Reducing occupational violence in Victorian hospitals

What are we doing?

The challenge
Everyone has the right to feel safe at work.

Too often, this is not the case in Victorian hospitals, with staff and patients frequently exposed to violence and risk of injury.

Who’s involved?
Occupational violence affects everyone, and everyone needs to be involved in tackling it.

- Health service staff, management and boards
- Patients
- Government and regulators

What are we doing?

- Raising awareness by engaging boards, management, staff and patients through a public awareness campaign, public reporting and shared learning
- Building knowledge and skills by providing guidance and training, creating a culture where violence is prevented and people take responsibility for their behaviour
- Responding and taking action by creating safe environments and making health service boards accountable for reducing workplace violence

How will we know we are being successful?

- Overall outcome: Achieving the ultimate goal of reduced levels of occupational violence in hospitals, driven by a strong, positive culture in health services that does not tolerate violence in the workplace
- At the individual level: People take responsibility for their actions
- Everyone is encouraged to prevent violence
- Staff are supported when an incident occurs, and there is feedback and learning to prevent future occurrences
- At the organisational level: Health services are held to account by government
- Responsibilities are clear at all organisational levels
- Health service boards and management are informed of risks and take action to respond
Reducing occupational violence in Victorian hospitals

How will we measure progress?

Stage one (July 2016 to December 2016)

- All health services reporting publicly on occupational violence at their hospitals (100%)
- Systems in all health services to monitor and prevent occupational violence (100%)
- Statewide core training package developed (100%)
- Community awareness campaign implemented (100%)
- All health service boards educated on occupational violence risk (100%)
- Training module for health service security staff prepared (100%)
- Guidance for health services on how to respond when an incident occurs (100%)
- Shared learning and best practice forum provided (100%)
- All health services sending occupational violence data to DHHS* (100%)
- Systems in all health services to monitor and prevent occupational violence (100%)
- All health services reviewing incidents to learn how to prevent future occurrences (100%)
- Reduction in substantiated WorkCover claims for occupational violence (100%)
- Reporting on occupational violence included in the DHHS* annual report (100%)
- All health service security staff trained in occupational violence prevention (100%)

Stage two (January 2017 to December 2018)

- Australian Nursing and Midwifery Federation 10-point plan implemented (100%)
- Reporting on occupational violence included in the DHHS* annual report (100%)
- All health services reviewing incidents to learn how to prevent future occurrences (100%)
- All health services sending occupational violence data to DHHS* (100%)
- Shared learning and best practice forum provided (100%)
- More health service staff have completed de-escalation training (100%)
- Reduced number of staff injuries due to occupational violence (100%)
- Reducing occupational violence in Victorian hospitals

* DHHS = Department of Health and Human Services

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne. © State of Victoria, June 2016 (1602032)