

Our reference: **ACTHDFOI22-23.07**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED]

### **DECISION ON YOUR ACCESS APPLICATION**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by ACT Health Directorate (ACTHD) on **Tuesday 20 September 2022**. This application was rescoped on **Monday 26 September 2022**.

The rescoped application requested access to:

*"I request all documents / correspondence held by the Ministerial & Governance Services (MAGS) and the Local Health Network (LHN) for Question On Notice 835"*

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. ACTHD was required to provide a decision on your access application by **Tuesday 15 November 2022**.

I have identified 48 documents holding the information within scope of your access application. These are outlined in the schedule of documents included at [Attachment A](#) to this decision letter.

#### **Decisions on access**

I have decided to:

- grant full access to 17 documents; and
- grant partial access to 31 documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as [Attachment B](#) to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request;
- The views of relevant third parties; and
- The *Human Rights Act 2004*.

#### **Full Access**

I have decided to grant full access to 17 documents at references 2-5, 7, 11-12, 20-21, 25, 33, 36 and 38-42.

### **Partial Access**

I have decided to grant partial access to 31 documents at references 1, 6, 8-10, 13-19, 22-24, 26-32, 34-35, 37 and 43-48. Redactions have been made to information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios are partially comprised of personal information.

### **Public Interest Factors Favouring Disclosure**

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2, 2.1(a)(i) promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2, 2.1(a)(ii) contribute to positive and informed debate on important issues or matters of public interest;
- Schedule 2, 2.1(a)(iv) ensure effective oversight of expenditure of public funds; and
- Schedule 2, 2.1(a)(viii) reveal the reason for a government decision and any background or contextual information that informed the decision.

### **Public Interest Factors Favouring Non-Disclosure**

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2, Schedule 2.2 (a)(ii) prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2004*.

On balance, the factors favouring disclosure are outweighed by the factor favouring non-disclosure as the information would not provide any government information pertinent to your request. The personal information is of both ACT-Government and non-ACT Government employees' contact details and has not been disclosed as this could reasonably be expected to prejudice the protection of the individual's right to privacy. Therefore, I have determined the information identified is contrary to the public interest and would not advantage the public in disclosing this information.

### **Charges**

Processing charges are not applicable to this request.

### **Disclosure Log**

Under section 28 of the FOI Act, ACTHD maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

### **Ombudsman review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: [ACTFOI@ombudsman.gov.au](mailto:ACTFOI@ombudsman.gov.au)

Website: [ombudsman.act.gov.au](http://ombudsman.act.gov.au)

ACT Civil and Administrative Tribunal (ACAT) review

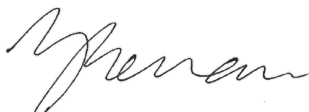
Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

**Further assistance**

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email [HealthFOI@act.gov.au](mailto:HealthFOI@act.gov.au).

Yours sincerely



Vivien Bevan  
**Head of Office**  
Office of the Director General  
ACT Health Directorate

15 November 2022

## FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
<div style="background-color: black; width: 100px; height: 20px; margin: 0 auto;"></div> <b>MLA</b>	<i>"I request all documents / correspondence held by the Ministerial &amp; Governance Services (MAGS) and the Local Health Network (LHN) for Question On Notice 835"</i>	<b>ACTHDFOI22-23.07</b>

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 3	Email - RE: Questions on Notice Paper - 10 June 2022	14 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
2.	4 – 5	Email - RE: For advice: GBC22/372: REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1	14 June 2022	Full Release		YES
3.	6 – 7	Email - RE: GBC22/372: REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1	14 June 2022	Full Release		YES



4.	8	Email - FOR ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)	14 June 2022	Full Release		YES
5.	9 – 10	Email - RE: FOR ADVICE - GBC22/372 - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1	15 June 2022	Full Release		YES
6.	11 – 14	Email - Redirect QON 835	17 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
7.	15 – 16	Email - RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 – What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1	18 June 2022	Full Release		YES
8.	17 – 20	Email - RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1	20 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
9.	21 – 22	Email - RE: FOR ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)	20 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
10.	23 – 27	Email - CHS Advice - GBC22/372 - QON 835 - What have been the occupational violence figures in each ward	20 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
11.	28 – 31	Email - FW: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice	20 June 2022	Full Release		YES

		(QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1				
12.	32 – 34	Email with attachment - ACTHEALTH 1211 - Requesting Input - Assembly Matter - QON 835 - Occupational violence figures	20 June 2022	Full Release		YES
13.	35 – 41	Email - RE: Advice required - QONs Calvary input	24 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
14.	42 – 47	Email - RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1	27 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
15.	48 – 50	Email - RE: FOR CHS ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)	27 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
16.	51 – 57	Email - RE: Advice required - QONs Calvary input	27 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
17.	58 – 65	Email - FW: CHS ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1	28 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
18.	66 – 70	Email with attachment- QoN 835 Occupational Violence (A35435526) (002)	30 June 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
19.	71 – 72	Email - RE: Seeking clarification - QoN 835 Occupational Violence (A35435526) (002)	06 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES

20.	73 – 74	Email - FW: GBC22/372: FOR ADVICE: REQUEST FOR INPUT - 10 June 2022 - Minister for Health – Email - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1	07 July 2022	Full Release		YES
21.	75 – 81	Email with attachment - FW: CHS Response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley	07 July 2022	Full Release		YES
22.	82 – 90	Email with attachment - FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley	11 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
23.	91 – 100	Email with attachment- RE: FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley	13 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
24.	101 – 107	Email with attachment - ACT Health1211 - RE: Seeking clarification - QoN 835 Occupational Violence	13 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
25.	108 – 110	Document: Draft QoN (ACTHD Input)	14 July 2022	Full Release		YES
26.	111 – 113	Email - RE: FOLLOW UP: FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley	14 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
27.	114 – 116	Email with attachment - 220714_CPHB updated response re QoN 835 OV	15 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
28.	117 – 122	Email with attachment - ACTHealth1211 - Clarification sought - QoN 835 OV	18 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
29.	123	Document: Calvary Response	19 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES

30.	124 – 125	Email with attachment - 20220719 QoN 835 Occupational Violence A35435526	21 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
31.	126 – 128	Email - RE: Follow on request - ACT Health 1211 20220719 QoN 835 Occupational Violence A35435526	21 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
32.	129 – 131	Email - RE: Status of QONs as at 22 July 2022	22 July 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
33.	132 – 135	Email- RE: FOR ADVICE BY 2PM TODAY- Update on QONs 830, 835, 833 & QTON	04 August 2022	Full Release	Out of scope	YES
34.	136 – 137	Email with attachment - 220804_CPHB response to further clarification on ACTH12 11	04 August 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
35.	138 – 144	Email with attachment - RE: For review and comment - Draft response - QON 835 Occupational Violence - 220804_CPHB response to further clarification on ACTH 1211	08 August 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
36.	145 – 148	Email - RE: FOR ADVICE BY 3PM TODAY- Update on QONs 830, 835, 833 & QTON	09 August 2022	Full Release	Out of scope	YES
37.	149 – 151	Email - FOR re-clearance - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley	09 August 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
38.	152 – 159	Document: Draft QoN (ACTHD/Calvary Input)	10 August 2022	Full Release		YES
39.	160 – 163	Document: Draft QoN	10 August 2022	Full Release		YES
40.	166 – 166	Email - RE: GBC22/372: COR22/26666: HSPE Combined - 1372022 - GBCHS22176 QoN 835 Occupational Violence (A35935160)	11 August 2022	Full Release		YES
41.	167 – 178	Email with attachment - ACTHD INPUT - June 2022 - Minister for Health - QON 835 - occupational violence figures in each ward for the past 12 months – Castley	11 August 2022	Full Release		YES

42.	179 – 183	Email - VERY URGENT - Update on QONs 830, 835, 833 & QTON	15 August 2022	Full Release	Out of scope	YES
43.	184 – 200	Email with attachment - FW: QON 835 - Occupational Violence	26 August 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
44.	201 – 209	Email with attachment - GBCHS22176 QoN 835 Occupational Violence	29 August 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
45.	210	Email – RE: GBCHS22176 QoN 835 Occupational Violence (Attachment at reference 45)	29 August 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
46.	211 – 212	Email - RE: QON 835 - Occupational Violence	29 August 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
47.	213 – 215	Email with attachment - FW: Outstanding Assembly QONs	09 September 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy Out of scope	YES
48.	216 – 218	Email - RE: QON 835 - Occupational Violence.	09 September 2022	Partial Release	Schedule 2, 2.2 (a)(ii) Privacy	YES
<b>Total Number of Documents</b>						
<b>48</b>						

**From:** Rad, Chadia (Health)  
**Sent:** Tuesday, 14 June 2022 9:02 AM  
**To:** GovernmentBusinessHealth; CHS DLO  
**Cc:** ACT Health DLO; Canberra Health Services Ministerial; Smith, Josephine (Health)  
**Subject:** RE: Questions on Notice Paper - 10 June 2022

**Importance:** High

Morning all

My comments in blue for consideration.

Chadia

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Friday, 10 June 2022 4:56 PM  
**To:** CHS DLO <CHSDLO@act.gov.au>  
**Cc:** ACT Health DLO <ACTHealthDLO@act.gov.au>; Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>; Smith, Josephine (Health) <Josephine.Smith@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Subject:** RE: Questions on Notice Paper - 10 June 2022

Hi Kerryn

HD agree with the allocations, I had added some comments to the attached. Summary below for convenience.

Will come back with further advice for QONs 832, 834, 836 & 837. And will send formal requests for CHS input for QONs 833 and 862.

#### Health

QoN No	Question	Lead
Out of Scope		

Out of Scope

835	What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.	<p>CHS</p> <p><b>Agreed – will seek ACTHD Input (Calvary) for 1,3,5,6,8,10,11</b></p> <p>Can we seek confirmation from HSPE in the first instance (Sallyanne) that Calvary use LTIFR before we commit to providing input. They may have a different format</p>
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Out of Scope

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)





**From:** Hunter, Kerryn (Health) <[Kerryn.Hunter@act.gov.au](mailto:Kerryn.Hunter@act.gov.au)> **On Behalf Of** CHS DLO  
**Sent:** Friday, 10 June 2022 12:29 PM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** ACT Health DLO <[ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)>; Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>; Smith, Josephine (Health) <[Josephine.Smith@act.gov.au](mailto:Josephine.Smith@act.gov.au)>  
**Subject:** FW: Questions on Notice Paper - 10 June 2022

**OFFICIAL**

Hi Guys

I have gone through the notice papers and pulled out all the QoN for Health, see attached. I have also allocated some of the QoNs but not all as I have questions.

Out of Scope

If I could have a response as soon as possible that would be fantastic.

Kind Regards

**Kerryn Hunter**

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile [REDACTED] | Email: [chsdlo@act.gov.au](mailto:chsdlo@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gilks, Rachel <[Rachel.Gilks@act.gov.au](mailto:Rachel.Gilks@act.gov.au)> **On Behalf Of** CMTEDD, Assembly Coordination

**Sent:** Friday, 10 June 2022 11:18 AM

**To:** #CMTEDD, ALO Network <[#CMTEDDALONetwork@act.gov.au](mailto:#CMTEDDALONetwork@act.gov.au)>; #LA\_EXEC DLOS <[#LA\\_EXECDLOS@act.gov.au](mailto:#LA_EXECDLOS@act.gov.au)>

**Subject:** Questions on Notice Paper - 10 June 2022

**OFFICIAL**

Good morning everyone

The Questions on Notice Paper No. 19 is now available on the [Assembly Website](#). I have attached it for your convenience.

Please note that responses to these questions are due to Chamber Support on or before 10 July 2022.

Many thanks

Rachel

**Rachel Gilks**

Assistant Director | Assembly and Government Business Coordination

Phone: +61 02 6207 6472 | Email: [assemblycoordination@act.gov.au](mailto:assemblycoordination@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601 [www.act.gov.au](http://www.act.gov.au)



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**From:** Carroll, Camille (Health)  
**Sent:** Tuesday, 14 June 2022 12:42 PM  
**To:** LHN Coord; Pini, Sallyanne (Health)  
**Subject:** RE: For advice; GBC22/372 : REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Sinead

**OFFICIAL**

Thanks.

I think checking the approach with CHS would be valuable, getting flat on that, and then proposing it to Jacinta. (so as to avoid the last circular way with the previous qon etc).

CC

**From:** LHN Coord <LHNCoord@act.gov.au>  
**Sent:** Tuesday, 14 June 2022 12:36 PM  
**To:** Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Carroll, Camille (Health) <Camille.Carroll@act.gov.au>  
**Cc:** LHN Coord <LHNCoord@act.gov.au>  
**Subject:** For advice: GBC22/372 : REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL**

For advice.

MAGs have asked if Calvary would have input on below QON I would say yes for some not all questions, I think some input could be pulled from Riskman so we would need Calvary for that specifically for their wards

Before we approach Calvary do you want seek advice from CHS on what they require or seek their methodology or discuss with Jacinta/Margaret?

Thx  
Sinead

**From:** Warne, Hayley (Health) <[Hayley.Warne@act.gov.au](mailto:Hayley.Warne@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Tuesday, 14 June 2022 12:18 PM  
**To:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>  
**Cc:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** GBC22/372 : REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL**

Hi team,

Can you please advise if Calvary will have input for the attached QoN? If you could please let me know as soon as possible so that I can advise CHS.

If input can be provided - **DUE to MAGS 21/6/22**

- (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- (2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- (3) What is the actual rate for occupational violence LTIFR in June 2022.
- (4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (6) What is the actual rate for LTIFR in June 2022.
- (7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (9) What are the LTIFR classifications.
- (10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.
- (11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

Kind regards,

Hayley Warne | Coordination Officer

Email: [governmentbusinesshealth@act.gov.au](mailto:governmentbusinesshealth@act.gov.au)

Ministerial and Government Services | Office of the Director-General | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au)

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**From:** LHN Coord  
**Sent:** Tuesday, 14 June 2022 2:50 PM  
**To:** GovernmentBusinessHealth; HSPE  
**Cc:** LHN Coord  
**Subject:** RE: GBC22/372 : REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Categories:** Sinead, Awaiting response

**OFFICIAL**

Hi Hayley,

I think Calvary probably would have input, however before we approach them we would like to receive CHS advice on;

1. List the questions they need input to
2. Provide methodology used (source systems) to assist Calvary provide consistent input

Also, not sure if applicable noting the questions seek ward information, but have you run this through the ACTHD People and Culture team?

We will await CHS advice before proceeding.

Thanks  
Sinead

**From:** Warne, Hayley (Health) <Hayley.Warne@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Tuesday, 14 June 2022 12:18 PM  
**To:** HSPE <HSPE@act.gov.au>  
**Cc:** LHN Coord <LHNCoord@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** GBC22/372 : REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL**

Hi team,

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If input can be provided - **DUE to MAGS 21/6/22**

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- (3) What is the actual rate for occupational violence LTIFR in June 2022.



- (4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (6) What is the actual rate for LTIFR in June 2022.
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- (8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (9) What are the LTIFR classifications.
- (10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.
- (11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

Kind regards,

Hayley Warne | Coordination Officer

Email: [governmentbusinesshealth@act.gov.au](mailto:governmentbusinesshealth@act.gov.au)

Ministerial and Government Services | Office of the Director-General | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au)

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**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Tuesday, 14 June 2022 3:13 PM  
**To:** Canberra Health Services Ministerial  
**Cc:** GovernmentBusinessHealth  
**Subject:** FOR ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)

**Categories:** 02. QoN

Hi team

Calvary may have input for QON 835, however could HD please request CHS advice on:

- the methodology used (source systems) to assist Calvary in providing consistent input. Could an appropriate CHS contact be provided as well.
- Confirmation that ACTHD input is not required for questions 2, 4,7 and 9 - CHS will provide responses.

Many thanks  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



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**From:** ACT Health, Culture Review Implementation  
**Sent:** Wednesday, 15 June 2022 8:59 AM  
**To:** GovernmentBusinessHealth  
**Cc:** ACT Health, Culture Review Implementation; Harris, Belinda (Health)  
**Subject:** RE: FOR ADVICE - GBC22/372 - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Categories:** 02. QoN

**OFFICIAL**

Good morning Kylie,

Advising that CRI has no information to put into this.

Kind regards

Jenna

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Tuesday, 14 June 2022 3:14 PM  
**To:** ACT Health, Culture Review Implementation <CultureReviewImplementation@act.gov.au>  
**Cc:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** FOR ADVICE - GBC22/372 - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi team,

ACTHD is seeking input from Calvary for the below QON. The questions seek ward information, but given it relates to occupational violence I am just running this past you in case CRI has input. **Could CRI please advise as soon as possible so we can flag with CHS.**

- (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- (2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- (3) What is the actual rate for occupational violence LTIFR in June 2022.
- (4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (6) What is the actual rate for LTIFR in June 2022.
- (7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (9) What are the LTIFR classifications.
- (10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.
- (11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

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**From:** Rad, Chadia (Health)  
**Sent:** Friday, 17 June 2022 3:27 PM  
**To:** GovernmentBusinessHealth; Gstrein, Kylie (Health)  
**Subject:** Redirect QON 835

**Importance:** High

**Categories:** 02. QoN

Hi Kylie

In relation to the below QON – HSPE have yet to reach out to Calvary and have held this QON.

Can we please send an email to C&G (Jodie Junk-Gibson cc the Chief Nurse, Anthony Dombkins Clinical Leadership to confirm if they have information at hand to respond to this QON. Jodie and Tony both work on staff occupational matters particularly Jodie due to Culture review space.

Can you also cc Maria Travers and CIO office to confirm if they may hold the data. We need to see if we have the information first before we formally allocate

I have discussed this one with Sallyanne

835	What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.	<p>CHS  <b>Agreed – will seek ACTHD Input (Calvary) for 1,3,5,6,8,10,11</b>          Can we seek confirmation from HSPE in the first instance (Sallyanne) that Calvary use LTIFR before we commit to providing input. They may have a different format</p>
-----	----------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Many thanks  
 Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile [REDACTED] Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

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**From:** Rad, Chadia (Health)  
**Sent:** Tuesday, 14 June 2022 9:02 AM  
**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; CHS DLO <CHSDLO@act.gov.au>  
**Cc:** ACT Health DLO <ACTHealthDLO@act.gov.au>; Canberra Health Services Ministerial



<CHS.Ministerial@act.gov.au>; Smith, Josephine (Health) <Josephine.Smith@act.gov.au>  
**Subject:** RE: Questions on Notice Paper - 10 June 2022

Morning all

My comments in blue for consideration.

Chadia

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> On Behalf Of GovernmentBusinessHealth  
**Sent:** Friday, 10 June 2022 4:56 PM  
**To:** CHS DLO <CHSDLO@act.gov.au>  
**Cc:** ACT Health DLO <ACTHealthDLO@act.gov.au>; Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>; Smith, Josephine (Health) <Josephine.Smith@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Subject:** RE: Questions on Notice Paper - 10 June 2022

Hi Kerry

HD agree with the allocations, I had added some comments to the attached. Summary below for convenience.

Out of Scope

Health

QoN No	Question	Lead
Out of Scope		
835	What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.	CHS Agreed – will seek ACTHD Input (Calvary) for 1,3,5,6,8,10,11

Can we seek confirmation from HSPE in the first instance (Sallyanne) that Calvary use LTIFR before we commit to providing input. They may have a different format

Out of Scope



**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

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[health.act.gov.au](http://health.act.gov.au)



**From:** Hunter, Kerryn (Health) <[Kerryn.Hunter@act.gov.au](mailto:Kerryn.Hunter@act.gov.au)> On Behalf Of CHS DLO

**Sent:** Friday, 10 June 2022 12:29 PM

**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Cc:** ACT Health DLO <[ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)>; Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>; Smith, Josephine (Health) <[Josephine.Smith@act.gov.au](mailto:Josephine.Smith@act.gov.au)>

**Subject:** FW: Questions on Notice Paper - 10 June 2022

**OFFICIAL**



Hi Guys

I have gone through the notice papers and pulled out all the QoN for Health, see attached. I have also allocated some of the QoNs but not all as I have questions.

Out of Scope

If I could have a response as soon as possible that would be fantastic.

Kind Regards

**Kerryn Hunter**

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile: [REDACTED] | Email: [chsdlo@act.gov.au](mailto:chsdlo@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gilks, Rachel <[Rachel.Gilks@act.gov.au](mailto:Rachel.Gilks@act.gov.au)> On Behalf Of CMTEDD, Assembly Coordination

**Sent:** Friday, 10 June 2022 11:18 AM

**To:** #CMTEDD, ALO Network <[#CMTEDDALONetwork@act.gov.au](mailto:#CMTEDDALONetwork@act.gov.au)>; #LA\_EXEC DLOS <[#LA\\_EXECDLOS@act.gov.au](mailto:#LA_EXECDLOS@act.gov.au)>

**Subject:** Questions on Notice Paper - 10 June 2022

**OFFICIAL**

Good morning everyone

The Questions on Notice Paper No. 19 is now available on the [Assembly Website](#). I have attached it for your convenience.

