

# Manager's OV incident response checklist

Your key responsibility as a manager when managing an OV incident can be captured as follows.

## Familiarise yourself with

Check	Details
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Your organisation's OV strategy as well as any local supports within your organisation (WHS, HR, HR Business Partner, etc.)</li><li>Psychological support structures within your organisation (Workforce Relations, MyHealth, etc.)</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Ensure you, and your Workers, have access to training and education in de-escalation techniques</li></ul>

## Useful resources

Check	Details
<input type="checkbox"/>	<b>Toolkit Factsheets</b> <ul style="list-style-type: none"><li>Occupational violence toolkit background</li></ul>
<input type="checkbox"/>	<b>Other Resources</b> <ul style="list-style-type: none"><li><a href="#">ACT Public Sector Work Health Safety and Wellbeing Policy Statement</a></li><li><a href="#">ACT Government Managing Occupational Violence - Policy Number: WHS-02-2019</a></li><li><a href="#">Challenging Behaviour Guidelines for Health Services (ACT Health)</a></li><li><a href="#">Isolated and Remote Work Guidelines for Health Services (ACT Health)</a></li><li>Organisation specific work health and safety management system (WHSMS) policies, guidelines, and procedures:<ul style="list-style-type: none"><li><a href="#">Calvary Public Hospital Bruce WHSMS</a>, Calvary Connect</li><li><a href="#">Canberra Health Services WHSMS</a></li><li><a href="#">ACT Health Directorate WHSMS</a></li></ul></li></ul>

## Recognise

Check	Details
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Be able to recognise and respond to potential risk factors</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Understand what OV looks like</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Recognise and acknowledge OV directed to workers, self or others</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Be able to identify those affected by OV</li></ul>

## Useful resources

Check	Details
<input type="checkbox"/>	<b>Toolkit Factsheets</b> <ul style="list-style-type: none"><li>• Occupational violence unpacked</li><li>• Occupational violence triggers</li><li>• Occupational violence risk identification and control</li><li>• Occupational violence psychological and physical trauma</li><li>• Organisational barriers to practice change</li><li>• Organisational responsibilities</li></ul>
<input type="checkbox"/>	<b>Other Resources</b> <ul style="list-style-type: none"><li>• <a href="#">Challenging behaviours guidelines for health services</a></li><li>• <a href="#">ACT Charter of Rights for people who experience mental health issues</a></li><li>• <a href="#">Safewards model of care and interventions used to reduce conflict and containment (OV)</a></li><li>• Local versions of the <a href="#">Staff Rights to a Safe Workplace Factsheet</a></li></ul>

## Respond

Check	Details
<input type="checkbox"/>	<ul style="list-style-type: none"><li>• Know how to access and use the Manager's OV incident response toolkit and supporting factsheets</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>• Use appropriate de-escalation techniques</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>• Support Workers to implement the Immediate safety response.</li><li>• If they are unable to do so themselves, as the manager it is your responsibility to implement the most appropriate safety response.</li><li>• Workers need to be supported, and understand how, to respond to an OV incident.</li></ul>
<input type="checkbox"/>	<b>Make people and/or environment safe.</b> <ul style="list-style-type: none"><li>• Identify a safe space.</li><li>• Move Workers/Consumers to a safe space.</li><li>• Replace Workers as required to re-establish a safe workspace.</li><li>• Engage Workers or cleaners as required to clean, repair or make good the environment.</li></ul>
<input type="checkbox"/>	<b>Manage any required first aid or medical treatment, including engagement of emergency services as required.</b> <ul style="list-style-type: none"><li>• Support Workers/treating health practitioners to provide required medical treatment. Make sure they have access to required equipment and a suitable space to provide care.</li><li>• Make sure all treating health practitioners/emergency response teams are appraised of the required details related to the OV incident (e.g., risks).</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>• All OV incidents that result in physical assault, sexual assault and/or threats to harm someone may be reported to and managed by ACT Policing. Call 000 if an emergency or life threatening. Call 131 444 for police assistance.<ul style="list-style-type: none"><li>- When ACT Policing are engaged, take note of Police Incident Number.</li></ul></li></ul>

## Check Details

- Be guided by ACT Policing regarding the need to preserve the site or take photo evidence.
- For Workers who are offsite - maintain communication with Worker, or until emergency services or support arrives.
- Make sure any safety response implemented and/or medical care provided is documented.

