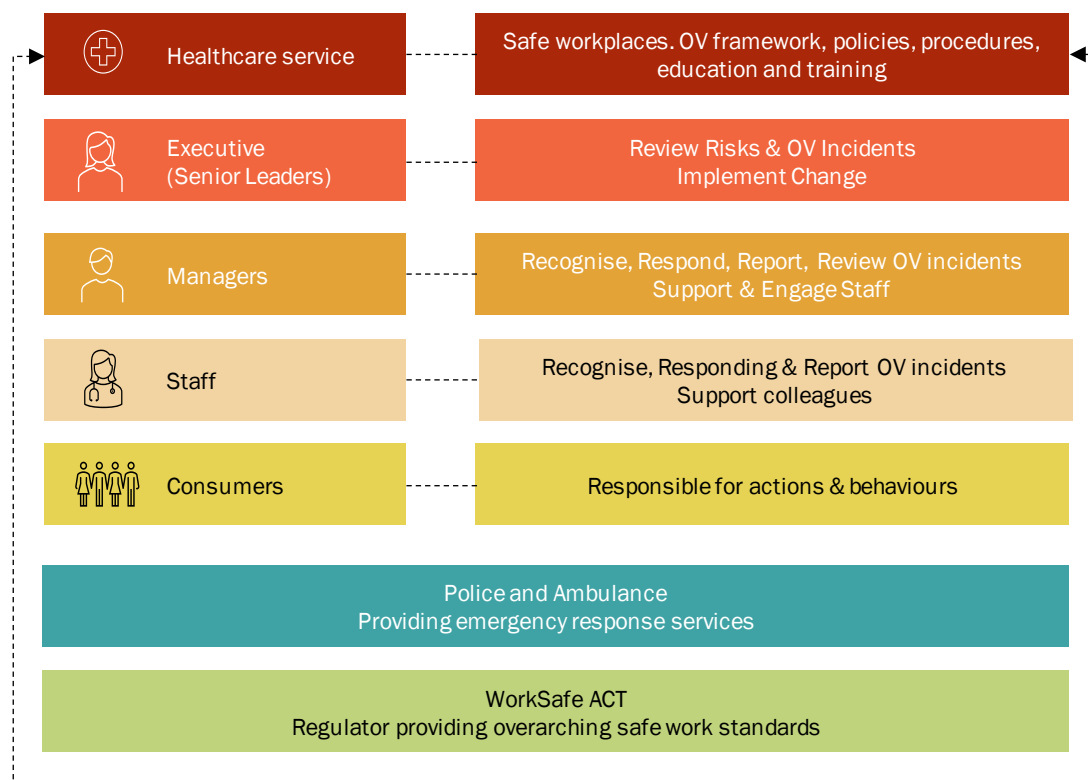# Organisational responsibilities

Occupational violence (OV) prevention, recognition, and management in the healthcare setting is the responsibility of everyone - regardless of whether they are a provider or consumer of the healthcare service. This will ensure a safe and healthy environment across all ACT public healthcare services.

⊕ Healthcare service	Safe workplaces. OV framework, policies, procedures, education and training
Executive (Senior Leaders)	Review Risks & OV Incidents Implement Change
Managers	Recognise, Respond, Report, Review OV incidents Support & Engage Staff
Staff	Recognise, Responding & Report OV incidents Support colleagues
Consumers	Responsible for actions & behaviours

Police and Ambulance
Providing emergency response services

WorkSafe ACT
Regulator providing overarching safe work standards

ACT Government | ACT Health   Calvary   ACT Government | Canberra Health Services

Responsibilities of those within the healthcare service

Area	Workplace safety	Policy and reporting	Education and training	Supporting workers	Outputs
Healthcare Service	• Create a culture of psychological safety in the workplace. • Responsible for ensuring that all healthcare workers (workers) and healthcare consumers (consumers) are not exposed to risks to their health and safety. This includes workplace related OV (*Work Health and Safety Act 2011* (the WHS Act)*).*	• Undertake a systematic approach to managing risks with the aim of eliminating the risk. If this is not possible, minimising the risk as far as reasonably practicable. • Develop a policy and accountability framework around OV and the healthcare services position. • Ensure the provision of suitable systems and resources to support the framework and policy implementation.	• Provide adequate education and training across the healthcare service to support the OV framework. • Provide centralised risk management and OV incident reporting data.	• Ensure there are functioning workplace health and safety representatives and roles. • Support workers who have experienced an OV incident in the course of their work.	• OV framework. • OV policy and procedures. • Reporting process and tool. • Guidelines/standards for education and training. • Risk assessment and management framework. • WHS structures and processes. • OV incident reports.

Area	Workplace safety	Policy and reporting	Education and training	Supporting workers	Outputs
Senior Manager	• Create a culture of psychological safety in the workplace. • Provide a safe and healthy workplace, to eliminate, mitigate and or reduce incidents of OV, as far as reasonably practicable. • Ensure adequate staffing and skill mix available to meet service requirements (liaise with appropriate Unions as required).	• Ensure policies and procedures comply with *the Work Health and Safety Act 2011 (the WHS Act),* are implemented, followed, and reviewed regularly. • Facilitate regular OV risk assessments and overseeing implementation of recommended risk control measures. • Provide a supportive environment that facilitates and promotes active engagement and consultation across the OV reporting and review processes. • Review OV incident reports and data to identify trends, control measures and to facilitate clear and timely communication to managers and workers on OV incidents and outcomes. • Ensure all OV incidents are reviewed, including assessment of existing or required risk control measures.	• Ensure workers have access to, and undertake, appropriate training, education and or information regarding OV prevention, management and response	• Advise and support managers to implement the OV framework and policies. • Advise and support managers to identify and progress any OV incident that requires escalation or reporting to ACT Policing or WorkSafe ACT. • Listen to managers and workers and provide timely respectful support or advice regarding any issues or concerns.	• Education and training opportunities for workers. • OV incident report dissemination. • Risk management and control measure identification.