Please note that responses to these questions are due to Chamber Support **on or before 10 July 2022**.

Many thanks

Rachel

**Rachel Gilks**

Assistant Director | Assembly and Government Business Coordination

Phone: +61 02 6207 6472 | Email: [assemblycoordination@act.gov.au](mailto:assemblycoordination@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601 [www.act.gov.au](http://www.act.gov.au)

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**From:** Junk-Gibson, Jodie (Health)  
**Sent:** Saturday, 18 June 2022 8:04 AM  
**To:** Vane, Tony (Health); GovernmentBusinessHealth; ACTHealthCorporate&Governance  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Categories:** 02. QoN

OFFICIAL

Thanks Tony

**From:** Vane, Tony (Health) <Tony.Vane@act.gov.au>  
**Sent:** Saturday, 18 June 2022 7:55 AM  
**To:** Junk-Gibson, Jodie (Health) <Jodie.Junk-Gibson@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; ACTHealthCorporate&Governance <ACTHealthCorporate&G@act.gov.au>  
**Subject:** Re: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

OFFICIAL

OFFICIAL

I only provide ACT health info. CHS provide their data. I'm pretty certain that it is not broken down by wards.

We of course do not have any wards.

Tony

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**From:** Junk-Gibson, Jodie (Health) <Jodie.Junk-Gibson@act.gov.au>  
**Sent:** Saturday, June 18, 2022 7:34:00 AM  
**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; ACTHealthCorporate&Governance <ACTHealthCorporate&G@act.gov.au>  
**Cc:** Vane, Tony (Health) <Tony.Vane@act.gov.au>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

OFFICIAL

Hi Everyone

PSC doesn't have any specific information for CHS and CPHB. We are reviewing what we have and if we do have anything whether it responds to the questions asked.

Jodie

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Friday, 17 June 2022 4:00 PM  
**To:** ACTHealthCorporate&Governance <ACTHealthCorporate&G@act.gov.au>; Junk-Gibson, Jodie (Health) <Jodie.Junk-Gibson@act.gov.au>  
**Cc:** Dombkins, Anthony (Health) <Anthony.Dombkins@act.gov.au>; ACT Health, Clinical Leadership <Clinical.Leadership@act.gov.au>; Travers, Maria (Health) <Maria.Travers@act.gov.au>; ACT Health, CIO <ACTHealthCIO@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; ACTHealthPolicyPartnerships&Programs <ACTHealthPolicyPartnerships-Programs@act.gov.au>; Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Subject:** URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1  
**Importance:** High

Hi Jodie and team,

Can C&G please confirm ASAP if any information is on hand to respond to the below QON regarding occupational violence figures and Lost Time Injury Frequency Rate (LTIFR).

CNMO/Clinical Leadership and Maria Travers/PPP also CC'd for advice on whether any data is held within those teams. CIO cc'd for info noting the data team has moved to PPP.

Can advice please be provided **ASAP**.

- (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- (2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
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- (7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
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- (9) What are the LTIFR classifications.
- (10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.
- (11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

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**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Monday, 20 June 2022 11:10 AM  
**To:** HSPE; LHN Coord  
**Cc:** GovernmentBusinessHealth; ACTHealthPolicyPartnerships&Programs; Rad, Chadia (Health); ACTHealthCorporate&Governance; ACT Health, Clinical Leadership  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1  
**Categories:** 02. QoN

Good morning all

There were a few emails sent last Friday so just confirming that People Strategy & Culture and CNMO advised they don't hold any specific information for CHS and CPHB.

I note PPP have advised below the Data Analytics team are putting some input together and will send through to MAGS when available, no ETA available yet.

Many thanks  
 Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** DSouza, Steve (Health) <Steve.DSouza@act.gov.au> **On Behalf Of** ACTHealthPolicyPartnerships&Programs  
**Sent:** Monday, 20 June 2022 11:01 AM  
**To:** Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Cc:** HSPE <HSPE@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL**

Hi Chadia,

FYI – I've been advised by one of our new Data Analytics team, that they are putting some input together.

Not sure when it'll be ready sorry, but will send it through ASAP once I've got it.

Cheers,

Steve

**From:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Sent:** Monday, 20 June 2022 8:48 AM  
**To:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>  
**Cc:** ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Thanks Anthony Jacinta's area have been assigned the QON, however before they reach out to Calvary we wanted to ensure we do not already have this information at hand.

Many thanks  
 Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile: [REDACTED] | Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

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**From:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>  
**Sent:** Friday, 17 June 2022 8:40 PM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>  
**Cc:** ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Subject:** Re: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Noted - have oncluded Jacinta George and Payrice Murray who may have some data - reach out to the GM : CPHB - appreciated - thank you

---

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> on behalf of GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Sent:** Friday, 17 June 2022 16:05  
**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>  
**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>



**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi again – Further to the previous email, please note that CHS are preparing their own input, however MAGS are seeking your advice on whether we have any information on Calvary.

Can advice please be provided **ASAP**.

Kind regards  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Friday, 17 June 2022 4:00 PM

**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Importance:** High

Hi Jodie and team,

Can C&G please confirm ASAP if any information is on hand to respond to the below QON regarding occupational violence figures and Lost Time Injury Frequency Rate (LTIFR).

CNMO/Clinical Leadership and Maria Travers/PPP also CC'd for advice on whether any data is held within those teams. CIO cc'd for info noting the data team has moved to PPP.

Can advice please be provided **ASAP**.

- (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- (2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- (3) What is the actual rate for occupational violence LTIFR in June 2022.
- (4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (6) What is the actual rate for LTIFR in June 2022.
- (7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.



(9) What are the LTIFR classifications.

(10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.

(11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Canberra Health Services Ministerial  
**Sent:** Monday, 20 June 2022 1:57 PM  
**To:** GovernmentBusinessHealth  
**Subject:** RE: FOR ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)

**Categories:** 02. QoN

**OFFICIAL**

Good Afternoon

CHS have provided the following:

- The Occupational Violence (OV) data is obtained from the Staff Incident register on RiskMan.
- With regards to the Lost Time Incident Frequency Rate (LTIFR) we will include this information in our response:
- CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following steps are involved:
  1. Manually extract lost time incident data reported on the CHS Riskman staff incident register.
  2. Data is manually sorted for two categories - Work Health Safety (WHS) all staff incidents and for Occupational Violence (OV) incidents by CHS division.
  3. Payroll data is extracted from the CHS monthly payroll (which is generated via CHRIS 21).
  4. Data is manually sorted i.e. FTE count by Branch and total CHS FTE count.
  5. To conduct qualitative and quantitative analysis, following steps are taken for calculation:
    - FTE count payroll and Riskman lost time both data sets are sorted by division
    - For calculating working hours, Safe Work Australia Formula [Lost time injury frequency rates | Safe Work Australia](#) is applied to data i.e., FTE count multiply by Number of work week (3.75\*) and multiply by hours worked per week
    - Monthly rate is calculated by number of incidents/1000000/working hours.
    - Next step involves 12 months rolling numerator and 12 months denominator are calculated for 12 monthly rates.
    - last set of calculations involves financial year to date/actual rate calculations.
    - All the calculations are sorted by division and for CHS overall.
    - Once data is sorted in columns on the excel spreadsheet, data is refreshed onto the CHS WHS Lost time and OV Power BI (PBI) report.

Kind Regards

**Kerryn Hunter**

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile [REDACTED] | Email: [chsdl@act.gov.au](mailto:chsdl@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Tuesday, 14 June 2022 3:13 PM

**To:** Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>

**Cc:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>

**Subject:** FOR ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)

Hi team

Calvary may have input for QON 835, however could HD please request CHS advice on:

- the methodology used (source systems) to assist Calvary in providing consistent input. Could an appropriate CHS contact be provided as well.
- Confirmation that ACTHD input is not required for questions 2, 4,7 and 9 - CHS will provide responses.

Many thanks  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)





**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Monday, 20 June 2022 2:34 PM  
**To:** LHN Coord; Pini, Sallyanne (Health)  
**Cc:** ACTHealthPolicyPartnerships&Programs; Rad, Chadia (Health); ACTHealthCorporate&Governance; GovernmentBusinessHealth; HSPE  
**Subject:** CHS Advice - GBC22/372 - QON 835 - What have been the occupational violence figures in each ward

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Filed

Hi Sallyanne

CHS have provided their below methodology for consistency in responding to QON 835 - Occupational violence figures in each ward.

I'm not sure who holds RiskMan data for ACTHD/Calvary. Can LHN please discuss with Data Analytics (PPP) what input is being pulled together and whether ACTHD can pull data consistent with what CHS outline below.

- The Occupational Violence (OV) data is obtained from the Staff Incident register on RiskMan.
- With regards to the Lost Time Incident Frequency Rate (LTIFR) we will include this information in our response:
- CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following steps are involved:
  1. Manually extract lost time incident data reported on the CHS Riskman staff incident register.
  2. Data is manually sorted for two categories - Work Health Safety (WHS) all staff incidents and for Occupational Violence (OV) incidents by CHS division.
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  4. Data is manually sorted i.e. FTE count by Branch and total CHS FTE count.
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    - FTE count payroll and Riskman lost time both data sets are sorted by division
    - For calculating working hours, Safe Work Australia Formula [Lost time injury frequency rates | Safe Work Australia](#) is applied to data i.e., FTE count multiply by Number of work week (3.75\*) and multiply by hours worked per week
    - Monthly rate is calculated by number of incidents/1000000/working hours.
    - Next step involves 12 months rolling numerator and 12 months denominator are calculated for 12 monthly rates.
    - last set of calculations involves financial year to date/actual rate calculations.
    - All the calculations are sorted by division and for CHS overall.
    - Once data is sorted in columns on the excel spreadsheet, data is refreshed onto the CHS WHS Lost time and OV Power BI (PBI) report.

Kind regards  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

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[health.act.gov.au](http://health.act.gov.au)



**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Monday, 20 June 2022 11:10 AM  
**To:** HSPE <HSPE@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>  
**Cc:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; ACTHealthPolicyPartnerships&Programs <ACTHealthPolicyPartnerships-Programs@act.gov.au>; Rad, Chadia (Health) <Chadia.Rad@act.gov.au>; ACTHealthCorporate&Governance <ACTHealthCorporate&G@act.gov.au>; ACT Health, Clinical Leadership <Clinical.Leadership@act.gov.au>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Good morning all

There were a few emails sent last Friday so just confirming that People Strategy & Culture and CNMO advised they don't hold any specific information for CHS and CPHB.

I note PPP have advised below the Data Analytics team are putting some input together and will send through to MAGS when available, no ETA available yet.

Many thanks  
 Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

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**From:** DSouza, Steve (Health) <Steve.DSouza@act.gov.au> **On Behalf Of** ACTHealthPolicyPartnerships&Programs  
**Sent:** Monday, 20 June 2022 11:01 AM  
**To:** Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Cc:** HSPE <HSPE@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL**

Hi Chadia,

FYI – I've been advised by one of our new Data Analytics team, that they are putting some input together.

Not sure when it'll be ready sorry, but will send it through ASAP once I've got it.

Cheers,



Steve

**From:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Sent:** Monday, 20 June 2022 8:48 AM  
**To:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>  
**Cc:** ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Thanks Anthony Jacinta's area have been assigned the QON, however before they reach out to Calvary we wanted to ensure we do not already have this information at hand.

Many thanks  
 Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile [REDACTED] | Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

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**From:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>  
**Sent:** Friday, 17 June 2022 8:40 PM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>  
**Cc:** ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Subject:** Re: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Noted - have oncluded Jacinta Heorge and Payrice Murray who may have some data - reach out to the GM : CPHB - appreciated - thank you

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**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> on behalf of GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Sent:** Friday, 17 June 2022 16:05  
**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>  
**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>



[Programs@act.gov.au](mailto:Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi again – Further to the previous email, please note that CHS are preparing their own input, however MAGS are seeking your advice on whether we have any information on Calvary.

Can advice please be provided **ASAP**.

Kind regards  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Friday, 17 June 2022 4:00 PM

**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Importance:** High

Hi Jodie and team,

Can C&G please confirm ASAP if any information is on hand to respond to the below QON regarding occupational violence figures and Lost Time Injury Frequency Rate (LTIFR).

CNMO/Clinical Leadership and Maria Travers/PPP also CC'd for advice on whether any data is held within those teams. CIO cc'd for info noting the data team has moved to PPP.

Can advice please be provided **ASAP**.

- (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- (2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- (3) What is the actual rate for occupational violence LTIFR in June 2022.
- (4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (6) What is the actual rate for LTIFR in June 2022.



- (7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (9) What are the LTIFR classifications.
- (10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.
- (11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

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**From:** White, Liam (Health)  
**Sent:** Monday, 20 June 2022 2:50 PM  
**To:** Clarke, Sinead (Health); LHN Coord  
**Cc:** ACTHealthPolicyPartnerships&Programs; Crimmins, Lucas (Health); Travers, Maria (Health); Vella, Damian (Health)  
**Subject:** FW: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1  
**Categories:** Sinead

**OFFICIAL**

Hi Sinead,

As discussed, ACTHD has an direct feed to the Riskman platform, which is currently being used to support reporting from CHS Riskman incidents.

While some incidents logged in ACTHD's Riskman feed originated in Calvary, it amounts to roughly 0.5% of the incidents from 2021-22 (13 of the 2661 incidents lodged for 2021-22 were at Calvary):

**Riskman Incidents by Hospital 2021-22**

Total Incidents	Percentage	Incident Location
2648	99.51%	Other
13	0.49%	Calvary
2661	100.00%	Total

I can provide a summary of the Calvary data from ACTHD's source, but it looks as though Calvary's risk man source is not available to us currently.

I will also follow up with our Data Repository team to see if they have any further information.

Happy to discuss further.

**Liam White | A/g Director, Government Business**

Phone: 02 5124 6373 | Email: [liam.white@act.gov.au](mailto:liam.white@act.gov.au) | Level 2, 2-6 Bowes Street Phillip ACT 2606  
 Data Analytics Branch | Policy, Partnerships and Programs Division | ACT Health Directorate  
[www.health.act.gov.au/digital](http://www.health.act.gov.au/digital)



**OFFICIAL**

Hi Liam,

I discussed this with Lucas – request for Calvary’s data re occupational violence figures and Lost Time Injury Frequency Rate (LTIFR)

He didn’t think we had the data. As I’ve noted below, thought it would be with Calvary as CHS had advised they had the data in house.

Checking if you know if DAB has the data? – also thought it might be through HR through their Riskman system (noting LHN has already sent to HR)

Cheers,

Steve

**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

**Sent:** Friday, 17 June 2022 5:21 PM

**To:** ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>

**Cc:** Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, DAB Coordination <[ACTHealthDABCoordination@act.gov.au](mailto:ACTHealthDABCoordination@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL**

Hi Steve,

We had reviewed this particular QON earlier in the week and before we seek Calvary input would like definitive advice from DAB if ACTHD hold the data in the first place.

I note the request also went to HR, so possibly they may provide direction also.

For all QONs we are trying to source as much data/information internally in the first instance before we approached Calvary.

Thanks you so much, happy to discuss if you need more clarification.

Sinéad

**Sinéad Clarke | Assistant Director**

Direct Phone: +61 2 5124 9351 | Direct Email: [sinead.clarke@act.gov.au](mailto:sinead.clarke@act.gov.au)

Local Hospital Network Commissioning | Health System Planning and Evaluation | ACT Health Directorate

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[health.act.gov.au](http://health.act.gov.au)



**From:** DSouza, Steve (Health) <[Steve.DSouza@act.gov.au](mailto:Steve.DSouza@act.gov.au)> **On Behalf Of** ACTHealthPolicyPartnerships&Programs

**Sent:** Friday, 17 June 2022 4:39 PM

**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>



Cc: Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, DAB Coordination <[ACTHealthDABCoordination@act.gov.au](mailto:ACTHealthDABCoordination@act.gov.au)>

**Subject:** FW: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Importance:** High

**OFFICIAL**

Hi,

As per below, can you please confirm if Calvary has the requested data re occupational violence figures and Lost Time Injury Frequency Rate (LTIFR).

We are investigating if PPP (DAB) has the data but do not believe we do.

As CHS has that data in house, we believe Calvary would too.

Cheers,

Steve

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Friday, 17 June 2022 4:06 PM

**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi again – Further to the previous email, please note that CHS are preparing their own input, however MAGS are seeking your advice on whether we have any information on Calvary.

Can advice please be provided **ASAP**.

Kind regards

Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

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**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Friday, 17 June 2022 4:00 PM

**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Importance:** High

Hi Jodie and team,

Can C&G please confirm ASAP if any information is on hand to respond to the below QON regarding occupational violence figures and Lost Time Injury Frequency Rate (LTIFR).

CNMO/Clinical Leadership and Maria Travers/PPP also CC'd for advice on whether any data is held within those teams. CIO cc'd for info noting the data team has moved to PPP.

Can advice please be provided ASAP.

- (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
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- (8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (9) What are the LTIFR classifications.
- (10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.
- (11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)





From: LHN Coord  
 Sent: Monday, 20 June 2022, 3:56 PM  
 To: Robin Haberecht (Calvary)  
 Cc: Greg Bayliss (Calvary), LHN Coord, Kanta Torasker (Calvary), Stewart, Margaret (Health), Pini, Sallyanne (Health)  
 Subject: ACHEALTH 1211 - Requesting Input - Assembly Matter - QON 835 - Occupational violence figures  
 Attachments: QON 835 Occupational Violence (A3543526).docx  
 Categories: Sinead Pending with CPHB Awaiting response.

OFFICIAL - Sensitive

Dear Robin,

The Minister for Health has received the attached/below question on notice from Ms Leanne Castley MLA.

LHN have sought advice from other areas of ACT Health to ascertain if we already hold this information and can confirm we don't. We are seeking your early advice on whether Calvary's can answer below questions, and if it would have a significant drain on time/staffing resources.

<b>Request Reference</b>	ACTHealth 1211
<b>Type</b>	ACT Legislative Assembly
<b>Question on Notice (QON)</b>	Question on Notice (QON)
<b>Request as received by the Minister's Office</b>	<ul style="list-style-type: none"> <li>(1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.</li> <li>(2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFR is calculated and used as an indicator for work health safety incidents.</li> <li>(3) What is the actual rate for occupational violence LTIFR in June 2022.</li> <li>(4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</li> <li>(5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</li> <li>(6) What is the actual rate for LTIFR in June 2022.</li> <li>(7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</li> <li>(8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</li> <li>(9) What are the LTIFR classifications.</li> <li>(10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.</li> <li>(11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.</li> </ul>
<b>Methodology</b>	<p>CHS have also been asked for the same response and have provided us with their methodology which will ensure consistency in the overall response</p> <ul style="list-style-type: none"> <li>• The Occupational Violence (OV) data is obtained from the Staff Incident register on RiskMan.</li> <li>• With regards to the Lost Time Incident Frequency Rate (LTIFR) we will include this information in our response.</li> <li>• CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following steps are involved:             <ol style="list-style-type: none"> <li>1. Manually extract last time incident data reported on the CHS Riskman staff incident register.</li> <li>2. Data is manually sorted for two categories - Work Health Safety (WHS) all staff incidents and for Occupational Violence (OV) incidents by CHS division.</li> <li>3. Payroll data is extracted from the CHS monthly payroll (which is generated via CHRIS 21).</li> <li>4. Data is manually sorted i.e. FTE count by Branch and total CHS FTE count.</li> <li>5. To conduct qualitative and quantitative analysis, following steps are taken for calculation:                 <ul style="list-style-type: none"> <li>o FTE count payroll and Riskman lost time both data sets are sorted by division</li> <li>o For calculating working hours, Safe Work Australia Formula (Lost Time Injury Frequency rates / Safe Work Australia) is applied to data i.e., FTE count multiply by Number of work week (3.75*) and multiply by hours worked per week</li> <li>o Monthly rate is calculated by number of incidents/1000000/working hours.</li> <li>o Next step involves 12 months rolling numerator and 12 months denominator are calculated for 12 monthly rates.</li> <li>o Last set of calculations involves financial year to date/actual rate calculations.</li> <li>o All the calculations are sorted by division and for CHS overall.</li> <li>o Once data is sorted in columns on the excel spreadsheet, data is refreshed onto the CHS WHS Lost time and OV Power BI (PBI) report.</li> </ul> </li> </ol> </li> </ul>
<b>Input requested</b>	Response to questions 1 - 11
<b>Due by:</b>	1 July 2022

Thank you,

Vijaya#

**Sinead O'Leary** | Assistant Director  
 Direct Phone: 61 2 5224 9351 | Direct Email: [sinead.oleary@pss.gov.au](mailto:sinead.oleary@pss.gov.au)  
 Local Hospital Network Consulting | Health System Planning and Evaluation | ACT Health Directorate  
 Level 4 - 8 Bowes Street Ph: 02 6206  
[health.act.gov.au](http://health.act.gov.au)





**Rachel Stephen-Smith MLA**  
Minister for Health  
Minister for Families and Community Services  
Minister for Aboriginal and Torres Strait Islander Affairs  
Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY: To ask the Minister for Health—**

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022.
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- 6) What is the actual rate for LTIFR in June 2022.
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and
  - d) stafffor
  - (i) 2020-21 and
  - (ii) 2021-22.

**MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:**

- 1)
- 2)

3)

4)

(a)

(b)

(c)

5)

6)

7)

(a)

(b)

(c)

8)

(a)

(b)

9)

10)

a)

b)

11)

a)

b)

c)

d)

for

(i)

(ii)

Approved for circulation to the Member and incorporation into Hansard.

**Rachel Stephen-Smith MLA**  
**Minister for Health**

Date:.....

This response required XXhrs XXmins to complete, at an approximate cost of \$XXX.

**From:** LHN Coord  
**Sent:** Friday, 24 June 2022 1:37 PM  
**To:** Karri, Prathima (Health)  
**Cc:** LHN Coord  
**Subject:** RE: Advice required - QONs Calvary input

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** FYI

**OFFICIAL**

Hi Prathima,

As discussed Calvary input received.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Beds	19	19	19	18	18	18
ALOS	2.29	2.13	2.60	2.46	2.44	2.43
AVG Cost/Day	\$ 1,776	\$ 1,831	\$ 1,784	\$ 2,297	\$ 2,366	

Thanks  
Sinead

**From:** Karri, Prathima (Health) <Prathima.Karri@act.gov.au>  
**Sent:** Friday, 24 June 2022 12:33 PM  
**To:** Clarke, Sinead (Health) <Sinead.Clarke@act.gov.au>  
**Cc:** LHN Coord <LHNCoord@act.gov.au>  
**Subject:** FW: Advice required - QONs Calvary input

**OFFICIAL**

Hi Sinead,

As discussed, can you please send me the response provided by CPHB.

Regards,  
Prathima.

Prathima Karri | Director, Health System and Services Data  
 Data Analytics Branch  
 Policy, Partnerships and Programs Division | ACT Health Directorate  
 Phone: 02 512 49353 | Email: [prathima.karri@act.gov.au](mailto:prathima.karri@act.gov.au)





From: Clarke, Sinead (Health) <[Sinead.Clarke@act.gov.au](mailto:Sinead.Clarke@act.gov.au)>  
 Sent: Tuesday, 21 June 2022 8:50 AM  
 To: White, Liam (Health) <[Liam.White@act.gov.au](mailto:Liam.White@act.gov.au)>; Crimmins, Lucas (Health) <[Lucas.Crimmins@act.gov.au](mailto:Lucas.Crimmins@act.gov.au)>  
 Cc: ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>  
 Subject: RE: Advice required - QONs Calvary input

**OFFICIAL**

Hi Lucas & Liam,

Following our conversation yesterday on GBC22/372 – QON 835, I can confirm I have now sent to Calvary for advice. We have consolidated a list of all QONs that involve Calvary. Would you mind reviewing questions in red in table below and getting back to us.

TRIM and QON No.	Questions	Lead	Comments
Out of Scope			



Out of Scope

<p>GBC22/372 – QON 835</p>	<p><b>(1)</b> What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.</p> <p><b>(2)</b> Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.</p> <p><b>(3)</b> What is the actual rate for occupational violence LTIFR in June 2022.</p> <p><b>(4)</b> What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</p> <p><b>(5)</b> What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</p>	<p>CHS lead with Calvary input</p>	<p><a href="#">20/06/2022 LHN sent request to Calvary</a></p> <p>Understand ACTHD does not have central data for this. We will send this request to Calvary once CHS advice on methodology received.</p>
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- |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  | <p>(6) What is the actual rate for LTIFR in June 2022.</p> <p>(7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</p> <p>(8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</p> <p>(9) What are the LTIFR classifications.</p> <p>(10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.</p> <p>(11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.</p> |  |  |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|

Happy to discuss, give me a call.

Many thanks  
Sinead

**From:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Sent:** Monday, 20 June 2022 3:13 PM  
**To:** Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Subject:** RE: Advice required - QONs

Hi Sallyanne

MAGS will seek advice from CHS on what is requested below however can HSPE please reach out to DAB directly to seek advice.

MAGS does not coordinate/pull together information from internal business units, the expectation is that the lead line area consults internally as required.

Many thanks  
Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile [REDACTED] | Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>  
**Sent:** Monday, 20 June 2022 2:32 PM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Subject:** FW: Advice required - QONs



**OFFICIAL**

Hi Kylie

See below our comments on these QONs in relation to clarification/advice required to assist in seeking Calvary responses. Are MAGS able to assist in seeking this information? Happy to discuss.

Thanks  
Sallyanne

TRiM and QON No.	Questions	Lead	Comments
Out of Scope			

Out of Scope

<p>GBC22/372 – QON 835</p>	<p>(1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.</p> <p>(2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.</p> <p>(3) What is the actual rate for occupational violence LTIFR in June 2022.</p> <p>(4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</p> <p>(5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</p> <p>(6) What is the actual rate for LTIFR in June 2022.</p> <p>(7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</p>	<p>CHS lead with Calvary input</p>	<p>Understand ACTHD does not have central data for this.</p> <p>We will send this request to Calvary once CHS advice on methodology received.</p>
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<p>(8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</p> <p>(9) What are the LTIFR classifications.</p> <p>(10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.</p> <p>(11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.</p>		
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**From:** LHN Coord  
**Sent:** Monday, 27 June 2022 12:01 PM  
**To:** GovernmentBusinessHealth; LHN Coord  
**Cc:** HSPE; Pini, Sallyanne (Health); Porganyi, Katrina (Health); Rad, Chadia (Health)  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Categories:** Sinead, Response back required

**OFFICIAL: Sensitive**

Hi Kylie,  
 Confirming we sent the full QON to Calvary to provide input (requested input to come back this week)  
 Thanks  
 Sinead

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Monday, 27 June 2022 11:40 AM  
**To:** LHN Coord <LHNCoord@act.gov.au>  
**Cc:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Porganyi, Katrina (Health) <Katrina.Porganyi@act.gov.au>; Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi Team

I have requested CHS advice on how they will breakdown wards and present the response to Q1, will provide CHS advice to you as soon as we hear back.

Has data for the last 12 months been requested from Calvary yet?

Thank you  
 Kylie

**Kylie Gstrein | A/g Director, Government Business**  
 Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)  
**Ministerial and Government Services | ACT Health Directorate**  
 Level 5, 2-6 Bowes Street, Woden ACT 2606  
[health.act.gov.au](http://health.act.gov.au)



**From:** LHN Coord <LHNCoord@act.gov.au>  
**Sent:** Wednesday, 22 June 2022 12:19 PM  
**To:** Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Cc:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>; HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Porganyi, Katrina (Health)

<[Katrina.Porganyi@act.gov.au](mailto:Katrina.Porganyi@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL: Sensitive**

Hi Chadia,

We sent the QON to Calvary to complete, data attached is not for past 12 months so I don't think can be used to answer the QON.

We provided Calvary with the CHS methodology for calculating LTIFR, however, I think it's still unclear how CHS will break down Q1 around wards?

The data provided here seem like a reasonable break down by stream though? could we clarify how CHS will present Q1?

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
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  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and
  - d) staff
 for
  - (i) 2020-21 and
  - (ii) 2021-22.

**From:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Sent:** Wednesday, 22 June 2022 11:00 AM

**To:** Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>



**Subject:** FW: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi team

See below and attached from OPLE

Can you confirm if this information is sufficient to pull together input to CHS?

Many thanks

Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile [REDACTED] | Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>

**Sent:** Wednesday, 22 June 2022 10:24 AM

**To:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health NM SaferCulture <[NM.SaferCulture@act.gov.au](mailto:NM.SaferCulture@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**UNOFFICIAL**

Chadia,

Please see attached the data received from Calvary for the 2020-2021 FY, and the request for this information for your reference.

I've also attached the PowerPoint presentation Pru May, Director of WHS at CPHB and TASC Steering Committee Member, presented in April 2022 for your reference. If you require any further input I'd suggest going through the GMs office.

As a note, in July we will be requesting the same data set from CPHB for the 2021-22 FY.

Any queries please don't hesitate to contact me,

Patrice Murray

**Assistant Director of Nursing | Towards a Safer Culture | Health ([act.gov.au](http://act.gov.au)) | [NM.SaferCulture@act.gov.au](mailto:NM.SaferCulture@act.gov.au)**

**Clinical Supervision Coordinator | Clinical Supervisor Trained in the Role Development Model (endorsed) | [Clinical.Supervision@act.gov.au](mailto:Clinical.Supervision@act.gov.au)**

RN, MACN & ACN OV Taskforce Member

Connecting with People Suicide Awareness and Prevention Trainer

PH [REDACTED] | Email: [Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)

Office of the ACT Chief Nursing and Midwifery Officer | ACT Health Directorate

Bowes Street, PHILLIP ACT 2606

[health.act.gov.au](http://health.act.gov.au)





**Being violent or aggressive is never OK.  
Our nurses and midwives deserve to feel safe at work**



**From:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>  
**Sent:** Monday, 20 June 2022 9:30 AM  
**To:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Cc:** Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**UNOFFICIAL**

Noted – will follow up with Patrice Murray – thank you

**From:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Sent:** Monday, 20 June 2022 8:48 AM  
**To:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>  
**Cc:** ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Thanks Anthony Jacinta's area have been assigned the QON, however before they reach out to Calvary we wanted to ensure we do not already have this information at hand.

Many thanks  
Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile [REDACTED] Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

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**From:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>

**Sent:** Friday, 17 June 2022 8:40 PM

**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>

**Cc:** ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health)

<[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>;

ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** Re: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Noted - have included Jacinta George and Patrice Murray who may have some data - reach out to the GM : CPHB - appreciated - thank you

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**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> on behalf of GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Sent:** Friday, 17 June 2022 16:05

**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>;

ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi again – Further to the previous email, please note that CHS are preparing their own input, however MAGS are seeking your advice on whether we have any information on Calvary.

Can advice please be provided **ASAP**.

Kind regards

Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

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**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Friday, 17 June 2022 4:00 PM



**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>  
**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Subject:** URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1  
**Importance:** High

Hi Jodie and team,

Can C&G please confirm ASAP if any information is on hand to respond to the below QON regarding occupational violence figures and Lost Time Injury Frequency Rate (LTIFR).

CNMO/Clinical Leadership and Maria Travers/PPP also CC'd for advice on whether any data is held within those teams. CIO cc'd for info noting the data team has moved to PPP.

Can advice please be provided **ASAP**.

- (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- (2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- (3) What is the actual rate for occupational violence LTIFR in June 2022.
- (4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (6) What is the actual rate for LTIFR in June 2022.
- (7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (9) What are the LTIFR classifications.
- (10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.
- (11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

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**From:** Canberra Health Services Ministerial  
**Sent:** Monday, 27 June 2022 4:42 PM  
**To:** GovernmentBusinessHealth  
**Subject:** RE: FOR CHS ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)

**Categories:** 02. QoN

OFFICIAL

Hi Kylie

We will just provide a list of our wards and the number of OV incidents pertinent to that ward.

I don't have a copy of the response as yet and I have been told by People and Culture that Calvary probably won't have data for Lost Time Injury Frequency Rate (LTIFR) as they don't use that??? Didn't really understand the comment but maybe you/Calvary will 😊

Kind Regards

Kerryn Hunter

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile: [REDACTED] Email: [chsdl@act.gov.au](mailto:chsdl@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth

**Sent:** Monday, 27 June 2022 11:26 AM

**To:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>

**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** FOR CHS ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)

**Importance:** High

Hi Kerryn

ACHD are seeking advice on how CHS is presenting the response to Q1, and how CHS will break down Q1 around wards.

Could advice please be provided as soon as possible - if it is possible to share a draft copy of the CHS response that may also be helpful.

Many thanks

Kylie

Kylie Gstrein | A/g Director, Government Business

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

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**From:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>  
**Sent:** Monday, 20 June 2022 1:57 PM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** RE: FOR ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)

**OFFICIAL**

Good Afternoon

CHS have provided the following:

- The Occupational Violence (OV) data is obtained from the Staff Incident register on RiskMan.
- With regards to the Lost Time Incident Frequency Rate (LTIFR) we will include this information in our response:
- CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following steps are involved:
  1. Manually extract lost time incident data reported on the CHS Riskman staff incident register.
  2. Data is manually sorted for two categories - Work Health Safety (WHS) all staff incidents and for Occupational Violence (OV) incidents by CHS division.
  3. Payroll data is extracted from the CHS monthly payroll (which is generated via CHRIS 21).
  4. Data is manually sorted i.e. FTE count by Branch and total CHS FTE count.
  5. To conduct qualitative and quantitative analysis, following steps are taken for calculation:
    - FTE count payroll and Riskman lost time both data sets are sorted by division
    - For calculating working hours, Safe Work Australia Formula [Lost time injury frequency rates | Safe Work Australia](#) is applied to data i.e., FTE count multiply by Number of work week (3.75\*) and multiply by hours worked per week
    - Monthly rate is calculated by number of incidents/1000000/working hours.
    - Next step involves 12 months rolling numerator and 12 months denominator are calculated for 12 monthly rates.
    - last set of calculations involves financial year to date/actual rate calculations.
    - All the calculations are sorted by division and for CHS overall.
    - Once data is sorted in columns on the excel spreadsheet, data is refreshed onto the CHS WHS Lost time and OV Power BI (PBI) report.

Kind Regards

**Kerryn Hunter**

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile [REDACTED] | Email: [chsdl@act.gov.au](mailto:chsdl@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth

**Sent:** Tuesday, 14 June 2022 3:13 PM

**To:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>

**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** FOR ADVICE: Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency)

Hi team

Calvary may have input for QON 835, however could HD please request CHS advice on:

- the methodology used (source systems) to assist Calvary in providing consistent input. Could an appropriate CHS contact be provided as well.
- Confirmation that ACTHD input is not required for questions 2, 4,7 and 9 - CHS will provide responses.

Many thanks  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

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**From:** White, Liam (Health)  
**Sent:** Monday, 27 June 2022 5:02 PM  
**To:** Clarke, Sinead (Health)  
**Cc:** LHN Coord; Pini, Sallyanne (Health); Crimmins, Lucas (Health)  
**Subject:** RE: Advice required - QONs Calvary input

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Coord Huddle

**OFFICIAL**

Hi Sinead,

As discussed, I've put together the code for the questions I noted we would cover on the below QONs. Lucas is checking my code but it will be good to get Calvary's response to test the similarity in the outputs.

I'll get back to you once we have tested the code properly.

Cheers

**Liam White | A/g Director, Government Business**

Phone: 02 5124 6373 | Email: [liam.white@act.gov.au](mailto:liam.white@act.gov.au) | Level 2, 2-6 Bowes Street Phillip ACT 2606

Data Analytics Branch | Policy, Partnerships and Programs Division | ACT Health Directorate

[www.health.act.gov.au/digital](http://www.health.act.gov.au/digital)



**From:** Clarke, Sinead (Health) <Sinead.Clarke@act.gov.au>  
**Sent:** Wednesday, 22 June 2022 9:29 AM  
**To:** Crimmins, Lucas (Health) <Lucas.Crimmins@act.gov.au>; White, Liam (Health) <Liam.White@act.gov.au>  
**Cc:** ACTHealthPolicyPartnerships&Programs <ACTHealthPolicyPartnerships-Programs@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Porganyi, Katrina (Health) <Katrina.Porganyi@act.gov.au>  
**Subject:** RE: Advice required - QONs Calvary input  
**Importance:** High

**OFFICIAL**

Hi Lucas & Liam,

I think we need your advice as soon as you can, what DAB can provide in the first place so we are clear on what we need Calvary to provide.

Let me know if you need to discuss further, I am in Bowes tomorrow all day and on teams any time.

Thanks  
Sinead

**From:** Crimmins, Lucas (Health) <[Lucas.Crimmins@act.gov.au](mailto:Lucas.Crimmins@act.gov.au)>  
**Sent:** Tuesday, 21 June 2022 1:27 PM  
**To:** Clarke, Sinead (Health) <[Sinead.Clarke@act.gov.au](mailto:Sinead.Clarke@act.gov.au)>; White, Liam (Health) <[Liam.White@act.gov.au](mailto:Liam.White@act.gov.au)>  
**Cc:** ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>  
**Subject:** RE: Advice required - QONs Calvary input

**OFFICIAL**

Hi Sinead

Thanks for the email. When do you need this advice by? I will need to do some investigation.

I believe we would be able to calculate admissions / discharges by ward provided we know in scope wards (for the mental health and maternity ward questions) but I think we will need to consult with DSD.

I have a meeting with them on Thursday and can get back to you by COB that day.

I think the costing team might need to advise on the costing related questions.

Id say Staffing / recruitment related questions would probably need to go to Calvary.

Let me get back to you in relation to the ward information.

Regards

Lucas

**Lucas Crimmins | A/g Director**

Direct Phone: (02) 5124 9809 | Direct Email: [Lucas.Crimmins@act.gov.au](mailto:Lucas.Crimmins@act.gov.au)

Data Analytics Branch | Policy, Partnerships and Programs Division | ACT Health Directorate

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**From:** Clarke, Sinead (Health) <[Sinead.Clarke@act.gov.au](mailto:Sinead.Clarke@act.gov.au)>  
**Sent:** Tuesday, 21 June 2022 8:50 AM  
**To:** White, Liam (Health) <[Liam.White@act.gov.au](mailto:Liam.White@act.gov.au)>; Crimmins, Lucas (Health) <[Lucas.Crimmins@act.gov.au](mailto:Lucas.Crimmins@act.gov.au)>  
**Cc:** ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>  
**Subject:** RE: Advice required - QONs Calvary input

**OFFICIAL**

Hi Lucas & Liam,

Following our conversation yesterday on GBC22/372 – QON 835, I can confirm I have now sent to Calvary for advice. We have consolidated a list of all QONs that involve Calvary. Would you mind reviewing questions in red in table below and getting back to us.



TRIM and QON No.	Questions	Lead	Comments
Out of Scope			



Out of Scope

<p>GBC22/372 – QON 835</p>	<p>(1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.</p> <p>(2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.</p> <p>(3) What is the actual rate for occupational violence LTIFR in June 2022.</p> <p>(4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</p> <p>(5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</p> <p>(6) What is the actual rate for LTIFR in June 2022.</p> <p>(7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</p> <p>(8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</p> <p>(9) What are the LTIFR classifications.</p> <p>(10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.</p> <p>(11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.</p>	<p>CHS lead with Calvary input</p>	<p>20/06/2022 LHN sent request to Calvary</p> <p>Understand ACTHD does not have central data for this. We will send this request to Calvary once CHS advice on methodology received.</p>
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Happy to discuss, give me a call.

Many thanks  
Sinead

**From:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Sent:** Monday, 20 June 2022 3:13 PM  
**To:** Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Subject:** RE: Advice required - QONs

Hi Sallyanne

MAGS will seek advice from CHS on what is requested below however can HSPE please reach out to DAB directly to seek advice.

MAGS does not coordinate/pull together information from internal business units, the expectation is that the lead line area consults internally as required.