## Useful resources

### Check Details

- Toolkit Factsheets**
  - Responsibilities when responding to an incident of OV
  - Post incident - make people or environment safe
  - Safety Response
  - Occupational violence psychological or physical trauma
  - Psychological First Aid
  - Police Engagement - outlines what to expect if ACT Policing are engaged in an OV Incident
- Other Resources**

De-escalation training or resources

  - [Calvary Public Hospital Bruce](#)

## Support

### Supporting Managers

#### Check Details

- As required, seek support/advice from senior management, EAP or other organisational support services to manage the OV incident
- Self-assess capacity to provide support using the R U OK model.**
  - If you are not in a position to provide support, seek support to identify a suitable alternative
- Ensure safe systems of work
- Recognise opportunities for self-care**
  - Demonstrate healthy work habits by starting and finishing work on time and taking designated breaks.
  - Look after your mental and physical health by engaging in self-care practices.
  - Contact the EAP manager's hotline for practical people management advice.
  - Seek help early from the EAP if you need to talk to someone.

## Useful resources

Check	Details
<input type="checkbox"/>	<b>Toolkit Factsheets</b> <ul style="list-style-type: none"><li>• Assessing your capacity to support workers' wellbeing</li><li>• Recognising changes in workers' wellbeing</li><li>• Supporting others using the RUOK model</li><li>• Supporting self-care</li><li>• Creating a self-care plan</li><li>• Responsibilities when responding to an incident of OV</li><li>• Organisational responsibilities - for more details on service level support and responsibilities</li><li>• Support services - for services options</li><li>• Employee Assistance Program (EAP)</li></ul>
<input type="checkbox"/>	<b>Other Resources</b> <ul style="list-style-type: none"><li>• RUOK website: <a href="https://www.ruok.org.au/how-to-ask">https://www.ruok.org.au/how-to-ask</a></li><li>• Connecting with People (CwP) Suicide Prevention Project Plan</li><li>• <a href="#">Connecting with People (CwP) wellbeing module</a></li><li>• <a href="#">Leading a Safer Culture Purpose Statement</a></li><li>• <a href="#">TEN – The Essential Network for Health Professionals – Black Dog Institute</a></li></ul>

## Supporting Workers

Check	Details
<input type="checkbox"/>	<ul style="list-style-type: none"><li>• Recognise changes in workers wellbeing and determine need for psychological first aid (Look, Listen, Link) or other support services aiming to keep workers engaged with the workplace</li><li>• Timely engagement with the EAP services for workers (and the workplace as required), supporting workers to engage if they choose</li><li>• Assist workers with organisational reporting requirement (staff incident report in RiskMan)</li><li>• Support workers who wish to report the OV incident to ACT Policing.</li><li>• Where workers have been injured, support their continued engagement with, or return to work by ensuring they are aware of workers compensation and injury management processes to support them, as required, including if return to work planning is required</li><li>• Ensure adequate workers are rostered on during any worker absence or change to responsibilities</li><li>• Support any workers' compensation requirements</li></ul>
<input type="checkbox"/>	<b>Psychological First Aid</b> <ul style="list-style-type: none"><li>• Remember that not all Workers will present with immediate symptoms as a result of OV. You need to keep checking in with the Workers and take action if you observe changes that are concerning.</li><li>• Engage PFA support using the look, listen, link method.</li></ul> <p><b>LOOK</b> - Observe Workers and identify any concerns related to behaviours and/or actions.</p>

## Check Details

**LISTEN** - Set aside time to engage with the Workers, to listen to their concerns and listen objectively.

**LINK** - Help Workers identify actions they can take to improve their ability to cope, including suitable support services they can connect with.

**EAP**

- Call the EAP service and advise them of the OV incident and the possibility of Workers looking to engage.
- Seek support for yourself as required.
- Encourage Workers to engage with the EAP service, for their personal benefit.
- Provide Workers with details on how to access EAP services.
- Consider EAP team counselling.

**Provide Workers details of other available support services.**

- You may provide support by way of arranging transport to take the Workers home.
- Talk with Workers about self-care practices they might consider.

- Determine whether Worker needs any modifications to their responsibilities to assist them to remain connected to the workplace, this may include a period of time off work or reduced or altered responsibilities (remember the impact of OV may not present immediately and the need for modification may be required at a later time).
- Make the necessary changes to support the Worker to remain connected to the workplace.
  - Assess rostering requirements to make sure the workplace is adequately staffed whenever there are any variations in the Workers engagement with the workplace.
  - Stay connected with Worker and aide their return to work.

