

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.



Patients



Health service staff, management and boards



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

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How will we measure progress?

Stage one (July 2016 to December 2016)

All health services reporting publicly on occupational violence at their hospitals



Systems in all health services to monitor and prevent occupational violence



Statewide core training package developed

Community awareness campaign implemented



Guidance for health services on how to respond when an incident occurs

All health service boards educated on occupational violence risk



Training module for health service security staff prepared



Shared learning and best practice forum provided

Stage two (January 2017 to December 2018)

* DHHS = Department of Health and Human Services

Australian Nursing and Midwifery Federation 10-point plan implemented



Reduction in substantiated WorkCover claims for occupational violence



Reporting on occupational violence included in the DHHS* annual report

Reduced number of staff injuries due to occupational violence



All health services sending occupational violence data to DHHS*

All health services reviewing incidents to learn how to prevent future occurrences



All health service security staff trained in occupational violence prevention



More health service staff have completed de-escalation training