Reducing occupational violence in Victorian hospitals

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Reviews and recommendations

Multifaceted responses
Leadership and accountability
Culture change
  • incident reporting and investigation
  • use of occupational violence data
  • guidance, measurement of gaps and uptake of information
  • actions that support a culture of non acceptance of OVA

Public messaging
Training and education
  • Consistent occupational violence training tools
  • Improved routine training and evaluation of the training

Collaboration between key players in the sector
Violence in Healthcare Taskforce

“…findings of the taskforce revolve around the need for improved awareness and reporting of occupational violence, a consistent approach to equipping the sector to prevent and respond to occupational violence and a better understanding and sharing of learnings, best practice guidance and innovations.”

Changing the underpinning culture

Culture change is achievable only when there is

- high degree of awareness of the issue
- engagement at all levels
- knowledge and competency in place to support the actions
- strong leadership; and
- clear accountability for the outcomes
8 platforms for action

- Strengthen governance of occupational health and safety and occupational violence at the system and hospital levels
- Improve awareness and communicate expectations about safe workplaces and appropriate behaviour in healthcare settings and the broader community
- Support improved practice and shared learnings in prevention, early intervention and response of occupational violence and aggression risks
- Improve reporting of occupational violence incidents
- Support the delivery and consistency of occupational violence education and training for healthcare and security staff
- Support greater consistency in security responses within Victorian public hospitals
- Improve facilities to make them safer for staff, patients and visitors
- Improve response and post-incident support for those exposed to occupational violence and aggression
Multifaceted implementation and actions underway

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<td>Governance</td>
<td>Public reporting</td>
<td>Develop body worn camera policy</td>
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<td>Revise code grey standards</td>
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<td>Improving practice</td>
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<td>Improved consultation for design guidelines &amp; projects</td>
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<td>Developing post incident support tools</td>
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Framework for preventing and managing occupational violence and aggression

- Provides a framework for improving the organisational approach to preventing and managing OVA
- Outlines key domains and components for the prevention and management of OVA
- Focus is on governance, prevention, training, response, reporting and investigation
- Can be used to undertake a gap analysis at your health service
Guide for violence and aggression training in Victorian health services

- Training guide of principles to provide a consistent minimum standard of OVA training across the state
- Tiered approach to training based on level of risk
- Will be supported with:
  - digital OVA scenarios
  - evaluation framework
DHHS Worker Health & Wellbeing Website

Occupational violence and aggression

Everyone has the right to feel safe at work. The Department of Health and Human Services (DHHS) is taking action to address occupational violence and aggression in Victoria's health services. This department is committed to ensuring the safety of staff and patients in our health services and is implementing a number of initiatives to address this complex and multifaceted issue.

Strategy

Reducing occupational violence in Victoria's hospital services is the Department of Health and Human Services' top priority. It is committed to implementing a comprehensive plan to prevent and reduce workplace violence and aggression in Victoria's health services.

Resources

A range of resources is available to help Victorian health services address occupational violence and aggression.

Public awareness campaign

The Department of Health and Human Services is expanding its public awareness campaign to target health care workers and the general public.

Contact details

Worker Health and Wellbeing

Department of Health and Human Services

Providing a safe and healthy workplace for health care workers, by preventing occupational violence.

Follow this link to the Victoria's Health and Wellbeing website.

Addressing occupational violence and aggression in healthcare

Many health services have made progress to address occupational violence and aggression. This section will provide a forum to share information and resources so that health services can draw upon the good work of their colleagues.

- **Health service projects**
  - Health services share information about projects to address occupational violence and aggression.

- **Case studies**
  - Case studies provide examples of how occupational violence and aggression are addressed in different health services.

- **Reference group**
  - A reference group is formed to assist in the implementation of key projects addressing occupational violence and aggression.

- **Tell us what your health service has done**
  - Stores information and resources to promote a positive workplace culture and address occupational violence and aggression.
More information

More information and copies of reports can be found at


Contact the Worker Health and Wellbeing team

- whwb@dhhs.vic.gov.au