Area	Workplace safety	Policy and reporting	Education and training	Supporting workers	Outputs
Managers	• Create a culture of psychological safety in the workplace. • Undertake regular OV risk assessments and implement recommended risk control measures in workplaces (including review of the effectiveness of implemented control measures). • Be alert to risks, or incidents of OV and where possible, work to defuse/de-escalate a situation before it progresses to OV. • Implement or support workers to implement, required OV incident escalation procedures, including notification to Police or WorkSafe ACT. • Facilitate a review of all OV incidents and ensuring outcomes are reported back to workers and the healthcare service.	• Ensure workers are aware of, and practice according to, related OV policy and procedures. This includes having access to education and training on recognition of, and responding to, OV. • Ensure all OV incidents are reported, into the healthcare services incident system and communicated as required to workers, senior managers and the healthcare service.	• Facilitate OV education and training for workers.	• Provide leadership, guidance and support for workers they supervise/manage. • Ensure workers are aware of their options when confronted with OV and provide support to those impacted by OV. • Provide immediate assistance and support to workers or consumers who have experienced or witnessed OV in relation to their work. • Support workers to access ongoing support and assistance as required to enable remaining at work safely or a timely return to work. This includes assistance with a workers' compensation claim if required. •	• Education and training of workers. • OV incident reporting for all incidents (including supporting workers to complete reporting). • OV incident escalation (including supporting workers to complete the process as required). • Workers immediate and ongoing support to promote continued engagement with, or a timely return to work. • Communication of OV incident with workers and healthcare service. • OV Incident report review and dissemination. • Regular risk management review, including identification and implementation of risk control measure (including engagement of workers).

Area	Workplace safety	Policy and reporting	Education and training	Supporting workers	Outputs
Workers	• Attend work in a manner that promotes the health and safety of the individual and those they are working with. • Be alert to potential issues that may escalate to an OV incident and managing service provision accordingly, to where possible eliminate or minimise the risk of OV, including reporting the risk to the manager. • Participate in workplace OV risk assessment and risk control identification processes. • Participate in OV incident reviews as required, including engaging with healthcare service Work Health and Safety Teams or Committees or Health and Safety Representatives (HSRs).	• Be aware of, understanding, and complying with the local policy and procedure relating to OV identification and management. • Report all OV incidents, including physical and non-physical and or near misses to the appropriate manager, supervisor and/or HSRs and into the incident reporting system (e.g., RiskMan).	• Undertake any required OV recognition and/or management training and education to ensure an appropriate response to any incident.	• Provide peer support to workers affected by OV. • Seek appropriate support when impacted by OV.	• Trained and educated workers. • Engagement in regular risk assessment and risk control identification processes. • OV reporting completed for all incidents. • Engagement in OV incident review. • Appropriate access of support services. • Remaining in, or timely return to work.

Responsibilities of those external to the healthcare service

Area	Workplace safety	Policy and reporting	Education and training	Supporting workers	Outputs
Consumers	• Behave in a manner that promotes the health and safety of the individual and those they are in contact with.	• Be aware of, and adhering to, expected behaviours and actions. • Raise concerns with healthcare workers in a timely manner.			• Educated and aware healthcare consumers. • Reduced OV incidents.
Unions	• Work with healthcare services to ensure suitable staffing levels can be achieved to support a safe and healthy workplace.	• Work with healthcare services to support the development of relevant policies and frameworks to support best practice.		• Support workers affected by OV as defined by union terms of engagement.	• Workplace agreements that ensure adequate staffing for healthy and safe workplaces. • Safe systems of work are documented.
ACT Policing	• Assist healthcare service with recognition of repeat offenders and risks. • Attend to requests for assistance in a timely manner. • Engage in OV incident investigation, as required.	• Investigate and report on the OV incident. • Share details on OV response, outcomes etc. to inform healthcare service policy and process development and review. • Provide input to healthcare service OV risk identification and management.	• Share details on OV incident response and outcomes etc. to inform healthcare service education and training. •	• Respond to emergency support requests. • Link affected workers to victims of crime support services. • Keep workers affected updated with investigation process.	• Consistent response to OV incidents. • Mutually respectful relationship between ACT Policing and workers and healthcare services. • Informed and supported workers.

Area	Workplace safety	Policy and reporting	Education and training	Supporting workers	Outputs
Emergency services	• Attend to requests for assistance in a timely manner. • Engage in OV incident investigation, as required.	• Share details on OV response, outcomes etc. to inform policy and processes. • Provide input to OV risk identification and management.	• Share details on OV response, outcomes etc. to inform education and training.	• Respond to emergency support requests. • Provide emergency medical treatment and transfer as required.	• Consistent emergency medical treatment response to OV incidents.
WorkSafe ACT	• Investigate notifiable complaints. • Review a provisional improvement notice that is submitted against a healthcare service by a HSRs.	• Responsible for the Territory wide standards that govern Work Health and Safety requirements and standards for healthcare services. • Provision of a reporting mechanism for 'notifiable incidents' to enable learning across healthcare services of causes and prevention.	•	•	• Workplace safety standards. • Territory wide statistics reporting against notifiable incidents.

Education and training may include resources that teach workers and managers how to access and use:

- emergency and evacuation plans
- incident reporting procedures and incident investigation
- guidelines on communicating with other agencies such as ACT Policing and ambulance services
- testing and maintenance of communication and duress equipment
- regular emergency drills
- site preservation requirements.

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.