Many thanks  
Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobil: [REDACTED] Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

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[health.act.gov.au](http://health.act.gov.au)



**From:** Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>  
**Sent:** Monday, 20 June 2022 2:32 PM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Subject:** FW: Advice required - QONs

**OFFICIAL**

Hi Kylie

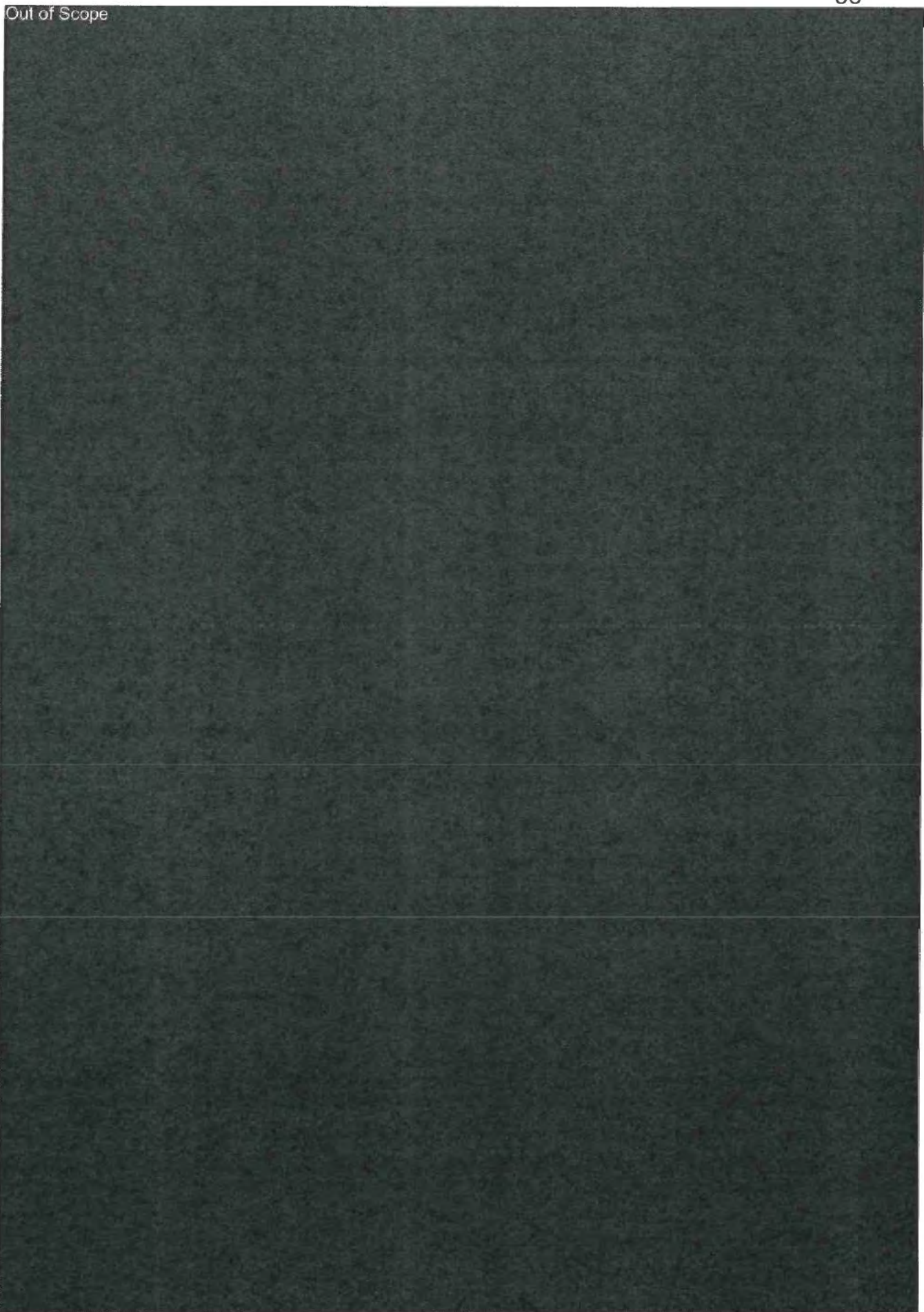
See below our comments on these QONs in relation to clarification/advice required to assist in seeking Calvary responses. Are MAGS able to assist in seeking this information?  
Happy to discuss.

Thanks  
Sallyanne

TRIM and QON No.	Questions	Lead	Comments
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Out of Scope





Out of Scope

GBC22/372 – QON 835	<p>(1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.</p> <p>(2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.</p> <p>(3) What is the actual rate for occupational violence LTIFR in June 2022.</p> <p>(4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</p> <p>(5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</p> <p>(6) What is the actual rate for LTIFR in June 2022.</p> <p>(7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.</p> <p>(8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.</p> <p>(9) What are the LTIFR classifications.</p> <p>(10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.</p> <p>(11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.</p>	CHS lead with Calvary input	Understand ACTHD does not have central data for this. We will send this request to Calvary once CHS advice on methodology received.
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**From:** Webb, Jaimilee (Health) on behalf of LHN Coord  
**Sent:** Tuesday, 28 June 2022 9:39 AM  
**To:** Clarke, Sinead (Health)  
**Subject:** FW: CHS ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL: Sensitive**

**From:** Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Sent:** Tuesday, 28 June 2022 8:02 AM  
**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>  
**Cc:** HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Porganyi, Katrina (Health) <Katrina.Porganyi@act.gov.au>  
**Subject:** RE: CHS ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

I also agree with the proposed response should calvary not use the data form requested.

Many thanks  
 Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile [REDACTED] Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

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**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth  
**Sent:** Monday, 27 June 2022 5:55 PM  
**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; Porganyi, Katrina (Health) <[Katrina.Porganyi@act.gov.au](mailto:Katrina.Porganyi@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** CHS ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi Sinead

Thanks for confirming Calvary input has been requested.

CHS advised they will just provide a list of their wards and the number of OV incidents pertinent to that ward. Also, ACTHD input is not required for questions 2, 4,7 and 9 - CHS will provide responses.



CHS also mentioned that Calvary may not have data for Lost Time Injury Frequency Rate (LTIFR) as they don't use that? If this is something that Calvary do not already collect information on, or if it will be significant work to prepare for this response it would be worth considering the standard wording i.e., *"the information sought from Calvary is not in an easily retrievable form, and that to collect and assemble the information sought solely for the purpose of answering the question would require a considerable diversion of resources..."*

Kind regards  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

**Sent:** Monday, 27 June 2022 12:01 PM

**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; Porganyi, Katrina (Health) <[Katrina.Porganyi@act.gov.au](mailto:Katrina.Porganyi@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL: Sensitive**

Hi Kylie,  
Confirming we sent the full QON to Calvary to provide input (requested input to come back this week)  
Thanks  
Sinead

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth

**Sent:** Monday, 27 June 2022 11:40 AM

**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; Porganyi, Katrina (Health) <[Katrina.Porganyi@act.gov.au](mailto:Katrina.Porganyi@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi Team

I have requested CHS advice on how they will breakdown wards and present the response to Q1, will provide CHS advice to you as soon as we hear back.

Has data for the last 12 months been requested from Calvary yet?

Thank you  
Kylie



Kylie Gstrein | A/g Director, Government Business

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



From: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

Sent: Wednesday, 22 June 2022 12:19 PM

To: Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

Cc: GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; Porganyi, Katrina (Health) <[Katrina.Porganyi@act.gov.au](mailto:Katrina.Porganyi@act.gov.au)>

Subject: RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**OFFICIAL: Sensitive**

Hi Chadia,

We sent the QON to Calvary to complete, data attached is not for past 12 months so I don't think can be used to answer the QON.

We provided Calvary with the CHS methodology for calculating LTIFR, however, I think it's still unclear how CHS will break down Q1 around wards?

The data provided here seem like a reasonable break down by stream though? could we clarify how CHS will present Q1?

### RESPONSE TO QUESTION ON NOTICE

Questions on Notice Paper No 19

10 June 2022

Question No. 835

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022.
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- 6) What is the actual rate for LTIFR in June 2022.
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by

- a) patients,
  - b) consumers,
  - c) clients and
  - d) staff
- for
- (i) 2020-21 and
  - (ii) 2021-22.

**From:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Sent:** Wednesday, 22 June 2022 11:00 AM

**To:** Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** FW: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi team

See below and attached from OPLE

Can you confirm if this information is sufficient to pull together input to CHS?

Many thanks  
Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile [REDACTED] | Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

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**From:** Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>

**Sent:** Wednesday, 22 June 2022 10:24 AM

**To:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health NM SaferCulture <[NM.SaferCulture@act.gov.au](mailto:NM.SaferCulture@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**UNOFFICIAL**

Chadia,

Please see attached the data received from Calvary for the 2020-2021 FY, and the request for this information for your reference.



I've also attached the PowerPoint presentation Pru May, Director of WHS at CPHB and TASC Steering Committee Member, presented in April 2022 for your reference. If you require any further input I'd suggest going through the GMs office.

As a note, in July we will be requesting the same data set from CPHB for the 2021-22 FY.

Any queries please don't hesitate to contact me,

Patrice Murray

**Assistant Director of Nursing** | [Towards a Safer Culture | Health \(act.gov.au\)](#) | [NM.SaferCulture@act.gov.au](mailto:NM.SaferCulture@act.gov.au)  
**Clinical Supervision Coordinator** | Clinical Supervisor Trained in the Role Development Model (endorsed) | [Clinical.Supervision@act.gov.au](mailto:Clinical.Supervision@act.gov.au)  
 RN, MACN & ACN OV Taskforce Member  
 Connecting with People Suicide Awareness and Prevention Trainer  
 Ph [REDACTED] | Email: [Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)  
 Office of the ACT Chief Nursing and Midwifery Officer | ACT Health Directorate  
 Bowes Street, PHILLIP ACT 2606  
[health.act.gov.au](http://health.act.gov.au)



**Being violent or aggressive is never OK.**  
**Our nurses and midwives deserve to feel safe at work**



**From:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>  
**Sent:** Monday, 20 June 2022 9:30 AM  
**To:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Cc:** Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>  
**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**UNOFFICIAL**

Noted – will follow up with Patrice Murray – thank you

**From:** Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Sent:** Monday, 20 June 2022 8:48 AM  
**To:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>  
**Cc:** ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>



**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Thanks Anthony Jacinta's area have been assigned the QON, however before they reach out to Calvary we wanted to ensure we do not already have this information at hand.

Many thanks  
Chadia

**Chadia Rad | Senior Director, Ministerial and Government Services**

Mobile [REDACTED] | Email: [Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)

Ministerial and Government Services, Office of the Director-General | ACT Health Directorate

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**From:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>

**Sent:** Friday, 17 June 2022 8:40 PM

**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Murray, Patrice (Health) <[Patrice.Murray@act.gov.au](mailto:Patrice.Murray@act.gov.au)>

**Cc:** ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>;

ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** Re: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Noted - have oncluded Jacinta Heorge and Payrice Murray who may have some data - reach out to the GM : CPHB - appreciated - thank you

---

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> on behalf of GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Sent:** Friday, 17 June 2022 16:05

**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** RE: URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

Hi again – Further to the previous email, please note that CHS are preparing their own input, however MAGS are seeking your advice on whether we have any information on Calvary.

Can advice please be provided **ASAP**.

Kind regards



Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Friday, 17 June 2022 4:00 PM

**To:** ACTHealthCorporate&Governance <[ACTHealthCorporate&G@act.gov.au](mailto:ACTHealthCorporate&G@act.gov.au)>; Junk-Gibson, Jodie (Health) <[Jodie.Junk-Gibson@act.gov.au](mailto:Jodie.Junk-Gibson@act.gov.au)>

**Cc:** Dombkins, Anthony (Health) <[Anthony.Dombkins@act.gov.au](mailto:Anthony.Dombkins@act.gov.au)>; ACT Health, Clinical Leadership <[Clinical.Leadership@act.gov.au](mailto:Clinical.Leadership@act.gov.au)>; Travers, Maria (Health) <[Maria.Travers@act.gov.au](mailto:Maria.Travers@act.gov.au)>; ACT Health, CIO <[ACTHealthCIO@act.gov.au](mailto:ACTHealthCIO@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; ACTHealthPolicyPartnerships&Programs <[ACTHealthPolicyPartnerships-Programs@act.gov.au](mailto:ACTHealthPolicyPartnerships-Programs@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** URGENT ADVICE - GBC22/372 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

**Importance:** High

Hi Jodie and team,

Can C&G please confirm ASAP if any information is on hand to respond to the below QON regarding occupational violence figures and Lost Time Injury Frequency Rate (LTIFR).

CNMO/Clinical Leadership and Maria Travers/PPP also CC'd for advice on whether any data is held within those teams. CIO cc'd for info noting the data team has moved to PPP.

Can advice please be provided **ASAP**.

- (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- (2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- (3) What is the actual rate for occupational violence LTIFR in June 2022.
- (4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (6) What is the actual rate for LTIFR in June 2022.
- (7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- (8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- (9) What are the LTIFR classifications.
- (10) Can the Minister provide a breakdown of all LTIFR incidents by classification for (a) 2020-21 and (b) 2021-22.
- (11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Thanks

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)





---

**From:** Robin Haberech [REDACTED]  
**Sent:** Thursday, 30 June 2022 9:27 AM  
**To:** LHN Coord  
**Cc:** Kanta Toraskar (Calvary); Anissa Weekes Contact  
**Subject:** QoN 835 Occupational Violence (A35435526) (002)  
**Attachments:** QoN 835 Occupational Violence (A35435526) (002).pdf  
  
**Categories:** Sinead

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Dear LHN  
Please note attachment regarding QoN 835  
Regards  
Robin

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Hospitality | Healing | Stewardship | Respect

Continuing the Mission of the Sisters of the Little Company of Mary

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**Rachel Stephen-Smith MLA**  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.

<u>Month/year</u>	<u>Ward</u>	<u>Number</u>
July 2021	4E	6
	4W	1
	CHH	5
	ED	3
	MAPU	1
	OPMHIU	3
	Physio	1
August 2021	4E	1
	6W	1
	ED	4
	OPMHIU	1
	Stroke	1
September 2021	ED	2
	ICU	2
October 2021	Acacia	1
	CHH	1
	CRAU	2
	ED	1
	MAPU	1
	Security	1
November 2021	4E	3
	Theatre	2
December 2021	Acacia	1
	CHH	3

	MAPU	1
	Main Reception	1
January 2022	4E	2
	Acacia	1
	ED	4
	HITH	1
	ICU	1
	MAPU	1
	Theatre	1
February 2022	Nil	
March 2022	Nil	
April 2022	4E	1
	5W	1
	Acacia	3
	CHH	3
	ED	3
	MAPU	1
	SSU	1
May 2022	GRACE	1
	ED	1
	5W	1
	MAPU	1
	ICU	1
June 2022	ICU	1
	ED	2

2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.

**ACTHD can answer this question.**

3) What is the actual rate for occupational violence LTIFR in June 2022.

**Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types.**

4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.

**Calvary has an overall LTIFR target but does not have a specific LTIFR targets for OV specifically. The overall LTFIR target for each period is as follows.**

**(a) 18.00**

**(b) 18.00**

**(c) 18.00**

5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.

**As per question 3. Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types. The figures below are for all LTIFR for the period.**



<u>Month/Year</u>	<u>LTIFR</u>
July 2021	28.88
August 2021	16.16
September 2021	11.17
October 2021	5.61
November 2021	22.65
December 2021	22.32
January 2022	23.97
February 2022	11.81
March 2022	5.19
April 2022	0
May 2022	10.57
June 2022	

6) What is the actual rate for LTIFR in June 2022.

June 2022 LTIFR is not yet available.

7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.

As per question 4. Calvary has an overall LTIFR target but does not have a specific LTIFR targets for OV specifically. The overall LTFIR target for each period is as follows.

(a) 18.00

(b) 18.00

(c) 18.00

8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.

As per question 5. Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types.

9) What are the LTIFR classifications.

ACTHD can answer this question.

10) Can the Minister provide a breakdown of all LTIFR incidents by classification for

a) 2020-21 and

2020-2021

Being hit by moving objects

Blood and Body Fluid Exposure

Chemicals and other substances

Falls, trips and slips of a person

Heat, electricity and other environmental factors

Hitting objects with a part of the body

Laceration

Manual Tasks

Mental stress

Sounds and pressure

Vehicle incidents and other

Violence and Aggression

b) 2021-22.

2021-2022

- Being hit by moving objects
- Blood and Body Fluid Exposure
- Chemicals and other substances
- Falls, trips and slips of a person
- Heat, electricity and other environmental factors
- Hitting objects with a part of the body
- Laceration
- Manual Tasks
- Mental stress
- Sounds and pressure
- Vehicle incidents and other
- Violence and Aggression

11) Can the Minister provide a breakdown of how many occupational violence incidents were by 2020-21

Patients – 50

Consumers - 14

Staff – 12

2021-22.

Patients - 84

Staff - 5

Approved for circulation to the Member and incorporation into Hansard.

Rachel Stephen-Smith MLA  
Minister for Health

Date:.....

This response required XXhrs XXmins to complete, at an approximate cost of \$XXX.

**From:** Robin Haberecht [REDACTED]  
**Sent:** Wednesday, 6 July 2022 5:40 PM  
**To:** LHN Coord  
**Cc:** Kanta Toraskar (Calvary); Anissa Weekes Contact; Pini, Sallyanne (Health)  
**Subject:** RE: Seeking clarification - QoN 835 Occupational Violence (A35435526) (002)

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Coord Huddle

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Dear LHN  
 To confirm we don't have 'clients'  
 Robin

Robin Haberecht  
 General Manager



Public Hospital Bruce  
 [REDACTED]

**From:** LHN Coord <LHNCoord@act.gov.au>  
**Sent:** Tuesday, 5 July 2022 11:39 AM  
**To:** Robin Haberecht [REDACTED]  
**Cc:** Kanta Toraskar [REDACTED]; Anissa Weekes Contact  
 [REDACTED]; LHN Coord <LHNCoord@act.gov.au>; Pini, Sallyanne  
 <Sallyanne.Pini@act.gov.au>  
**Subject:** Seeking clarification - QoN 835 Occupational Violence (A35435526) (002)  
**Importance:** High

**CAUTION:** This email originated from outside of Calvary Public Hospital Bruce. Do not click links or open attachments unless you recognise the sender and know the content is safe.

**OFFICIAL: Sensitive**

Dear Robin,

Would you mind clarifying your response to question 11 please.

(11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) **clients and** (d) staff for (i) 2020-21 and (ii) 2021-22.

Below is your response, you provided three categories and it appears that (c) clients is missing, could it be included in one of below or is it unavailable?



11) Can the Minister provide a breakdown of how many occupational violence incidents were by  
2020-21  
Patients – 50  
Consumers – 14  
Staff – 12

Sorry to ask we would appreciate your earliest response today if you can?

Many thanks,

Sinead

From: Robin Haberecht [redacted]  
Sent: Thursday, 30 June 2022 9:27 AM  
To: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
Cc: Kanta Toraskar (Calvary) [redacted] Anissa Weekes Contact  
Subject: QoN 835 Occupational Violence (A35435526) (002)

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Dear LHN  
Please note attachment regarding QoN 835  
Regards  
Robin

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Hospitality | Healing | Stewardship | Respect

Continuing the Mission of the Sisters of the Little Company of Mary

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Hospitality | Healing | Stewardship | Respect

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**From:** Webb, Jaimilee (Health) on behalf of LHN Coord  
**Sent:** Thursday, 7 July 2022 9:34 AM  
**To:** Clarke, Sinead (Health)  
**Subject:** FW: GBC22/372 : FOR ADVICE: REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

OFFICIAL

FYI

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> On Behalf Of GovernmentBusinessHealth  
**Sent:** Thursday, 7 July 2022 9:25 AM  
**To:** LHN Coord <LHNCoord@act.gov.au>  
**Cc:** HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** RE: GBC22/372 : FOR ADVICE: REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

OFFICIAL

Hi Sinead

I will adjust the response to reflect CPHB don't have clients. Thank you!

Kylie

**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Sent:** Thursday, 7 July 2022 8:52 AM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Subject:** RE: GBC22/372 : FOR ADVICE: REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 1

OFFICIAL

Hi Kylie,  
Calvary Public Hospital Bruce have confirmed they don't have 'clients'.  
Are you happy to adjust the QON accordingly or do you need us to edit?  
Thanks  
Sinead

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth  
**Sent:** Tuesday, 5 July 2022 11:19 AM  
**To:** Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** GBC22/372 : FOR ADVICE: REQUEST FOR INPUT - 10 June 2022 - Minister for Health - Question on Notice (QON) 835 - What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for

the past 1

**Importance:** High

**OFFICIAL**

Hi Sallyanne

Could LHN please clarify the response to QON 835 Question 11 below. The table provided did not include client figures – Is this not available?

11) Can the Minister provide a breakdown of how many occupational violence incidents were by

- a) patients,
- b) consumers,
- c) clients and
- d) staff

for

- (i) 2020-21 and
- (ii) 2021-22.

Calvary Public Hospital Bruce – Breakdown of OV incidents		
	2020-21	2021-22
Patients	50	84
Consumers	14	0
Staff	12	5

Thanks

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)





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**From:** Webb, Jaimilee (Health) on behalf of LHN Coord  
**Sent:** Thursday, 7 July 2022 11:41 AM  
**To:** Clarke, Sinead (Health)  
**Subject:** FW: CHS Response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley  
**Attachments:** GBCHS22176 QoN 835 Occupational Violence.DOCX

**OFFICIAL**

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Thursday, 7 July 2022 11:15 AM  
**To:** LHN Coord <LHNCoord@act.gov.au>; HSPE <HSPE@act.gov.au>  
**Cc:** Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>; Rad, Chadia (Health) <Chadia.Rad@act.gov.au>  
**Subject:** CHS Response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi teams

CHS has provided the attached response to QON 835, this is the version RFA'd from MO. I understand they have sent it back to their line area to respond to MO comments, however, the rest of the response had been cleared by CHS.

