sharepoint.com/%3Ab%3A/r/sites/Intranet-CHS/Shared%20Documents/CHS%20Work%20Health%20Safety%20strategy%202018-2022.pdf?csf=1&web=1&e=qwyTRK) *and the* [*CHS Work Health Safety Management System (WHSMS)*](https://actgovernment.sharepoint.com/%3Aw%3A/r/sites/Intranet-CHS/Shared%20Documents/CHS%20%20Work%20Health%20Safety%20Management%20System%20%28WHSMS%29%20FINAL%20%28004%29.docx?d=w87599f38e96344a09187a7aeb514081d&csf=1&web=1&e=lifOeA). This ensures the minimisation of harm to as low as reasonably practicable and to meet due diligence obligations under the *Work Health and Safety Act 2011*.

The [*CHS OV Strategy (2020-2022*](https://actgovernment.sharepoint.com/%3Ab%3A/r/sites/Intranet-CHS/Shared%20Documents/Occupational%20violence%20strategy.pdf?csf=1&web=1&e=HUo0VC)*)* is an endorsed document that outlines the core strategic domains and key actions related to prevention and management of Occupational Violence.

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| Purpose |

This procedure applies to CHS staff, patients, contractors, visitors and others (e.g. volunteers, students on clinical placement at CHS). All staff have a responsibility to be compliant with this procedure and the associated OV Policy.

For the purposes of this policy:

* patient means ‘patient, client, consumer, person’.

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| Scope |

This policy applies to all CHS staff, contractors, visitors and others (e.g. volunteers, students on clinical placement at CHS) in the performance of their duties.

This policy incorporates all forms of OV towards staff from patients or visitors. It **does not include** instances of bullying, harassment, aggression or violence between staff members.

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| Roles & Responsibilities |

## Chief Executive Officer (CEO)

* Lead a culture that upholds WHS through organisational wide prevention and management of OV
* Promote and support the implementation of this policy and associated procedures in the prevention of OV
* Ensure the Occupational Violence Prevention and Management Committee (OVPMC) monitors the implementation of this policy, associated procedures and the OV Strategy
* Ensure systems for staff training for OV prevention and management are effective
* Ensure systems are in place to facilitate timely and appropriate post-incident support and attention to the wellbeing of staff, patients, consumers and visitors

## Executive Directors, Executive Group Managers and Clinical Directors

* Lead a culture that upholds WHS through organisation wide prevention and management of OV
* Support the implementation of this policy and associated procedures
* Ensure compliance with this policy and associated procedures
* Provide representative(s) to the OVPMC that includes all relevant stakeholders including staff, managers, consumer/carer representatives and external stakeholders e.g. Police
* Promote timely and comprehensive reporting of incidents according to the OV procedure
* Facilitate timely and appropriate post-incident support and attention to the wellbeing of staff, patients and visitors
* Monitor incident trends and ensure that risk management processes are in place to eliminate or minimise the risk of OV
* Identify and address key causal factors for OV
* Ensure that OV management processes are person centred and consider the diversity of staff, contractors, patients and visitors
* Managers should consider specific needs of staff who have experienced OV and the need for modifications due to injury, disablement or burn out

## Managers

* Lead a culture that upholds WHS through organisation wide prevention and management of OV
* Support the implementation of this policy and associated procedures in the prevention and management of OV
* Ensure compliance with this policy and associated procedures
* Discuss OV under the mandatory agenda item of ‘WHS’ at all staff/team meetings
* Promote timely and comprehensive reporting of incidents according to the OV procedure
* Review and manage incidents of OV in accordance with this policy and associated procedures
* Ensure timely response and investigation of OV incidents
* Monitor incident trends and ensure that risk management processes are in place to eliminate or minimise risk of OV
* Identify and address key causal factors for OV
* Facilitate timely and appropriate post-incident support to staff, patients and visitors impacted by OV e.g. appropriate attention to wellbeing

## Staff

* Adhere to the requirements of this policy and associated OV procedures
* Identify and manage potential OV risks using professional judgement tools and knowledge e.g. identifying early warning signs and utilising de-escalation techniques
* Report all incidents of OV as a Staff Incident report in Riskman
* Assist in the investigation of OV incidents
* Complete OV training at the level required, as specified under the OV procedure
* Seek timely assistance and support if affected by OV
* In the event of blood and body fluid exposure, seek timely support from OMU

## Occupational Violence Prevention and Management Committee (OVPMC)

* Monitor the implementation the OV Strategy, Policy and Procedure
* Review statistical reports of OV incidents, training and response
* Develop strategies in consultation with executive, management, staff, patients, carers and other stakeholders

## Work Health Safety / People and Culture

* Provide advice and support in relation to OV risk assessments, OV behaviour management strategies and OV incident investigations
* Monitor and review reported OV incidents and escalate reports to Divisional Executive and Management as appropriate
* Provide statistical reports of OV incidents to the OVPMC and CHS Peak WHS Committee

## Injury Management / People and Culture

* Provide advice and support on injury management relating to OV incidents including early intervention, workplace rehabilitation and return to work services and workers compensation in collaboration with Chief Minister Treasury and Economic Development Directorate Injury Management Team.