**Workers' Compensation**

Where Workers access Workers' Compensation:

- Support Worker to complete Workers' Compensation claim.
- Stay connected with Worker, aide return to work.

**Ongoing Workers check in to assess wellbeing.**

The effects of OV may not be noticeable immediately and so it is important to continue to communicate with Workers affected by OV even when they have returned to work.

- Create a regular time to check in with the Worker.
- Confirm how, and at what frequency the Worker wants to communicate with you regarding the OV incident. Let them decide how they wish to be communicated with e.g., phone (call/text), email, or meeting (onsite/offsite).
- Identify/address any barriers to Workers accessing EAP.
- As required, arrange for the EAP provider to undertake Team Counselling

## Useful resources

Check	Details
<input type="checkbox"/>	<b>Toolkit Factsheets</b> <ul style="list-style-type: none"><li>• Recognising changes in workers' wellbeing</li><li>• Psychological first aid</li><li>• Supporting others using the RUOK model</li><li>• Support services</li><li>• Supporting self-care</li><li>• Creating a self-care plan</li><li>• Employee Assistance Program</li><li>• Workers' Compensation</li></ul>
<input type="checkbox"/>	<b>Other Resources</b> <ul style="list-style-type: none"><li>• R U OK website: <a href="https://www.ruok.org.au/how-to-ask">https://www.ruok.org.au/how-to-ask</a></li><li>• <a href="#">Safety, Rehabilitation and Compensation Act 1988 (Commonwealth)</a></li><li>• <a href="#">Black Dog Institute - The Essential Network</a></li><li>• <a href="#">Beyond Blue</a></li></ul>

## Supporting Consumers

Check	Details
<input type="checkbox"/>	<ul style="list-style-type: none"><li>• Recognise Consumers who have been affected by OV, listen to their experience and determine need for to debrief or access support services aiming to keep Consumers positively engaged with ongoing healthcare</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>• Provide clear communication on expected behaviours and potential consequences of OV</li><li>• Share the <a href="#">Mutual Expectations</a> resource</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>• Support Consumers who wish to report the OV to the organisation or ACT Policing</li><li>• This may include assisting the Consumer to contact the Police</li></ul>

## Useful resources

Check	Details
<input type="checkbox"/>	<b>Toolkit Factsheets</b> <ul style="list-style-type: none"><li>• Support services</li><li>• Police engagement</li></ul>
	<b>Other Resources</b> <ul style="list-style-type: none"><li>• <a href="#">Mutual Expectations for patients, consumers, carers, visitors, healthcare staff, students, and volunteers</a></li><li>• <a href="#">Australian Charter of Healthcare Rights</a></li><li>• <a href="#">ACT Charter of Rights for people who experience mental health issues</a></li><li>• <a href="#">ACT Mental Health Consumer Network My Rights My Decisions</a></li></ul>

# Report

## Check Details

- Assist workers to complete a staff incident report in Riskman
  - Complete any managers reporting requirement in Riskman
  - Escalate to ACT Policing and/or WorkSafe ACT as required, meeting mandatory reporting timeframes
  - Consider and maintain privacy and confidentiality requirements when you communicate details of the OV incident to:
    - the organisation and Health and Safety Representative (HSR)
    - ensure comprehensive handover for incoming managers and workers for ongoing care/risk management
    - escalate and communicate concerns for information and action (e.g., Alerts Management System, WHS or leadership committees, team meetings, etc.)
- As required complete your own staff incident report or add details to the Staff Incident Report created by the Worker.
- As per organisations protocols **develop and disseminate clear communications** outlining the OV incident and any actions taken and to make sure awareness of OV incident and any ongoing potential risks or concerns. It is important to maintain confidentiality and privacy.
    - To senior management and the organisation
    - To the HSW or WHS team
    - To affected Workers and any incoming Workers and managers (required for shift changes)
- Reporting OV to ACT Policing**
  - As required engage or support the Worker to report to ACT Policing.
  - ACT Policing will assign a Police Incident Number when a report is lodged/call made. Take note of incident number and record it against the OV incident report.
  - As required, support the Worker to provide a statement to ACT Policing, including time from work to complete the statement. You may also be required to attend a police station with the Worker as a support person.
  - Provide required support to ACT Policing for onsite investigation and data capture. You may need to: preserve the site, take photos, provide a witness statement/arrange for Worker or others to provide statements.
  - Support Worker with court appearances if required including time from work or attending as a support person (as required).