I have provided our input to CHS and requested to receive the final response before it is re-progressed to MO as per Margaret and Jacinta's comments.

Thanks  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

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**Rachel Stephen-Smith MLA**  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and

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stephen-smith@act.gov.au



@RachelSS\_MLA



rachelSSMLA



rachebs\_mla

d) staff  
for

- (i) 2020-21 and
- (ii) 2021-22.

MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

- 1) Canberra Health Services (CHS) Occupational Violence (OV) Staff Incident Reports FY2021/22 (as at 15/06/2022) based on staff incidents reported in the CHS Riskman system.

Financial Year	FY2021/22
Physical Location	Number of OV Incidents
Adult Mental Health Unit (AMHU)	170
DMHU	103
Level 2 - Ward 11A	72
Level 2 - Emergency Department (ED)	70
Level 4 - Ward 4B	39
Level 3 - Intensive Care Unit (ICU)	34
Level 7 - Ward 7A	30
Level 2 - Ward 11B	25
UCH - Stromlo Ward	25
UCH - Namadgi Ward	22
Alcohol & Drug Unit	22
UCH - Adult Mental Health Rehabilitation Unit	18
Level 7 - Ward 7B	18
Level 9 - Ward 9A	17
Level 10 - Ward 10A	15
UCH - Majura Ward	14
Level 9 - Ward 9B	12
UCH - Cotter Ward	9
Level 5 - 5B	9
Level 6 - Ward 6A	8
Level 3 - Post Anaesthetic Care Unit (PACU)	7
Level 5 - Orthopaedics Surgery 5A	7
Level 6 - Ward 6B	7
TCH - B1 - Level 10B (OSII)	7
CHWC - Paediatric Adolescents Ward	6
Level 4 - Ward 4A	5
TCH 14A - Inpatient Haematology	5
Level 8 - Ward 8B	4
TCH - 12B	4
CHWC - Birthing Suite	3
Mental Health Short Stay Unit	3
CHWC - Antenatal and Gynaecology Ward	2



CACHS Ward 14B / Medical Oncology	2
Acute Medical Unit (AMU)	1
Acute Surgical Unit	1
CHWC - Birth Centre	1
CHWC - Foetal Medicine	1
CHWC- Paediatric High Care Ward	1
CHWC- Paediatric Medical Ward	1
CHWC-Special Care Nursery	1
Level 3 - Coronary Care Unit (CCU)	1
Level 8 - Ward 8A	1

- 2) CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following calculation is used:

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$$\frac{\text{(Number of lost time incidents in accounting period)}}{\text{(Total hours worked per week i.e. 3.75)}} \times 1,000,000$$

- 3) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

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4)

Financial Year	Target OV LTIFR
2020-21	0.484*
2021-22	5.80
2022-23	5.80

\*Early in the FY21/22, formulas for calculating LTIFR were updated based on advice from the Finance and Business Intelligence Unit, changing the Target OV LTIFR figures.

- 5) The Occupational Violence (OV) LTIFR is calculated as a total only (not by type of OV).

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Month	OV LTIFR
May 2022	
April 2022	8.37
March 2022	3.35
February 2022	15.85
January 2022	5.08
December 2021	1.69
November 2021	3.37
October 2021	8.35
September 2021	5.92
August 2021	7.68
July 2021	10.56
June 2021	0.291

Commented [BM1]: Is this data missing?

- 6) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

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7)

Target 'All WHS Incidents' LTIFR	Financial Year
2020-21	1.740
2021-22	23.50
2022-23	5.80

8) The actual 'All WHS Incidents' LTIFR is not broken down into further categories.

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9) For staff incidents CHS uses classifications based on the Australian Safety and Compensation Council 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

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10)

(a) CHS 'All WHS Incidents' LTIFR Classification FY2020-21

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Field Code Changed

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Sub MOI	Total
29 Being assaulted by a person or persons	53
42 Muscular stress while handling objects other than lifting, carrying or putting down	47
41 Muscular stress while lifting, carrying, or putting down objects	35
02 Falls on the same level	31
87 Work related harassment and/or workplace bullying	30
44 Repetitive movement, low muscle loading	16
11 Hitting stationary objects	14
61 Single contact with chemical or substance	11
43 Muscular stress with no objects being handled	8
82 Exposure to workplace or occupational violence	8
01 Falls from a height	7
21 Being hit by falling objects	5
92 Vehicle incident	5
99 Unspecified mechanisms of incidents	5
84 Work Pressure	4
12 Hitting moving objects	3
28 Being hit by moving objects	3
24 Being hit by a person accidentally	2
26 Being trapped between stationary and moving objects	2
53 Exposure to environmental heat	2
55 Exposure to non-ionising radiation	2
72 Contact with, or exposure to, biological factors of human origin	2
81 Exposure to a traumatic event	2
98 Other and multiple mechanisms of incident	2
25 Being trapped by moving machinery or equipment	1
63 Insect and spider bites and stings	1
86 Other mental stress factors	1
<b>Total</b>	<b>302</b>

## (b) CHS 'All WHS Incidents' LTIFR Classification FY2021-22 (as at 15 June 2022)

Mechanism of Incident (MOI)	Total
29 Being assaulted by a person or persons	73
02 Falls on the same level	36
87 Work related harassment and/or workplace bullying	29
42 Muscular stress while handling objects other than lifting, carrying or putting down	28
11 Hitting stationary objects	19
41 Muscular stress while lifting, carrying, or putting down objects	16
82 Exposure to workplace or occupational violence	16
28 Being hit by moving objects	12
44 Repetitive movement, low muscle loading	12
84 Work Pressure	11
01 Falls from a height	9
43 Muscular stress with no objects being handled	9
26 Being trapped between stationary and moving objects	5
72 Contact with, or exposure to, biological factors of human origin	5
81 Exposure to a traumatic event	5
13 Rubbing and chafing	3
23 Being hit by an animal	3
03 Stepping, kneeling or sitting on objects	2
21 Being hit by falling objects	2
61 Single contact with chemical or substance	2
62 Long term contact with chemicals or substances	2
86 Other mental stress factors	2
99 Unspecified mechanisms of incidents	2
12 Hitting moving objects	1
63 Insect and spider bites and stings	1
69 Other and unspecified contact with chemicals or substances	1
88 Other harassment	1
89 Mental stress related to Novel Coronavirus (COVID-19)	1
92 Vehicle incident	1
<b>Total</b>	<b>309</b>

11) CHS Occupational Violence staff incident reports include all incidents involving patients, consumers, and clients. They do not include incidents involving other CHS staff. Staff Incident reports are not broken down into further categories according to the alleged perpetrator.

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Approved for circulation to the Member and incorporation into Hansard.

Rachel Stephen-Smith MLA  
Minister for Health

Date:.....

This response required 2hrs 15mins to complete, at an approximate cost of \$230.77.

**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Monday, 11 July 2022 5:22 PM  
**To:** HSPE  
**Cc:** LHN Coord; Pini, Sallyanne (Health); George, Jacinta (Health); Stewart, Margaret (Health); GovernmentBusinessHealth; Rad, Chadia (Health)  
**Subject:** FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley  
**Attachments:** COR22 18889 GBCHS22 176 QoN 835 Occupational Violence.docx  
**Importance:** High  
**Categories:** 02. QoN

**OFFICIAL**

Hi Team

As requested by Jacinta and Margaret CHS has provided the attached draft response, with ACTHD input incorporated, that CHS intend to progress to CEO, CHS for approval.

**Could HSPE please confirm ASAP whether any amendments to ACTHD input are required.**

Many thanks  
 Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

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**From:** Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>

**Sent:** Monday, 11 July 2022 4:42 PM

**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>

**Subject:** RE: ACTHD Input - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi Kylie

This is the final version of the QoN that I would like to progress to the CEO for clearance.

If you could come back to me with ACTHD approval or amendments as soon as possible it would be appreciated.

Kind Regards

**Kerryn Hunter**

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile [REDACTED] | Email: [chsdl@act.gov.au](mailto:chsdl@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government  
Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Thursday, 7 July 2022 11:14 AM  
**To:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>  
**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Subject:** ACTHD Input - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi team

Please see the attached ACTHD input for QON 835, cleared by the relevant EGM.

Could ACTHD please be given the opportunity to do a quick review of the final combined QON response prior to progressing to MO.

Thank you  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

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Level 5, 2-6 Bowes Street, Woden ACT 2606

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**Rachel Stephen-Smith MLA**  
Minister for Health  
Minister for Families and Community Services  
Minister for Aboriginal and Torres Strait Islander Affairs  
Member for Kurrajong

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**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY: To ask the Minister for Health—**

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and



- d) staff  
for  
 (i) 2020-21 and  
 (ii) 2021-22.

**MS STEPHEN-SMITH MLA** - The answer to the Member's question is as follows:

- 1) Canberra Health Services (CHS) Occupational Violence (OV) Staff Incident Reports FY2021/22 (as at 15/06/2022) based on staff incidents reported in the CHS Riskman system.

Financial Year	FY2021/22
<b>Physical Location</b>	<b>Number of OV Incidents</b>
Adult Mental Health Unit (AMHU)	170
DMHU	103
Level 2 - Ward 11A	72
Level 2 - Emergency Department (ED)	70
Level 4 - Ward 4B	39
Level 3 - Intensive Care Unit (ICU)	34
Level 7 - Ward 7A	30
Level 2 - Ward 11B	25
UCH – Stromlo Ward	25
UCH - Namadgi Ward	22
Alcohol & Drug Unit	22
UCH – Adult Mental Health Rehabilitation Unit	18
Level 7 - Ward7B	18
Level 9 - Ward 9A	17
Level 10 - Ward 10A	15
UCH – Majura Ward	14
Level 9 - Ward 9B	12
UCH - Cotter Ward	9
Level 5- 5B	9
Level 6 - Ward 6A	8
Level 3 - Post Anaesthetic Care Unit (PACU)	7
Level 5- Orthopaedics Surgery 5A	7
Level 6 - Ward 6B	7
TCH - B1 - Level 10B (QSII)	7
CHWC- Paediatric Adolescents Ward	6
Level 4 - Ward 4A	5
TCH 14A - Inpatient Haematology	5
Level 8 - Ward 8B	4
TCH - 12B	4
CHWC - Birthing Suite	3
Mental Health Short Stay Unit	3
CHWC - Antenatal and Gynaecology Ward	2

CACHS Ward 14B / Medical Oncology	2
Acute Medical Unit (AMU)	1
Acute Surgical Unit	1
CHWC - Birth Centre	1
CHWC - Foetal Medicine	1
CHWC- Paediatric High Care Ward	1
CHWC- Paediatric Medical Ward	1
CHWC-Special Care Nursery	1
Level 3 - Coronary Care Unit (CCU)	1
Level 8 - Ward 8A	1

Calvary Public Hospital Bruce	TOTAL
4E	13
4W	1
5W	2
6W	1
Acacia	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
Grace	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1
<b>Total</b>	<b>82</b>

- 2) CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following calculation is used:

$$\frac{\text{(Number of lost time incidents in accounting period)}}{\text{(Total hours worked per week i.e. 3.75)}} \times 1,000,000$$

Calvary Public Hospital Bruce do not use LTIFR

- 3) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

Calvary Public Hospital Bruce calculate LTIFR as an overall LTI number and are unable to provide detail at incident type level



4)

Financial Year	Target OV LTIFR
2020-21	0.484*
2021-22	5.80
2022-23	5.80

- The Director Business Intelligence, FBI, recommended a revision of the formula to provide slightly better accuracy and to be consistent with calculations typically used by CHS for FTE count and deduction of leave entitlements etc.
- The 2020/21 calculation measured the number of incidents (per month) per million hours worked (per 50-week year).
- The updated calculation reflects the number of incidents (per year) per million hours worked (per 45-week year) i.e. 45 weeks/12 months = 3.75 and 40 hours = hours per week.

Calvary Public Hospital Bruce – Overall LTIFR Target		
2020-21	2021-22	2022-23
18.00	18.00	18.00

5) The Occupational Violence (OV) LTIFR is calculated as a total only (not by type of OV).

Month	OV LTIFR
May 2022	3.36
April 2022	8.37
March 2022	3.35
February 2022	15.85
January 2022	5.08
December 2021	1.69
November 2021	3.37
October 2021	8.35
September 2021	5.92
August 2021	7.68
July 2021	10.56
June 2021	0.291

Calvary Public Hospital Bruce calculate LTIFR as an overall LTI number and are unable to provide detail at incident type level. Figures below are for all LTIs

Calvary Public Hospital Bruce – All LTIs												
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
	28.88	16.16	11.17	5.61	22.65	22.32	23.97	11.81	5.19	0	10.57	Not available

6) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

Calvary Public Hospital Bruce advise the rate for June 2022 is not available yet.

7)

Canberra Health Services

Target 'All WHS Incidents' LTIFR	Financial Year
2020-21	1.740
2021-22	23.50
2022-23	5.80

Calvary Public Hospital Bruce – see question 4.

- 8) For Canberra Health Services the actual 'All WHS Incidents' LTIFR is not broken down into further categories.

Calvary Public Hospital Bruce calculate LTIFR as an overall LTI number and are unable to provide detail at incident type level.

- 9) For staff incidents CHS uses classifications based on the Australian Safety and Compensation Council 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

Calvary Public Hospital Bruce - Nil

10)

(a) CHS 'All WHS Incidents' LTIFR Classification FY2020-21

Sub MOI	Total
29 Being assaulted by a person or persons	53
42 Muscular stress while handling objects other than lifting, carrying or putting down	47
41 Muscular stress while lifting, carrying, or putting down objects	35
02 Falls on the same level	31
87 Work related harassment and/or workplace bullying	30
44 Repetitive movement, low muscle loading	16
11 Hitting stationary objects	14
61 Single contact with chemical or substance	11
43 Muscular stress with no objects being handled	8
82 Exposure to workplace or occupational violence	8
01 Falls from a height	7
21 Being hit by falling objects	5
92 Vehicle incident	5
99 Unspecified mechanisms of incidents	5
84 Work Pressure	4
12 Hitting moving objects	3
28 Being hit by moving objects	3
24 Being hit by a person accidentally	2
26 Being trapped between stationary and moving objects	2
53 Exposure to environmental heat	2
55 Exposure to non-ionising radiation	2
72 Contact with, or exposure to, biological factors of human origin	2
81 Exposure to a traumatic event	2
98 Other and multiple mechanisms of incident	2

25 Being trapped by moving machinery or equipment	1
63 Insect and spider bites and stings	1
86 Other mental stress factors	1
<b>Total</b>	<b>302</b>

## (b) CHS 'All WHS Incidents' LTIFR Classification FY2021-22 (as at 15 June 2022)

Mechanism of Incident (MOI)	Total
29 Being assaulted by a person or persons	73
02 Falls on the same level	36
87 Work related harassment and/or workplace bullying	29
42 Muscular stress while handling objects other than lifting, carrying or putting down	28
11 Hitting stationary objects	19
41 Muscular stress while lifting, carrying, or putting down objects	16
82 Exposure to workplace or occupational violence	16
28 Being hit by moving objects	12
44 Repetitive movement, low muscle loading	12
84 Work Pressure	11
01 Falls from a height	9
43 Muscular stress with no objects being handled	9
26 Being trapped between stationary and moving objects	5
72 Contact with, or exposure to, biological factors of human origin	5
81 Exposure to a traumatic event	5
13 Rubbing and chafing	3
23 Being hit by an animal	3
03 Stepping, kneeling or sitting on objects	2
21 Being hit by falling objects	2
61 Single contact with chemical or substance	2
62 Long term contact with chemicals or substances	2
86 Other mental stress factors	2
99 Unspecified mechanisms of incidents	2
12 Hitting moving objects	1
63 Insect and spider bites and stings	1
69 Other and unspecified contact with chemicals or substances	1
88 Other harassment	1
89 Mental stress related to Novel Coronavirus (COVID-19)	1
92 Vehicle incident	1
<b>Total</b>	<b>309</b>



<b>Calvary Public Hospital Bruce – LTIFR incidents by classification</b>	
<b>2020-21</b>	<b>2021-22</b>
Being hit by moving objects	Being hit by moving objects
Blood and body fluid exposure	Blood and body fluid exposure
Chemicals and other substances	Chemicals and other substances
Falls, trips and slips of a person	Falls, trips and slips of a person
Heat, electricity and other environmental factors	Heat, electricity and other environmental factors
Hitting objects with a part of the body	Hitting objects with a part of the body
Laceration	Laceration
Manual tasks	Manual tasks
Mental stress	Mental stress
Sounds and pressure	Sounds and pressure
Vehicle incidents and other	Vehicle incidents and other
Violence and aggression	Violence and aggression

- 11) CHS Occupational Violence staff incident reports include all incidents involving patients, consumers, and clients. They do not include incidents involving other CHS staff. Staff Incident reports are not broken down into further categories according to the alleged perpetrator.

Calvary Public Hospital Bruce advise they do not have 'clients'. Data for patients, consumers and staff are provided below.

<b>Calvary Public Hospital Bruce – Breakdown of OV incidents</b>		
	<b>2020-21</b>	<b>2021-22</b>
Patients	50	84
Consumers	14	0
Staff	12	5

**Approved for circulation to the Member and incorporation into Hansard.**

**Rachel Stephen-Smith MLA**  
**Minister for Health**

**Date:.....**

This response required 13hrs to complete, at an approximate cost of \$1335.79.

**From:** Stewart, Margaret (Health)  
**Sent:** Wednesday, 13 July 2022 3:04 PM  
**To:** LHN Coord; Pini, Sallyanne (Health)  
**Subject:** RE: FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley  
**Attachments:** COR22 18889 GBCHS22 176 QoN 835 Occupational Violence (MS).docx

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Filed, Sinead

**OFFICIAL**

**From:** LHN Coord <LHNCoord@act.gov.au>  
**Sent:** Tuesday, 12 July 2022 10:13 AM  
**To:** Stewart, Margaret (Health) <Margaret.Stewart@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>  
**Subject:** RE: FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi Margaret & Sallyanne,

Attached the final Occupational Violence QON, I've had a look and I don't think there are any concerning numbers coming from Calvary compared to CHS.

For overall OT incidents Calvary reported 82 compared with 803 in CHS (includes all Mental Health facilities and UCH – removing those it brings it to approx 400 incidents)

For like comparison,  
 Calvary Ed = 20  
 CHS ED = 70

I've suggested two minor amendments to attached before it goes to MO, can you approve Q1 header and

Q9 – suggest removing the NIL Calvary input here, as the classifications would be used in all hospitals (Calvary deferred to ACTHD, however we did input Nil here and should have referred the answer back to CHS)?

Thank you,  
 Sinead

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Monday, 11 July 2022 5:22 PM  
**To:** HSPE <HSPE@act.gov.au>  
**Cc:** LHN Coord <LHNCoord@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; George, Jacinta

(Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Stewart, Margaret (Health) <[Margaret.Stewart@act.gov.au](mailto:Margaret.Stewart@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**Importance:** High

**OFFICIAL**

Hi Team

As requested by Jacinta and Margaret CHS has provided the attached draft response, with ACTHD input incorporated, that CHS intend to progress to CEO, CHS for approval.

**Could HSPE please confirm ASAP whether any amendments to ACTHD input are required.**

Many thanks

Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>

**Sent:** Monday, 11 July 2022 4:42 PM

**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** RE: ACTHD Input - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi Kylie

This is the final version of the QoN that I would like to progress to the CEO for clearance.

If you could come back to me with ACTHD approval or amendments as soon as possible it would be appreciated.

Kind Regards

**Kerryn Hunter**

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile [REDACTED] | Email: [chsdl@act.gov.au](mailto:chsdl@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Thursday, 7 July 2022 11:14 AM

**To:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>

**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; Rad, Chadia (Health)



<[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** ACTHD Input - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi team

Please see the attached ACTHD input for QON 835, cleared by the relevant EGM.

**Could ACTHD please be given the opportunity to do a quick review of the final combined QON response prior to progressing to MO.**

Thank you  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)





**Rachel Stephen-Smith MLA**  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and

ACT Legislative Assembly London Circuit, GPO Box 3020, Canberra ACT 2601



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stephen-smith@act.gov.au



@RacheSS\_MLA



rachelSSMLA



rachelss\_mla

- d) staff  
for  
(i) 2020-21 and  
(ii) 2021-22.

MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

- 1) Canberra Health Services (CHS) Occupational Violence (OV) Staff Incident Reports FY2021/22 (as at 15/06/2022) based on staff incidents reported in the CHS Riskman system.

Financial Year	FY2021/22
<b>Physical Location</b>	<b>Number of OV Incidents</b>
Adult Mental Health Unit (AMHU)	170
DMHU	103
Level 2 - Ward 11A	72
Level 2 - Emergency Department (ED)	70
Level 4 - Ward 4B	39
Level 3 - Intensive Care Unit (ICU)	34
Level 7 - Ward 7A	30
Level 2 - Ward 11B	25
UCH - Stromlo Ward	25
UCH - Namadgi Ward	22
Alcohol & Drug Unit	22
UCH - Adult Mental Health Rehabilitation Unit	18
Level 7 - Ward 7B	18
Level 9 - Ward 9A	17
Level 10 - Ward 10A	15
UCH - Majura Ward	14
Level 9 - Ward 9B	12
UCH - Cotter Ward	9
Level 5 - 5B	9
Level 6 - Ward 6A	8
Level 3 - Post Anaesthetic Care Unit (PACU)	7
Level 5 - Orthopaedics Surgery 5A	7
Level 6 - Ward 6B	7
TCH - B1 - Level 10B (QSII)	7
CHWC - Paediatric Adolescents Ward	6
Level 4 - Ward 4A	5
TCH 14A - Inpatient Haematology	5
Level 8 - Ward 8B	4
TCH - 12B	4
CHWC - Birthing Suite	3
Mental Health Short Stay Unit	3
CHWC - Antenatal and Gynaecology Ward	2



CACHS Ward 14B / Medical Oncology	2
Acute Medical Unit (AMU)	1
Acute Surgical Unit	1
CHWC - Birth Centre	1
CHWC - Foetal Medicine	1
CHWC- Paediatric High Care Ward	1
CHWC- Paediatric Medical Ward	1
CHWC-Special Care Nursery	1
Level 3 - Coronary Care Unit (CCU)	1
Level 8 - Ward 8A	1

<b>Calvary Public Hospital Bruce</b>	<b>July 21 – June 22</b>
4E	13
4W	1
5W	2
6W	1
Acacia	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
Grace	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1
<b>Total</b>	<b>82</b>

- 2) CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following calculation is used:

$$\frac{(\text{Number of lost time incidents in accounting period})}{(\text{Total hours worked per week i.e. } 3.75)} \times 1,000,000$$

Calvary Public Hospital Bruce use an overall LTI number instead of the LTIFR measure.

- 3) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

Calvary Public Hospital Bruce is unable to provide detail at incident type level

Commented [SM1]: Doesn't look right

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4)

Financial Year	Target OV LTIFR
2020-21	0.484*
2021-22	5.80
2022-23	5.80

- The Director Business Intelligence, FBI, recommended a revision of the formula to provide slightly better accuracy and to be consistent with calculations typically used by CHS for FTE count and deduction of leave entitlements etc.
- The 2020/21 calculation measured the number of incidents (per month) per million hours worked (per 50-week year).
- The updated calculation reflects the number of incidents (per year) per million hours worked (per 45-week year) i.e. 45 weeks/12 months = 3.75 and 40 hours = hours per week.

Commented [SM(2): Not clear that this is for CHS

Calvary Public Hospital Bruce – Overall LTI Target		
2020-21	2021-22	2022-23
18.00	18.00	18.00

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5) The Occupational Violence (OV) LTIFR is calculated as a total only (not by type of OV).

Commented [SM(3): Not clear CHS

Month	OV LTIFR
May 2022	3.36
April 2022	8.37
March 2022	3.35
February 2022	15.85
January 2022	5.08
December 2021	1.69
November 2021	3.37
October 2021	8.35
September 2021	5.92
August 2021	7.68
July 2021	10.56
June 2021	0.291

Calvary Public Hospital Bruce is unable to provide detail at incident type level. Figures below are for all LTIs

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Calvary Public Hospital Bruce – All LTIs												
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
	28.88	16.16	11.17	5.61	22.65	22.32	23.97	11.81	5.19	0	10.57	Not available

6) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

Commented [SM(4): Not clear this is CHS

Calvary Public Hospital Bruce advise the LTI rate for June 2022 is not available yet.

7)

Canberra Health Services

Target 'All WHS Incidents' LTIFR	Financial Year
2020-21	1.740
2021-22	23.50
2022-23	5.80

Calvary Public Hospital Bruce – see question 4.

8) For Canberra Health Services the actual 'All WHS Incidents' LTIFR is not broken down into further categories.

Calvary Public Hospital Bruce is unable to provide detail at incident type level.

Deleted: calculate LTIFR as an overall LTI number and are

9) For staff incidents CHS uses classifications based on the Australian Safety and Compensation Council 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

Calvary Public Hospital Bruce - Nil

Commented [CS(5)]: Suggest removing this NIL input – Calvary advised they deferred to ACTHD

10)

(a) CHS 'All WHS Incidents' LTIFR Classification FY2020-21

Commented [SM(6R5)]: As you suggested

Sub MOI	Total
29 Being assaulted by a person or persons	53
42 Muscular stress while handling objects other than lifting, carrying or putting down	47
41 Muscular stress while lifting, carrying, or putting down objects	35
02 Falls on the same level	31
87 Work related harassment and/or workplace bullying	30
44 Repetitive movement, low muscle loading	16
11 Hitting stationary objects	14
61 Single contact with chemical or substance	11
43 Muscular stress with no objects being handled	8
82 Exposure to workplace or occupational violence	8
01 Falls from a height	7
21 Being hit by falling objects	5
92 Vehicle incident	5
99 Unspecified mechanisms of incidents	5
84 Work Pressure	4
12 Hitting moving objects	3
28 Being hit by moving objects	3
24 Being hit by a person accidentally	2
26 Being trapped between stationary and moving objects	2
53 Exposure to environmental heat	2
55 Exposure to non-ionising radiation	2
72 Contact with, or exposure to, biological factors of human origin	2
81 Exposure to a traumatic event	2
98 Other and multiple mechanisms of incident	2
25 Being trapped by moving machinery or equipment	1



63 Insect and spider bites and stings	1
86 Other mental stress factors	1
<b>Total</b>	<b>302</b>

## (b) CHS 'All WHS Incidents' LTIFR Classification FY2021-22 (as at 15 June 2022)

Mechanism of Incident (MOI)	Total
29 Being assaulted by a person or persons	73
02 Falls on the same level	36
87 Work related harassment and/or workplace bullying	29
42 Muscular stress while handling objects other than lifting, carrying or putting down	28
11 Hitting stationary objects	19
41 Muscular stress while lifting, carrying, or putting down objects	16
82 Exposure to workplace or occupational violence	16
28 Being hit by moving objects	12
44 Repetitive movement, low muscle loading	12
84 Work Pressure	11
01 Falls from a height	9
43 Muscular stress with no objects being handled	9
26 Being trapped between stationary and moving objects	5
72 Contact with, or exposure to, biological factors of human origin	5
81 Exposure to a traumatic event	5
13 Rubbing and chafing	3
23 Being hit by an animal	3
03 Stepping, kneeling or sitting on objects	2
21 Being hit by falling objects	2
61 Single contact with chemical or substance	2
62 Long term contact with chemicals or substances	2
86 Other mental stress factors	2
99 Unspecified mechanisms of incidents	2
12 Hitting moving objects	1
63 Insect and spider bites and stings	1
69 Other and unspecified contact with chemicals or substances	1
88 Other harassment	1
89 Mental stress related to Novel Coronavirus (COVID-19)	1
92 Vehicle Incident	1
<b>Total</b>	<b>309</b>

Calvary Public Hospital Bruce – LT Incidents by classification	
2020-21	2021-22
Being hit by moving objects	Being hit by moving objects
Blood and body fluid exposure	Blood and body fluid exposure
Chemicals and other substances	Chemicals and other substances
Falls, trips and slips of a person	Falls, trips and slips of a person
Heat, electricity and other environmental factors	Heat, electricity and other environmental factors
Hitting objects with a part of the body	Hitting objects with a part of the body
Laceration	Laceration
Manual tasks	Manual tasks
Mental stress	Mental stress
Sounds and pressure	Sounds and pressure
Vehicle incidents and other	Vehicle incidents and other
Violence and aggression	Violence and aggression

Commented [SM(7)]: As we discussed, ask if easy to get the figures or if too onerous

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11) CHS Occupational Violence staff incident reports include all incidents involving patients, consumers, and clients. They do not include incidents involving other CHS staff. Staff Incident reports are not broken down into further categories according to the alleged perpetrator.

Calvary Public Hospital Bruce advise they do not have 'clients'. Data for patients, consumers and staff are provided below.

Commented [SM(8)]: As suggested by SA ie new row with NA

Calvary Public Hospital Bruce – Breakdown of OV incidents		
	2020-21	2021-22
Patients	50	84
Consumers	14	0
Staff	12	5

Approved for circulation to the Member and incorporation into Hansard.

Rachel Stephen-Smith MLA  
Minister for Health

Date:.....

This response required 13hrs to complete, at an approximate cost of \$1335.79.

**From:** LHN Coord  
**Sent:** Wednesday, 13 July 2022 3:19 PM  
**To:** Robin Haberecht (Calvary)  
**Cc:** Kanta Toraskar (Calvary); Anissa Weekes Contact; Pini, Sallyanne (Health); LHN Coord  
**Subject:** ACT Health1211 - RE: Seeking clarification - QoN 835 Occupational Violence  
**Attachments:** QoN 835 Occupational Violence (A35435526) (002) (A35836826).pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Coord Huddle

**OFFICIAL: Sensitive**

Dear Robin,

Can you confirm for question [10\)Can the Minister provide a breakdown of all LTIFR incidents by classification](#) - if you can provide a count of incidents against each?

- Or do we refer to your answer at Q3 & Q8 *Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types.*

2020-21	2021-22
Being hit by moving objects	Being hit by moving objects
Blood and body fluid exposure	Blood and body fluid exposure
Chemicals and other substances	Chemicals and other substances
Falls, trips and slips of a person	Falls, trips and slips of a person
Heat, electricity and other environmental factors	Heat, electricity and other environmental factors
Hitting objects with a part of the body	Hitting objects with a part of the body
Laceration	Laceration
Manual tasks	Manual tasks
Mental stress	Mental stress
Sounds and pressure	Sounds and pressure
Vehicle incidents and other	Vehicle incidents and other
Violence and aggression	Violence and aggression

Many thanks,

Sinéad

**Sinéad Clarke | Assistant Director**

Direct Phone: +61 2 5124 9351 | Direct Email: [sinead.clarke@act.gov.au](mailto:sinead.clarke@act.gov.au)

Local Hospital Network Commissioning | Health System Planning and Evaluation | ACT Health Directorate

Level 4, 6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au)





From: Robin Haberecht [REDACTED]  
 Sent: Wednesday, 6 July 2022 5:40 PM  
 To: LHN Coord <LHNCoord@act.gov.au>  
 Cc: Kanta Toraskar (Calvary [REDACTED]) Anissa Weekes Contact  
 [REDACTED] Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>  
 Subject: RE: Seeking clarification - QoN 835 Occupational Violence (A35435526) (002)

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Dear LHN  
 To confirm we don't have 'clients'  
 Robin

Robin Haberecht  
 General Manager



Public Hospital Bruce  
 [REDACTED]

From: LHN Coord <LHNCoord@act.gov.au>  
 Sent: Tuesday, 5 July 2022 11:39 AM  
 To: Robin Haberecht [REDACTED]  
 Cc: Kanta Toraska [REDACTED] Anissa Weekes Contact  
 [REDACTED] LHN Coord <LHNCoord@act.gov.au>; Pini, Sallyanne  
 <Sallyanne.Pini@act.gov.au>  
 Subject: Seeking clarification - QoN 835 Occupational Violence (A35435526) (002)  
 Importance: High

CAUTION: This email originated from outside of Calvary Public Hospital Bruce. Do not click links or open attachments unless you recognise the sender and know the content is safe.

OFFICIAL: Sensitive

Dear Robin,

Would you mind clarifying your response to question 11 please.

(11) Can the Minister provide a breakdown of how many occupational violence incidents were by (a) patients, (b) consumers, (c) clients and (d) staff for (i) 2020-21 and (ii) 2021-22.

Below is your response, you provided three categories and it appears that (c) clients is missing, could it be included in one of below or is it unavailable?

11) Can the Minister provide a breakdown of how many occupational violence incidents were by  
2020-21  
Patients - 50  
Consumers - 14  
Staff - 12

Sorry to ask we would appreciate your earliest response today if you can?

Many thanks,

Sinead

From: Robin Haberech [REDACTED]  
Sent: Thursday, 30 June 2022 9:27 AM  
To: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
Cc: Kanta Toraskar (Calvary [REDACTED]) Anissa Weekes Contact  
[REDACTED]  
Subject: QoN 835 Occupational Violence (A35435526) (002)

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Dear LHN  
Please note attachment regarding QoN 835  
Regards  
Robin

Please consider the environment before printing this e-mail.

Hospitality | Healing | Stewardship | Respect

Continuing the Mission of the Sisters of the Little Company of Mary

This email is confidential and may be subject to copyright and legal professional privilege. If this email is not intended for you please do not use the information in any way, but delete and notify us immediately. For full copy of our Privacy Policy please visit [www.calvarycare.org.au](http://www.calvarycare.org.au).

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Hospitality | Healing | Stewardship | Respect

Continuing the Mission of the Sisters of the Little Company of Mary

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Rachel Stephen-Smith MLA  
Minister for Health  
Minister for Families and Community Services  
Minister for Aboriginal and Torres Strait Islander Affairs

Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.

<u>Month/year</u>	<u>Ward</u>	<u>Number</u>
July 2021	4E	6
	4W	1
	CHH	5
	ED	3
	MAPU	1
	OPMHIU	3
	Physio	1
August 2021	4E	1
	6W	1
	ED	4
	OPMHIU	1
	Stroke	1
September 2021	ED	2
	ICU	2
October 2021	Acacia	1
	CHH	1
	CRAU	2
	ED	1
	MAPU	1
	Security	1
November 2021	4E	3
	Theatre	2
December 2021	Acacia	1
	CHH	3



	MAPU	1
	Main Reception	1
January 2022	4E	2
	Acacia	1
	ED	4
	HITH	1
	ICU	1
	MAPU	1
	Theatre	1
February 2022	Nil	
March 2022	Nil	
April 2022	4E	1
	5W	1
	Acacia	3
	CHH	3
	ED	3
	MAPU	1
	SSU	1
May 2022	GRACE	1
	ED	1
	5W	1
	MAPU	1
	ICU	1
June 2022	ICU	1
	ED	2

2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.

**ACTHD can answer this question.**

3) What is the actual rate for occupational violence LTIFR in June 2022.

**Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types.**

4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.

**Calvary has an overall LTIFR target but does not have a specific LTIFR targets for OV specifically. The overall LTFIR target for each period is as follows.**

**(a) 18.00**

**(b) 18.00**

**(c) 18.00**

5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.

**As per question 3. Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types. The figures below are for all LTIFR for the period.**

<u>Month/Year</u>	<u>LTIFR</u>
July 2021	28.88
August 2021	16.16
September 2021	11.17
October 2021	5.61
November 2021	22.65
December 2021	22.32
January 2022	23.97
February 2022	11.81
March 2022	5.19
April 2022	0
May 2022	10.57
June 2022	

6) What is the actual rate for LTIFR in June 2022.

June 2022 LTIFR is not yet available.

7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.

As per question 4. Calvary has an overall LTIFR target but does not have a specific LTIFR targets for OV specifically. The overall LTFIR target for each period is as follows.

(a) 18.00

(b) 18.00

(c) 18.00

8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.

As per question 5. Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types.

9) What are the LTIFR classifications.

ACTHD can answer this question.

10) Can the Minister provide a breakdown of all LTIFR incidents by classification for

a) 2020-21 and

2020-2021

Being hit by moving objects

Blood and Body Fluid Exposure

Chemicals and other substances

Falls, trips and slips of a person

Heat, electricity and other environmental factors

Hitting objects with a part of the body

Laceration

Manual Tasks

Mental stress

Sounds and pressure

Vehicle incidents and other

Violence and Aggression

b) 2021-22.

2021-2022

- Being hit by moving objects
- Blood and Body Fluid Exposure
- Chemicals and other substances
- Falls, trips and slips of a person
- Heat, electricity and other environmental factors
- Hitting objects with a part of the body
- Laceration
- Manual Tasks
- Mental stress
- Sounds and pressure
- Vehicle incidents and other
- Violence and Aggression

11) Can the Minister provide a breakdown of how many occupational violence incidents were by 2020-21

Patients – 50

Consumers - 14

Staff – 12

2021-22.

Patients - 84

Staff - 5

Approved for circulation to the Member and incorporation into Hansard.

Rachel Stephen-Smith MLA  
Minister for Health

Date:.....

This response required XXhrs XXmins to complete, at an approximate cost of \$XXX.





**Rachel Stephen-Smith MLA**  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022.
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- 6) What is the actual rate for LTIFR in June 2022.
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and
  - d) staff
 for
  - (i) 2020-21 and
  - (ii) 2021-22.

**Commented [SM1]:** Cleared, but could we please ask to see CHS response before it goes so we can compare. I want to be prepared if CPHB's incident numbers are not proportional to CHS.

**Commented [GJ(2R1):** Agree, there needs to be comparison before submission to ensure apples and apples

**MS STEPHEN-SMITH MLA** - The answer to the Member's question is as follows:

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601



+61 2 6205 2661



stephen-smith@act.gov.au



@RachelSS\_MLA



rachelSSMLA



rachelss\_mla

1)

Calvary Public Hospital Bruce	Jul- 21	Aug- 21	Sep- 21	Oct- 21	Nov- 21	Dec- 21	Jan- 22	Feb- 22	Mar- 22	Apr- 22	May- 22	Jun- 22	TOTAL
4E	6	1	0	0	3	0	2	0	0	1	0	0	13
4W	1	0	0	0	0	0	0	0	0	0	0	0	1
5W	0	0	0	0	0	0	0	0	0	1	1	0	2
6W	0	1	0	0	0	0	0	0	0	0	0	0	1
ACACIA	0	0	0	1	0	1	1	0	0	3	0	0	6
CLARE HOLLAND HOUSE	5	0	0	1	0	3	0	0	0	3	0	0	12
COVID RESPIRATORY ASSESSMENT UNIT	0	0	0	2	0	0	0	0	0	0	0	0	2
EMERGENCY DEPARTMENT	3	4	2	1	0	0	4	0	0	3	1	2	20
GRACE	0	0	0	0	0	0	0	0	0	0	1	0	1
INTENSIVE CARE	0	0	2	0	0	0	1	0	0	0	1	1	5
MAIN RECEPTION	0	0	0	0	0	1	0	0	0	0	0	0	1
MAPU	1	0	0	1	0	1	1	0	0	1	1	0	6
OLDER PERSONS MENTAL HEALTH UNIT	3	1	0	0	0	0	0	0	0	0	0	0	4
PHYSIOTHERAPY	1	0	0	0	0	0	0	0	0	0	0	0	1
SECURITY	0	0	0	1	0	0	0	0	0	0	0	0	1
SSU	0	0	0	0	0	0	0	0	0	1	0	0	1
STROKE	0	1	0	0	0	0	0	0	0	0	0	0	1
THEATRE	0	0	0	0	2	0	1	0	0	0	0	0	3
HOSPITAL IN THE HOME	0	0	0	0	0	0	1	0	0	0	0	0	1
	20	8	4	7	5	6	11	0	0	13	5	3	62

2) Calvary Public Hospital Bruce - Nil

3) Calvary Public Hospital Bruce calculate LTIFR as an overall LTI number and are unable to provide detail at incident type level

4)

Calvary Public Hospital Bruce -- Overall LTIFR Target		
2020-21	2021-22	2022-23
18.00	18.00	18.00

5) Calvary Public Hospital Bruce calculate LTIFR as an overall LTI number and are unable to provide detail at incident type level. Figures below are for all LTIs

Calvary Public Hospital Bruce -- All LTIs												
	Jul- 21	Aug- 21	Sep- 21	Oct- 21	Nov- 21	Dec- 21	Jan- 22	Feb- 22	Mar- 22	Apr- 22	May- 22	Jun-22
	28.88	16.16	11.17	5.61	22.65	22.32	23.97	11.81	5.19	0	10.57	Not available

- 6) Calvary Public Hospital Bruce advise the rate for June 2022 is not available yet.
- 7) Calvary Public Hospital Bruce – see question 4.
- 8) Calvary Public Hospital Bruce calculate LTIFR as an overall LTI number and are unable to provide detail at incident type level.
- 9) Calvary Public Hospital Bruce  
 (a) Nil  
 (b) Nil

10)

Calvary Public Hospital Bruce – LTIFR incidents by classification	
2020-21	2021-22
Being hit by moving objects	Being hit by moving objects
Blood and body fluid exposure	Blood and body fluid exposure
Chemicals and other substances	Chemicals and other substances
Falls, trips and slips of a person	Falls, trips and slips of a person
Heat, electricity and other environmental factors	Heat, electricity and other environmental factors
Hitting objects with a part of the body	Hitting objects with a part of the body
Laceration	Laceration
Manual tasks	Manual tasks
Mental stress	Mental stress
Sounds and pressure	Sounds and pressure
Vehicle incidents and other	Vehicle incidents and other
Violence and aggression	Violence and aggression

- 11) Calvary Public Hospital Bruce advise they do not have 'clients'. Data for patients, consumers and staff are provided below.