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| Evaluation |

**Outcome**

* Managers and staff will be provided with clear information on how to prevent and manage OV

**Measures**

* OV is on the agenda of all staff/team meetings under the heading of WHS
* OV staff incident reports are reviewed by managers

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| Related Policies, Procedures, Guidelines and Legislation |

**Strategies**

* ACT Government Managing Occupational Violence Strategy 2019-2022
* ACT Government Work Health, Safety and Public Wellbeing Strategy 2019-2022
* CHS Work Health Safety Strategy 2018–2022
* CHS Occupational Violence Strategy 2020-2022

**Frameworks**

* ACT Government Respect, Equity and Diversity Framework
* ACT Government Protective Security Policy Framework

**Standards**

* National Safety and Quality Health Service Standards – second edition

**Policies**

* ACT Government Managing Occupational Violence
* CHS Work Health and Safety Policy
* CHS Incident Management
* CHS Protective Security
* CHS Closed Circuit Television (CCTV) Policy
* CHS Restraint of a Person – Adults Only
* CHS Risk Management
* CHS Essential Education
* CHS Operational Policy, Searching of a consumer’s person or property
* CHS Dhulwa Mental Health Unit (DMHU) – Searching Policy
* CHS Family Violence
* CHS Security Services – Use of Force
* CHS Smoke Free Environment
* CHS Consumer Feedback Management

**Procedures**

* CHS Incident Management
* CHS Alerts Management
* CHS Protective Security (Personnel Security)
* CHS Risk Management
* CHS Use of Force by ACT Health Security Officers
* CHS Security Standard
* CHS Work Health and Safety Management System (WHSMS)
* CHS Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS), Multi-agency Response Guide
* CHS Identification, Mitigation and Management of Aggression and Violence for MHJHADS
* CHS Seclusion of Persons with Mental Illness or Mental Disorder Detained under the Mental Health Act 2015
* CHS Emergency Department and Mental Health Interface
* CHS Increased Nursing Patient Care and/or Supervision
* CHS Management of People Subject to Section 309
* CHS Seclusion of persons with Mental Illness
* CHS Code Black Plan, Personal Threat Canberra Hospital
* CHS Code Black Plan, Personal Threat University of Canberra Hospital
* CHS Prisoners or Detainees as Inpatients
* CHS Dhulwa Mental Health Unit (DMHU) – Use of Force
* CHS Dhulwa Mental Health Unit (DMHU) – Searching Procedure
* CHS Dhulwa Mental Health Unit (DMHU) – Clinical Risk Assessment and Management – Aggression and Violence
* CHS Dhulwa Mental Health Unit (DMHU) – Safety and Security During Meal Times
* CHS Missing Person
* CHS Identifying and Responding to Family Violence
* CHS Security Services – Use of Force
* CHS Managing Nicotine Dependence Procedure
* CHS Consumer Feedback Management

**Guidelines**

* CHS Psychological Support for Staff – A Managers Guide
* CHS Managers Consultation Guideline
* ACT Health Challenging Behaviour Guideline for ACT Health Services
* ACT Health Isolated or Remote Worker Guideline for ACT Health Services
* ACT Mental Health Consumer Network My Rights, My Decisions Form Kit

**Memorandum of Understanding**

* Mental Health, Emergency, Ambulance and Police Collaboration Memorandum of Understanding between The ACT Ambulance Service, The Australian Federal Police – ACT Policing, Canberra Health Services and Calvary Public Hospital Bruce ACT regarding people requiring mental health care.

**Legislation**

* *Crimes Act 1900 (ACT)*
* *Discrimination Act 1991 (ACT)*
* *Health Records (Privacy and Access) Act 1997 (ACT)*
* *Human Rights Act 2004 (ACT)*
* *Mental Health (Secure Facilities) Act 2016 (ACT)*
* *Mental Health Act 2015 (ACT)*
* *Personal Violence Act 2016 (ACT)*
* *Victims of Crime Act 1994 (ACT)*
* *Work Health & Safety Act 2011 (ACT)*
* *Work Health and Safety Regulations 2011 (ACT)*
* *Crimes (Health Directorate) Authorisation 2018 (No.1)*
* *Public Sector Management Act 1994*
* *Australian Charter of Health Care Rights*

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| References |

1. ACT Public Service Managing Occupational Violence Policy (2019)
2. National Institute for Health and Care Excellence (NICE) (2015), Violence and Aggression Short-term management in mental health, health and community settings, <https://www.nice.org.uk/guidance/ng10>
3. Safewards Model, <https://www.safewards.net/model/lay>
4. Workplace Health and Safety Queensland (2019), Prevention and management of work-related violence and aggression in health services <https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0021/21639/prevention_management_health_services.pdf>
5. Worksafe Victoria (2017) Prevention and management of violence and aggression in health services. <https://content.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Prevention-and-management-of-violence-and-aggression-health-services-2017-06.pdf>
6. Victoria State Government (2018) Framework for preventing and managing occupational violence and aggression: Guide to implementation. <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/framework-for-preventing-and-managing-occupational-violence-and-aggression-guide-to-implementation>
7. Swinburne University (2019) The Dynamic Appraisal of Situational Aggression (DASA). <https://www.swinburne.edu.au/research/centres-groups-clinics/centre-for-forensic-behavioural-science/our-publications-products/dasa/>

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| Search Terms |

Violence, Aggression, Occupational Violence, OV, OVA, Occupational Violence and Aggression, Physical Violence, Verbal Aggression, Assault, OV Policy, OV Procedure, OV Strategy, home visit, Behaviours of Concern, BoC, DASA:IV, Broset, Challenging Behaviours

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*Policy Team ONLY to complete the following:*

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| *Date Amended* | *Section Amended* | *Divisional Approval* | *Final Approval*  |
| *17 January 2022* | *Complete Review* | *Kalena Smitham, EGM-P&C* | *CHS Policy Committee* |
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*This document supersedes the following:*

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| *Document Number* | *Document Name* |
| *CHS20/061* | *Occupational Violence Policy* |
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