Remember, you may contact ACT Policing on behalf of the Worker (with their consent), but you cannot complete a statement for them. Making a report is victim led.



## Check Details

- Assist the organisation to complete a WorkSafe ACT notification (ONLY for notifiable incidents).**

### Notifiable incidents:

- the death of a person, a serious injury or illness of a person, a dangerous incident

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### A serious injury or illness includes:

- an injury or illness that requires immediate treatment in hospital as an inpatient in a hospital
- amputation, serious head, eye or burn injury, degloving or scalping, spinal injury, loss of bodily function, serious laceration, exposure to a substance which requires medical treatment within 48 hours

Contact WHS for advice and support to identify, engage with and notify WorkSafe ACT

- **Notify WorkSafe ACT** as soon as possible after the incident: Business hours: (02) 6207 3000, After hours: 0419 120 028.
- Complete the required online notification of incident within 48 hours:  
<https://www.notify.worksafe.act.gov.au/s/incident-report>

## Useful resources

### Check Details

- Toolkit Factsheets**
  - RiskMan reporting
  - Police engagement

- Other Resources**
  - [Work Health and Safety Act 2011](#)
  - [WorkSafe ACT](#)

## Review / Investigate

### Check Details

- As required, arrange an operational 'hot debrief' (ideally before affected workers go home) and/or an operational 'formal debrief' (ideally within 48 hours of OV incident).
  - As required, establish and/or lead a comprehensive Investigation of the OV incident and existing practices or controls
  - Support/encourage workers to engage in the OV incident Investigation process, providing feedback on all risk identification and management processes implemented
  - Ensure timely reporting of investigation findings to affected workers and the workplace
  - Assist any ACT Policing or WorkSafe ACT investigation



## Check Details

### **Organisational Debriefs**

#### **Hot debrief** (ASAP after OV incident)

- Establish a place and time to hold a Hot Debrief as soon as possible after the event, with as many affected individuals as possible.
- Engage a senior manager to facilitate the Hot Debrief (someone not involved in the OV incident).
- Brief the Hot Debrief facilitator on the OV incident details so they are prepared.

#### **Formal debrief** (ideally within 48 hours)

- Establish a place and time to hold a formal debrief, typically within 24-48 hours of the OV incident, with as many affected individuals as possible.
- As required, engage a senior manager to facilitate the formal debrief (someone not involved in the OV incident).

### **Conduct/lead the OV incident investigation and engage Workers in process:**

- Using the details from the formal debrief - commence an investigation into the OV incident. Make sure the HSR is advised.
- Agree a process (including dates and times) for people to meet, share information and ideas.
- Support Workers to engage with the Investigation – ensuring they have the time required.
- Identify any existing or modifiable risks.
- Identify any potential risk control recommendations.

### **Communicate outcomes of the OV incident investigation:**

- Report outcomes of the investigation and any recommendations to Workers and workplace.
- Include organisational Staff Incident Report statistics.
- Support Workers to provide feedback about the investigation process – what worked, suggested improvements.

## Useful resources

### Check Details

#### **Toolkit Factsheets**

- Debriefing - includes a debriefing template
- Police engagement

#### **Other Resources**

- [WorkSafe ACT](#)
- [Clinical Supervision Position Statement](#)
- [ACT Clinical Supervision web page](#)

# Engage

Check	Details
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Engage with appropriate professionals or services to fulfill your requirements to recognise, report and review the OV incident, whilst supporting and engaging workers and consumers</li><li>Ensure the results of the investigation are communicated back to workers and the workplace</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Incorporate OV and WHS into regular Team Meetings</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Engage Workers in risk prevention and identification practices and routinely sharing organisational OV incident and risk control statistics</li></ul>
<input type="checkbox"/>	<ul style="list-style-type: none"><li>Provide education and training opportunities for workers - addressing OV identification and management, including responding and reporting.</li></ul>

## Useful resources

Check	Details
<input type="checkbox"/>	<b>Toolkit Factsheets</b> <ul style="list-style-type: none"><li>Employee Assistance Program</li><li>Support services</li><li>Police engagement</li><li>Occupational violence triggers</li><li>Occupational violence risk identification and control</li><li>Organisational barriers to practice change</li><li>Organisational responsibilities</li></ul>
<input type="checkbox"/>	<b>Other Resources</b> <ul style="list-style-type: none"><li><a href="#">WorkSafe ACT</a></li><li><a href="#">Incorporating WHS into Team Meetings Factsheet</a></li></ul>

### 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.

### ACCESSIBILITY

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



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