Calvary Public Hospital Bruce – Breakdown of OV incidents		
	2020-21	2021-22
Patients	50	84
Consumers	14	0
Staff	12	5

Approved for circulation to the Member and incorporation into Hansard.

Rachel Stephen-Smith MLA  
 Minister for Health

Date:.....

This response required 615mins to complete, at an approximate cost of \$1017.95.



---

**From:** LHN Coord  
**Sent:** Thursday, 14 July 2022 4:34 PM  
**To:** HSPE  
**Cc:** George, Jacinta (Health); Stewart, Margaret (Health); Pini, Sallyanne (Health); LHN Coord  
**Subject:** RE: FOLLOW UP: FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley  
**Categories:** FYI

**OFFICIAL**

Hi Dee

On review of the CHS input, we made some minor edits to the Calvary input and have also reached out to Calvary again for more data.

I'm sorry I don't know when we will receive their update, at the moment they are managing shortfalls in their staffing.

Thank you,  
Sinead

**From:** Chicco, Dee (Health) <Dee.Chicco@act.gov.au> **On Behalf Of** HSPE  
**Sent:** Thursday, 14 July 2022 3:57 PM  
**To:** LHN Coord <LHNCoord@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Stewart, Margaret (Health) <Margaret.Stewart@act.gov.au>  
**Cc:** George, Jacinta (Health) <Jacinta.George@act.gov.au>; HSPE <HSPE@act.gov.au>  
**Subject:** RE: FOLLOW UP: FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi team

In our original response (see attached word doc) we asked to see CHS's response so we could compare.

CHS response is in the attached email. Please let me know you are okay with CHS response.

Thanks  
Dee

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Thursday, 14 July 2022 2:13 PM  
**To:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>  
**Cc:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; Stewart, Margaret (Health) <[Margaret.Stewart@act.gov.au](mailto:Margaret.Stewart@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Subject:** FOLLOW UP: FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley  
**Importance:** High

OFFICIAL

Hi Team

Could I please get an update on the status of the below request.

CHS will need to progress the response to CEO CHS ASAP as the response is overdue.

Many thanks

Kylie

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth

**Sent:** Monday, 11 July 2022 5:22 PM

**To:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>

**Cc:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Stewart, Margaret (Health) <[Margaret.Stewart@act.gov.au](mailto:Margaret.Stewart@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**Importance:** High

OFFICIAL

Hi Team

As requested by Jacinta and Margaret CHS has provided the attached draft response, with ACTHD input incorporated, that CHS intend to progress to CEO, CHS for approval.

Could HSPE please confirm ASAP whether any amendments to ACTHD input are required.

Many thanks

Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>

**Sent:** Monday, 11 July 2022 4:42 PM

**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

**Subject:** RE: ACTHD Input - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

OFFICIAL

Hi Kylie

This is the final version of the QoN that I would like to progress to the CEO for clearance.

If you could come back to me with ACTHD approval or amendments as soon as possible it would be appreciated.

Kind Regards

**Kerryn Hunter**

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile [REDACTED] | Email: [chsdlo@act.gov.au](mailto:chsdlo@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Thursday, 7 July 2022 11:14 AM

**To:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>

**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** ACTHD Input - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi team

Please see the attached ACTHD input for QON 835, cleared by the relevant EGM.

Could ACTHD please be given the opportunity to do a quick review of the final combined QON response prior to progressing to MO.

Thank you

Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)





---

**From:** Robin Haberech [REDACTED]  
**Sent:** Friday, 15 July 2022 1:01 PM  
**To:** LHN Coord  
**Subject:** 220714\_CPHB updated response re QoN 835 OV  
**Attachments:** 220714\_CPHB updated response re QoN 835 OV.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Sinead

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14 July 2022

Request Reference Number	ACTH 1211
Constituent/Complainant name	QoN 835 Occupational Violence

**Response from Calvary**

2020/2021	
Injury Classification	Total number of incidents resulting in lost time
Being hit by moving objects	1
Blood and body fluid exposure	1
Chemicals and other substances	5
Falls, trips and slips of a person	18
Heat, electricity and other environmental	3
Hitting objects with a part of the body	17
Laceration	4
Manual tasks	18
Mental stress	12
Sounds and pressure	1
Vehicle incidents and other	11
Violence and aggression	9

2021/2022	
Injury Classification	Total number of incidents resulting in lost time
Blood and body fluid exposure	3
Chemicals and other substances	4
Falls, trips and slips of a person	10
Hitting objects with a part of the body	1
Laceration	1
Manual tasks	25
Mental stress	2

Sounds and pressure	1	
Violence and aggression	1	

This response has been cleared by

Name: Robin Habercht	Position: General Manager
----------------------	---------------------------

Please contact me if any additional information or clarification is required.

**Kanta Toraskar**  
Executive Assistant to General  
Manager and CFO  
Calvary Public Hospital Bruce  
[REDACTED]



---

**From:** LHN Coord  
**Sent:** Monday, 18 July 2022 12:27 PM  
**To:** Robin Haberecht (Calvary)  
**Cc:** Greg Bayliss (Calvary); Kanta Toraskar (Calvary); LHN Coord  
**Subject:** ACTHealth1211 - Clarification sought - QoN 835 OV  
**Attachments:** QoN 835 Occupational Violence (A35435526) (002) (A35836826).pdf  
**Categories:** Sinead, Awaiting response

**OFFICIAL: Sensitive**

Dear Robin,

We are seeking a couple of clarification points on your response attached.

- Question 1 – please confirm the 'as@' date in June when the data was run
- Is it possible to reconcile the OV number provided for Q1 against the Q11? Should they be the same or did some of Q11 not occur in a ward, or is there a date differential on when the data for both questions was captured?

Q1 = 82

Q11 = 91

Thank you,  
Sinéad

Sinéad Clarke | Assistant Director

Direct Phone: +61 2 5124 9351 | Direct Email: [sinead.clarke@act.gov.au](mailto:sinead.clarke@act.gov.au)

Local Hospital Network Commissioning | Health System Planning and Evaluation | ACT Health Directorate

Level 4, 6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au)



**From:** Robin Haberecht [REDACTED]  
**Sent:** Friday, 15 July 2022 1:01 PM  
**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Subject:** 220714\_CPHB updated response re QoN 835 OV

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**Rachel Stephen-Smith MLA**  
Minister for Health  
Minister for Families and Community Services  
Minister for Aboriginal and Torres Strait Islander Affairs  
Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY: To ask the Minister for Health—**

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.

<u>Month/year</u>	<u>Ward</u>	<u>Number</u>
July 2021	4E	6
	4W	1
	CHH	5
	ED	3
	MAPU	1
	OPMHIU	3
	Physio	1
August 2021	4E	1
	6W	1
	ED	4
	OPMHIU	1
	Stroke	1
September 2021	ED	2
	ICU	2
October 2021	Acacia	1
	CHH	1
	CRAU	2
	ED	1
	MAPU	1
	Security	1
November 2021	4E	3
	Theatre	2
December 2021	Acacia	1
	CHH	3



	MAPU	1
	Main Reception	1
January 2022	4E	2
	Acacia	1
	ED	4
	HITH	1
	ICU	1
	MAPU	1
	Theatre	1
February 2022	Nil	
March 2022	Nil	
April 2022	4E	1
	5W	1
	Acacia	3
	CHH	3
	ED	3
	MAPU	1
	SSU	1
May 2022	GRACE	1
	ED	1
	5W	1
	MAPU	1
	ICU	1
June 2022	ICU	1
	ED	2

2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.

**ACTHD can answer this question.**

3) What is the actual rate for occupational violence LTIFR in June 2022.

**Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types.**

4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.

**Calvary has an overall LTIFR target but does not have a specific LTIFR targets for OV specifically. The overall LTFIR target for each period is as follows.**

**(a) 18.00**

**(b) 18.00**

**(c) 18.00**

5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.

**As per question 3. Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types. The figures below are for all LTIFR for the period.**

<u>Month/Year</u>	<u>LTIFR</u>
July 2021	28.88
August 2021	16.16
September 2021	11.17
October 2021	5.61
November 2021	22.65
December 2021	22.32
January 2022	23.97
February 2022	11.81
March 2022	5.19
April 2022	0
May 2022	10.57
June 2022	

6) What is the actual rate for LTIFR in June 2022.

June 2022 LTIFR is not yet available.

7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23.

As per question 4. Calvary has an overall LTIFR target but does not have a specific LTIFR targets for OV specifically. The overall LTFIR target for each period is as follows.

(a) 18.00

(b) 18.00

(c) 18.00

8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year.

As per question 5. Calvary Health Care calculate LTIFR as a figure for all LTI's and currently cannot "drill down" for specific incident types.

9) What are the LTIFR classifications.

ACTHD can answer this question.

10) Can the Minister provide a breakdown of all LTIFR incidents by classification for

a) 2020-21 and

2020-2021

Being hit by moving objects

Blood and Body Fluid Exposure

Chemicals and other substances

Falls, trips and slips of a person

Heat, electricity and other environmental factors

Hitting objects with a part of the body

Laceration

Manual Tasks

Mental stress

Sounds and pressure

Vehicle incidents and other

Violence and Aggression

b) 2021-22.

**2021-2022**

Being hit by moving objects  
 Blood and Body Fluid Exposure  
 Chemicals and other substances  
 Falls, trips and slips of a person  
 Heat, electricity and other environmental factors  
 Hitting objects with a part of the body  
 Laceration  
 Manual Tasks  
 Mental stress  
 Sounds and pressure  
 Vehicle incidents and other  
 Violence and Aggression

11) Can the Minister provide a breakdown of how many occupational violence incidents were by  
 2020-21

Patients – **50**

Consumers - **14**

Staff – **12**

2021-22.

Patients - **84**

Staff - **5**

**Approved for circulation to the Member and incorporation into Hansard.**

**Rachel Stephen-Smith MLA**  
**Minister for Health**

**Date:.....**

This response required XXhrs XXmins to complete, at an approximate cost of \$XXX.



DATE: 19 July 2022

Request Reference Number	ACT Health1211 - RE: Seeking clarification - QoN 835 Occupational Violence
Constituent/Complainant name	Sinead Clarke – Assistant Director ACT Health

**Response from Calvary**

In response to the email dated 18 July 2022 requesting confirmation to following questions:

- Question 1 – please confirm the ‘as@’ date in June when the data was run
- Is it possible to reconcile the OV number provided for Q1 against the Q11? Should they be the same or did some of Q11 not occur in a ward, or is there a date differential on when the data for both questions was captured?

Q1 = 82

Q11 = 91

Calvary Public Hospital Bruce can confirm that the difference in figures for Q1 and Q11 is attributed to the wording of Q1 requesting the number of occupational violence figures in each ward (eg intensive care unit, emergency) for the past 12 months against the wording for Q11 requesting a breakdown of how many occupational violence incidents were by financial year and by patients, consumers and staff. The difference of 9 is as a result of the incidents occurring outside of a ‘ward’. The 9 other incidents occurred in:

- The carpark
- Café area
- Waiting areas
- Staff only areas (i.e. staff rooms, offices)

This response has been cleared by

Name: Robin Haberecht	Position: General Manager
-----------------------	---------------------------

Please contact me if any additional information or clarification is required.

**Pru May**  
 Regional Senior Manager – WHS,  
 People & Wellbeing  
 People & Culture  
 Calvary Public Hospital Bruce

---

**From:** Robin Haberech [REDACTED]  
**Sent:** Thursday, 21 July 2022 8:48 AM  
**To:** LHN Coord  
**Cc:** Kanta Toraskar (Calvary); Pru May (Calvary); Greg Bayliss (Calvary)  
**Subject:** 20220719 QoN 835 Occupational Violence A35435526  
**Attachments:** 20220719 QoN 835 Occupational Violence A35435526.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Filed, Sinead

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Dear LHN  
Please see attached for your reference  
Robin

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DATE: 19 July 2022

Request Reference Number	ACT Health1211 - RE: Seeking clarification - QoN 835 Occupational Violence
Constituent/Complainant name	Sinead Clarke – Assistant Director ACT Health


**Response from Calvary**

<p>In response to the email dated 18 July 2022 requesting confirmation to following questions:</p> <ul style="list-style-type: none"> <li>• Question 1 – please confirm the ‘as@’ date in June when the data was run</li> <li>• Is it possible to reconcile the OV number provided for Q1 against the Q11? Should they be the same or did some of Q11 not occur in a ward, or is there a date differential on when the data for both questions was captured?</li> </ul> <p style="text-align: center;">Q1 = 82 Q11 = 91</p> <p>Calvary Public Hospital Bruce can confirm that the difference in figures for Q1 and Q11 is attributed to the wording of Q1 requesting the number of occupational violence figures in each ward (eg intensive care unit, emergency) for the past 12 months against the wording for Q11 requesting a breakdown of how many occupational violence incidents were by financial year and by patients, consumers and staff. The difference of 9 is as a result of the incidents occurring outside of a ‘ward’.</p> <p>The 9 other incidents occurred in:</p> <ul style="list-style-type: none"> <li>• The carpark</li> <li>• Café area</li> <li>• Waiting areas</li> <li>• Staff only areas (i.e. staff rooms, offices)</li> </ul>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

This response has been cleared by

Name: Robin Haberecht	Position: General Manager
-----------------------	---------------------------

Please contact me if any additional information or clarification is required.

<p><b>Pru May</b> Regional Senior Manager – WHS, People &amp; Wellbeing People &amp; Culture Calvary Public Hospital Bruce</p> 
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



---

**From:** LHN Coord  
**Sent:** Thursday, 21 July 2022 10:27 AM  
**To:** Pru May (Calvary)  
**Cc:** Kanta Toraskar (Calvary); Greg Bayliss (Calvary); Robin Haberecht (Calvary); LHN Coord  
**Subject:** RE: Follow on request - ACTHealth 1211 20220719 QoN 835 Occupational Violence A35435526

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Coord Huddle

OFFICIAL

Hello Pru,  
I very much appreciate your fast response.  
Regards,  
Sinead

**From:** Pru Ma [REDACTED]  
**Sent:** Thursday, 21 July 2022 10:16 AM  
**To:** LHN Coord <LHNCoord@act.gov.au>; Robin Haberecht (Calvary) [REDACTED]  
**Cc:** Kanta Toraskar (Calvary) [REDACTED]; Greg Bayliss (Calvary) [REDACTED]  
**Subject:** RE: Follow on request - ACTHealth 1211 20220719 QoN 835 Occupational Violence A35435526

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Good morning Sinead

My apologies the @date is 27 June 2022.

Kind regards  
Pru

**Pru May**  
Regional Senior Manager – WHS, People & Wellbeing  
Work, Health & Safety



Public Hospital Bruce  
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617  
PO Box 254 Jamison Centre ACT 2614

[www.calvary-act.com.au](http://www.calvary-act.com.au)

From: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
 Sent: Thursday, 21 July 2022 10:13 AM  
 To: Robin Haberecht [REDACTED]  
 Cc: Kanta Toraskar [REDACTED]; Pru May [REDACTED]; Greg Bayliss [REDACTED]  
 LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
 Subject: Follow on request - ACTHealth 1211 20220719 QoN 835 Occupational Violence A3543526

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OFFICIAL: Sensitive

Dear Robin,

Thank you for your response and I'm sorry to follow up again, I also needed confirmation of the as@ date that the data for Question 1 was run in June 2022? I note you sent us the original data on 30 June 2022, does the data include numbers up to and including the 30<sup>th</sup>? The Ministers office will want us to be clear that it the whole month or just part of.

Thank you,

Sinead

From: Robin Haberecht [REDACTED]  
 Sent: Thursday, 21 July 2022 8:48 AM  
 To: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
 Cc: Kanta Toraskar (Calvary) [REDACTED]; Pru May (Calvary) [REDACTED]; Greg Bayliss (Calvary) [REDACTED]  
 Subject: 20220719 QoN 835 Occupational Violence A3543526

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Dear LHN

Please see attached for your reference

Robin

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---

**From:** Ellis, Catherine (Health) on behalf of ACT Health DLO  
**Sent:** Friday, 22 July 2022 2:05 PM  
**To:** GovernmentBusinessHealth  
**Cc:** Rad, Chadia (Health)  
**Subject:** RE: Status of QONs as at 22 July 2022

OFFICIAL

Thanks Kylie

Hopefully we can get the bottom two moved on shortly and the rest before sitting.

I will confirm with Cath, but MO have asked previously for a short holding line for Minister when we have been unable to provide and get QONs signed off before the sitting in case there are Questions in QT. Might be something to think about next week if we haven't been able to get the required input from Calvary.

Thanks  
Cathy

Catherine Ellis | Directorate Liaison Officer | ACT Health Directorate  
Mob [REDACTED] | Email: [ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)  
Office of Rachel Stephen-Smith | Minister for Health  
Office of Emma Davidson | Minister for Mental Health  
Level 2, Legislative Assembly Building, Civic Square



---

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Friday, 22 July 2022 11:15 AM  
**To:** ACT Health DLO <ACTHealthDLO@act.gov.au>  
**Cc:** Rad, Chadia (Health) <Chadia.Rad@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** Status of QONs as at 22 July 2022  
**Importance:** High

OFFICIAL

Hi Cath

Just an update on outstanding QONs below. I've included CHS lead QONs awaiting Calvary input for your awareness.

Out of Scope					
GBC22/372	835	Health	MS CASTLEY: To ask the Minister for Health— (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.	CHS - HSPE Input (Calvary should have input for 1,3,5,6,8,10,11)	18/7 - Draft returned to Calvary to clarify two points 22/7 - Follow up sent to HSPE
Out of Scope					

Kylie Gstrein | A/g Director, Government Business

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)





**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Thursday, 4 August 2022 11:51 AM  
**To:** LHN Coord  
**Cc:** HSPE; Pini, Sallyanne (Health); Stewart, Margaret (Health); GovernmentBusinessHealth  
**Subject:** RE: FOR ADVICE BY 2PM TODAY- Update on QONs 830, 835, 833 & QTON

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Coord Huddle

OFFICIAL

Thank you very much Sinead!

I'll definitely assure the MO that everyone has been doing their best to get these moving, the office understands it has been difficult this time around.

Kylie

**From:** LHN Coord <LHNCoord@act.gov.au>  
**Sent:** Thursday, 4 August 2022 11:49 AM  
**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Cc:** HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>; Stewart, Margaret (Health) <Margaret.Stewart@act.gov.au>  
**Subject:** RE: FOR ADVICE BY 2PM TODAY- Update on QONs 830, 835, 833 & QTON  
**Importance:** High

OFFICIAL

Hi Kylie,

LHN update

- **Out of Scope**
- **Pending with Calvary**
- QON 835 – Occupational Violence – *Back with Calvary for further clarification following EGM questions*
- **Out of Scope**
- 

Sorry again Kylie, please express our apologies to the MO.

Thank you,

Sinead

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> On Behalf Of GovernmentBusinessHealth  
**Sent:** Thursday, 4 August 2022 11:36 AM  
**To:** LHN Coord <LHNCoord@act.gov.au>  
**Cc:** HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** FOR ADVICE BY 2PM TODAY- Update on QONs 830, 835, 833 & QTON  
**Importance:** High

OFFICIAL

Hi Sinead

I will be attending a fortnightly catch up with the Minister's Office today at 3PM. I expect the MO will ask about the status of the below QONs/QTON and Calvary input.

Could I please get an update on where things are up to and ETAs if possible so I can update the MO – by 2PM today please.

- **Out of Scope**
- **Pending with Calvary**
- QON 835 – Occupational Violence – *this was reviewed by Margaret Stewart and Jacinta George and has gone back to Calvary for further clarification*
- **Out of Scope**
- **Out of Scope**

Many thanks  
Kylie

From: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
Sent: Tuesday, 2 August 2022 11:54 AM  
To: GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
Cc: HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
Subject: RE: FOR ADVICE: URGENT - Update on QONs 805, 830, 835 & 833

OFFICIAL

Hi Kylie,  
I'm sorry for my late response, I was away yesterday afternoon.

**Out of Scope**

**Pending with Calvary – Calvary are aware of the urgency, unfortunately I don't have an ETA from them**

- QON 835 – Occupational Violence – this was reviewed by Margaret Stewart and Jacinta George and has gone back to Calvary for further clarification

**Out of Scope**

Give me a call if you want any further clarification.

Thank you,  
Sinead

From: Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth  
Sent: Monday, 1 August 2022 2:58 PM  
To: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
Cc: HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
Subject: FOR ADVICE: URGENT - Update on QONs 805, 830, 835 & 833  
Importance: High

OFFICIAL

Hi Sinead

Are we likely to get any of the below today?

I note input for 803 & 830 have been in clearance for some time now.

An ETA on 835 & 833 would also be appreciated so we can advise MO.

Many thanks  
Kylie

From: Warne, Hayley (Health) <[Hayley.Warne@act.gov.au](mailto:Hayley.Warne@act.gov.au)> On Behalf Of GovernmentBusinessHealth  
Sent: Friday, 29 July 2022 2:42 PM  
To: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
Cc: HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
Subject: URGENT - Update on QONs 805, 830, 835 & 833  
Importance: High

OFFICIAL

Good afternoon team,

The MO office is very keen to get these QoN's to the committee before sitting next week. Can you please give an updated ETA for the input below for CHS and from Calvary for the HD led QTb.

Thanks


Hayley

From: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
Sent: Wednesday, 27 July 2022 1:44 PM  
To: GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
Cc: HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
Subject: RE: Update on QONs 805, 830, 835 & 833

OFFICIAL

Hello Hayley,  
See green updates.

Out of Scope





GBC22/372	835	Health	MS CASTLEY: To ask the Minister for Health— (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.	CHS - HSPE Input (Calvary should have input for 1,3,5,6,8,10,11)	18/7 - Draft returned to Calvary to clarify two points  27/07 following CHS HSPE review the one has gone back to Calvary for further clarification (26/7/2022)
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Out of Scope

Sinead

---

**From:** Robin Haberecht [REDACTED]  
**Sent:** Thursday, 4 August 2022 4:33 PM  
**To:** LHN Coord  
**Cc:** Kanta Toraskar (Calvary); Greg Bayliss (Calvary); Pru May (Calvary)  
**Subject:** 220804\_CPHB response to further clarification on ACTH 1211  
**Attachments:** 220804\_CPHB response to further clarification on ACTH 1211.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Sinead, Filed

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Please see attached

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4 Aug 2022

Request Reference Number	ACT Health1211 - Seeking clarification - QoN 835 Occupational Violence
Constituent/Complainant name	Sinead Clarke – Assistant Director ACT Health

**Response from Calvary**

<p>In response to the email dated 26 July 2022 requesting confirmation to following questions:</p> <ol style="list-style-type: none"> <li>Can you confirm if the targets provided for Question 4 are for the whole year or are a monthly target?                     <ul style="list-style-type: none"> <li>The target of 18.00 for the LTIFR is a yearly target for all lost time injuries – it is not specifically for Occupational Violence.</li> <li>The target is set by National WHS Team for Calvary Health Care – the results provided for Calvary Public Hospital Bruce are for all injuries that have resulted in lost time for the months.</li> </ul> </li> <li>Can you clarify the difference between the data provided above for question 5 and the data provided for question 10, should the numbers for 2021-22 reconcile as a total?                     <ul style="list-style-type: none"> <li>The data provided at question 5 was the LTIFR for all incidents that resulted in lost time for each month during the financial years.</li> <li>The data provided at question 10 was the number of incidents resulting in lost time for each mechanism of injury classification for the financial year. The number of incidents provided in question 10 will not show the LTIFR for each mechanism of injury as Calvary are unable to “drill down” to mechanisms of injury LTIFR.</li> </ul> </li> </ol>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

This response has been cleared by

Name: Robin Habercht	Position: General Manager
----------------------	---------------------------

Please contact me if any additional information or clarification is required.

<b>Greg Bayliss</b> Communications Manager Calvary Public Hospital Bruce [Redacted]	<b>Pru May</b> Regional Senior Manager – WHS, People & Wellbeing People & Culture Calvary Public Hospital Bruce [Redacted]	<b>Kanta Toraskar</b> Executive Assistant to General Manager and CFO Calvary Public Hospital Bruce [Redacted]
----------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------



**From:** Pru Ma [REDACTED]  
**Sent:** Monday, 8 August 2022 11:37 AM  
**To:** LHN Coord; Robin Haberecht (Calvary)  
**Cc:** Kanta Toraskar (Calvary); Greg Bayliss (Calvary)  
**Subject:** RE: For review and comment - Draft response - QON 835 Occupational Violence - 220804\_CPHB response to further clarification on ACTH 1211  
**Attachments:** GBCHS22176 QoN 835 Occupational Violence - for review (A36693581).docx  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed  
**Categories:** Filed, Sinead

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Dear Sinéad

Please find attached the QoN with response to the questions raised on the document.

Please contact me should you have any additional queries or concerns.

Kind regards  
Pru

**Pru May**  
Regional Senior Manager – WHS, People & Wellbeing  
Work, Health & Safety



Public Hospital Bruce  
Cnr Belconnen Way & Haydon Drive Bruce ACT 2617  
PO Box 254 Jamison Centre ACT 2614

[www.calvary-act.com.au](http://www.calvary-act.com.au)

**From:** LHN Coord <LHNCoord@act.gov.au>  
**Sent:** Monday, 8 August 2022 11:21 AM  
**To:** Robin Haberecht [REDACTED]  
**Cc:** Kanta Toraskar [REDACTED]; Greg Bayliss [REDACTED]; Pru May [REDACTED]  
LHN Coord <LHNCoord@act.gov.au>  
**Subject:** For review and comment - Draft response - QON 835 Occupational Violence - 220804\_CPHB response to further clarification on ACTH 1211  
**Importance:** High

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OFFICIAL

Dear Robin,

Thank you for your responses to our various queries over the course of completing this QON, after a lot of review and discussion we have finalised a draft response.

I would appreciate your review and advice / input on the questions in attached.

See comments against;

- Question 2
- Question 6
- Question 9
- Question 11

Can you could get back to me by Wednesday 10<sup>th</sup> (or earlier if possible).

Many thanks

Sinéad

**Sinéad Clarke | Assistant Director**

Direct Phone: +61 2 5124 9351 | Direct Email: [sinead.clarke@act.gov.au](mailto:sinead.clarke@act.gov.au)

Local Hospital Network Commissioning | Health System Planning and Evaluation | ACT Health Directorate

Level 4, 6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au)



From: Robin Haberech [REDACTED]

Sent: Thursday, 4 August 2022 4:33 PM

To: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

Cc: Kanta Toraskar (Calvary) [REDACTED]

Greg Bayliss (Calvary) [REDACTED]

[REDACTED] Pru May (Calvary) <[pru.may@calvary-act.com.au](mailto:pru.may@calvary-act.com.au)>

Subject: 220804\_CPHB response to further clarification on ACTH 1211

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Please see attached

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Rachel Stephen-Smith MLA  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**

**Questions on Notice Paper No 19**

**10 June 2022**

**Question No. 835**

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and

ACT Legislative Assembly London Circuit, GPO Box 3020, Canberra ACT 2601



+61 2 6205 2661



stephen-smith@act.gov.au



@RachelSS\_MLA



rachelSSMLA



rachelss\_mla

- d) staff  
for  
(i) 2020-21 and  
(ii) 2021-22.

MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

1)

Calvary Public Hospital Bruce Occupational Violence incidents - by ward	July 2021 – 27 June 2022
4E	13
4W	1
5W	2
6W	1
Acacia (Adult Mental Health)	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
GRACE service	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1
<b>Total</b>	<b>82</b>

\*The numbers include incidents in CPHB wards only, therefore differ to numbers in question 11.

- 2) a) Calvary Public Hospital Bruce calculate LTIFR as .....  
b) Calvary Public Hospital Bruce do not measure or report on LTIFR by incident classification.
- 3) Data is not available for Calvary Public Hospital Bruce.
- 4) Calvary Public Hospital Bruce do not have specific occupational violence LTIFR targets.
- 5) Data is not available for Calvary Public Hospital Bruce.
- 6) Calvary Public Hospital Bruce advise the LTIFR rate for June 2022 is not available yet

7)

Calvary Public Hospital Bruce – Overall LTIFR Target		
2020-21	2021-22	2022-23
18.00	18.00	18.00

**Commented [CS(1)]:** Can Calvary provide their formula for 2a please – note CHS formula below

**Commented [CS(2R1)]:** 1) CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following calculation is used:

$$\frac{(\text{No. of LTIs in accounting period})}{(\text{Total hours worked per week})} \times 1,000,000$$

**Commented [PM3R1]:** Calvary calculates the LTIFE according to the Safe Work Australia formula. The following calculation is used:

$$\frac{(\text{No. of LTIs in accounting period})}{(\text{Total hours worked per week})} \times 1,000,000$$

**Commented [PS(4)]:** Check

**Commented [CS(5R4)]:** @ Calvary can you advise if the June data is available now

**Commented [PM6R4]:** The LTIFR for Calvary Public Hospital Bruce for the month of June 2022 was 16.15

8) Data is not available for Calvary Public Hospital Bruce.

9) Calvary Public Hospital Bruce use ....

10)

Calvary Public Hospital Bruce – LTI incidents by classification			
2020-21		2021-22	
Being hit by moving objects	1	Being hit by moving objects	0
Blood and body fluid exposure	1	Blood and body fluid exposure	3
Chemicals and other substances	5	Chemicals and other substances	4
Falls, trips and slips of a person	18	Falls, trips and slips of a person	10
Heat, electricity and other environmental factors	3	Heat, electricity and other environmental factors	0
Hitting objects with a part of the body	17	Hitting objects with a part of the body	1
Laceration	4	Laceration	1
Manual tasks	18	Manual tasks	25
Mental stress	12	Mental stress	2
Sounds and pressure	1	Sounds and pressure	1
Vehicle incidents and other	11	Vehicle incidents and other	0
Violence and aggression	9	Violence and aggression	1
<b>Total</b>	<b>100</b>	<b>Total</b>	<b>48</b>

**Commented [CS(7): 2]** Can Calvary confirm if they use the Australian Safety and Compensation Council codes Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

**Commented [PM8R7]:** Calvary Health Care uses the Australian Safety and Compensation Council codes Type of Occurrence Classification System (TOOCS) codes.



11)

Calvary Public Hospital Bruce – Breakdown of all* OV incidents		
	2020-21	2021-22
Patients	50	84
Consumers	14	0
Staff	12	5
Clients	N/A	N/A

\* The numbers include all incidents across the CPHB and CHH campus and therefore differ to numbers in question one.

Commented [PS(9)]: @ Calvary can you pls confirm if the date includes CHH?

Commented [PM10R9]: Yes all data reported for Calvary Public Hospital includes CHH.

Approved for circulation to the Member and incorporation into Hansard.	
Rachel Stephen-Smith MLA Minister for Health	Date:.....
This response required 13hrs to complete, at an approximate cost of \$1335.79.	

**From:** LHN Coord  
**Sent:** Tuesday, 9 August 2022 1:16 PM  
**To:** GovernmentBusinessHealth  
**Cc:** HSPE; Pini, Sallyanne (Health); Stewart, Margaret (Health); LHN Coord  
**Subject:** RE: FOR ADVICE BY 3PM TODAY- Update on QONs 830, 835, 833 & QTON

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Coord Huddle

OFFICIAL

Hi Kylie,

**CHS QON**

QON 835 – Occupational Violence –

Following further requests for clarification to Calvary, we have finalised and it is now in clearance with Margaret Stewart (as of 1pm). I would hope we can move this into EGM HSPE this afternoon.

**ACTHD QON**

Out of Scope

Regards,

Sinead

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> **On Behalf Of** GovernmentBusinessHealth

**Sent:** Tuesday, 9 August 2022 12:17 PM

**To:** LHN Coord <LHNCoord@act.gov.au>

**Cc:** HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Stewart, Margaret (Health) <Margaret.Stewart@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>

**Subject:** FOR ADVICE BY 3PM TODAY- Update on QONs 830, 835, 833 & QTON

OFFICIAL

Hi Sinead

Just a follow up on the outstanding QON input and response below. I will be attending a catch up with the Minister's Office today at 3.30PM and would appreciate any updates by 3pm.

**CHS QON**

- QON 835 – Occupational Violence – *Back with Calvary for further clarification following EGM questions (4/8/22)*

**ACTHD QON**

- Out of Scope

Kind regards

Kylie

**Kylie Gstrein** | A/g Director, Government Business

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Sent:** Thursday, 4 August 2022 11:49 AM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Stewart, Margaret (Health) <[Margaret.Stewart@act.gov.au](mailto:Margaret.Stewart@act.gov.au)>  
**Subject:** RE: FOR ADVICE BY 2PM TODAY- Update on QONs 830, 835, 833 & QTON  
**Importance:** High

OFFICIAL

Hi Kylie,

LHN update

- **Out of Scope** [REDACTED]
- **Pending with Calvary**
- QON 835 – Occupational Violence – *Back with Calvary for further clarification following EGM questions*
- **Out of Scope** [REDACTED]
- [REDACTED]

Sorry again Kylie, please express our apologies to the MO.

Thank you,

Sinead

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Thursday, 4 August 2022 11:36 AM  
**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** FOR ADVICE BY 2PM TODAY- Update on QONs 830, 835, 833 & QTON  
**Importance:** High

OFFICIAL

Hi Sinead

I will be attending a fortnightly catch up with the Minister's Office today at 3PM. I expect the MO will ask about the status of the below QONs/QTON and Calvary input.

Could I please get an update on where things are up to and ETAs if possible so I can update the MO – **by 2PM today please.**

- **Out of Scope** [REDACTED]
- **Pending with Calvary**
- QON 835 – Occupational Violence – *this was reviewed by Margaret Stewart and Jacinta George and has gone back to Calvary for further clarification*
- **Out of Scope** [REDACTED]
- [REDACTED]

Many thanks  
Kylie



**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Sent:** Tuesday, 2 August 2022 11:54 AM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Subject:** RE: FOR ADVICE: URGENT - Update on QONs 805, 830, 835 & 833

OFFICIAL

Hi Kylie,  
 I'm sorry for my late response, I was away yesterday afternoon.

Out of Scope

Pending with Calvary – Calvary are aware of the urgency, unfortunately I don't have an ETA from them

- QON 835 – Occupational Violence – this was reviewed by Margaret Stewart and Jacinta George and has gone back to Calvary for further clarification

- Out of Scope

Give me a call if you want any further clarification.

Thank you,  
 Sinead

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Monday, 1 August 2022 2:58 PM  
**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** FOR ADVICE: URGENT - Update on QONs 805, 830, 835 & 833  
**Importance:** High

OFFICIAL

Hi Sinead

Are we likely to get any of the below today?

I note input for 803 & 830 have been in clearance for some time now.

An ETA on 835 & 833 would also be appreciated so we can advise MO.

Many thanks  
 Kylie

**From:** Warne, Hayley (Health) <[Hayley.Warne@act.gov.au](mailto:Hayley.Warne@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Friday, 29 July 2022 2:42 PM  
**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** URGENT - Update on QONs 805, 830, 835 & 833  
**Importance:** High

OFFICIAL

Good afternoon team,

The MO office is very keen to get these QoN's to the committee before sitting next week. Can you please give an updated ETA for the input below for CHS and from Calvary for the HD led QTB.

Thanks

Hayley

From: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
 Sent: Wednesday, 27 July 2022 1:44 PM  
 To: GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
 Cc: HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
 Subject: RE: Update on QONs 805, 830, 835 & 833

OFFICIAL

Hello Hayley,  
See green updates.



GBC22/372	835	Health	MS CASTLEY: To ask the Minister for Health— (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.	CHS - HSPE input (Calvary should have input for 1,3,5,6,8,10,11)	18/7 - Draft returned to Calvary to clarify two points  27/07 following EGM HSPE review this one has gone back to Calvary for further clarification (28/7/2022)
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Sinead

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**From:** LHN Coord  
**Sent:** Tuesday, 9 August 2022 4:17 PM  
**To:** George, Jacinta (Health); HSPE  
**Cc:** LHN Coord  
**Subject:** FOR re-clearance - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Coord Huddle

**OFFICIAL**

Hi Jacinta,

We have addressed your comments, and have amended some answers to other questions since you last reviewed (following further review of the questions against Calvary input and further feedback from Calvary).

Latest version here for review here.

Combined - 13 7 2022 - GBCHS22176 QoN 835 Occupational Violence

<https://objective.act.gov.au/documents/A35935160/details>

Thank you,

Sinead

**From:** George, Jacinta (Health) <Jacinta.George@act.gov.au>  
**Sent:** Monday, 25 July 2022 4:23 PM  
**To:** LHN Coord <LHNCoord@act.gov.au>; HSPE <HSPE@act.gov.au>  
**Subject:** RE: FOR Re-clearance - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Have just released version with some queries – OK for amended version once queries considered to progress without return to me

Jacinta George  
Executive Group Manager  
Ph: (02) 5124 9699

Email: [jacinta.george@act.gov.au](mailto:jacinta.george@act.gov.au)

Health System Planning and Evaluation  
Level 3, 2 Bowes Street Phillip ACT 2606  
[health.act.gov.au](http://health.act.gov.au)





**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Sent:** Monday, 25 July 2022 3:18 PM  
**To:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>  
**Cc:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Subject:** FOR Re-clearance - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi Tafa and Dee,

See attached updated QON 835 for re-clearance please.

Combined - 13 7 2022 - GBCHS22176 QoN 835 Occupational Violence  
<https://objective.act.gov.au/documents/A35935160/details>

Apologies for late provision, on review of CHS input it raised more questions and we have been since working with Calvary to finalise.

Thank you,

Sinead

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> **On Behalf Of** GovernmentBusinessHealth  
**Sent:** Monday, 11 July 2022 5:22 PM  
**To:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>  
**Cc:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; George, Jacinta (Health) <[Jacinta.George@act.gov.au](mailto:Jacinta.George@act.gov.au)>; Stewart, Margaret (Health) <[Margaret.Stewart@act.gov.au](mailto:Margaret.Stewart@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>  
**Subject:** FOR ADVICE ASAP - CHS draft response - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley  
**Importance:** High

**OFFICIAL**

Hi Team

As requested by Jacinta and Margaret CHS has provided the attached draft response, with ACTHD input incorporated, that CHS intend to progress to CEO, CHS for approval.

**Could HSPE please confirm ASAP whether any amendments to ACTHD input are required.**

Many thanks  
 Kylie

**Kylie Gstrein | A/g Director, Government Business**  
 Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)  
 Ministerial and Government Services | ACT Health Directorate  
 Level 5, 2-6 Bowes Street, Woden ACT 2606  
[health.act.gov.au](http://health.act.gov.au)



**From:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>  
**Sent:** Monday, 11 July 2022 4:42 PM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** RE: ACTHD Input - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi Kylie

This is the final version of the QoN that I would like to progress to the CEO for clearance.

If you could come back to me with ACTHD approval or amendments as soon as possible it would be appreciated.

Kind Regards

**Kerryn Hunter**

Directorate Liaison Officer | Canberra Health Services

Phone: 620 55030 | Mobile [REDACTED] | Email: [chsdl@act.gov.au](mailto:chsdl@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth

**Sent:** Thursday, 7 July 2022 11:14 AM

**To:** Canberra Health Services Ministerial <[CHS.Ministerial@act.gov.au](mailto:CHS.Ministerial@act.gov.au)>

**Cc:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>; Rad, Chadia (Health) <[Chadia.Rad@act.gov.au](mailto:Chadia.Rad@act.gov.au)>

**Subject:** ACTHD Input - Question on Notice (QON) 835 - Occupational violence figures in each ward - Castley

**OFFICIAL**

Hi team

Please see the attached ACTHD input for QON 835, cleared by the relevant EGM.

Could ACTHD please be given the opportunity to do a quick review of the final combined QON response prior to progressing to MO.

Thank you

Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)







Rachel Stephen-Smith MLA  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

MS CASTLEY: To ask the Minister for Health

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and

**Commented [SM(1)]:** Cleared for progression to EGM.

Please consider hours to complete info at the bottom. Does it need to be revised?

**Commented [CS(2R1)]:** I will update the TRIM record excel sheet

**Commented [SM(3R1)]:** Cleared again 09/08/22 (version addressing EGM's comments)

**Commented [GJ(4R1)]:** Cleared 9 Aug22

**Commented [GJ(5)]:** See notes below – around clarity on numbers

**Commented [CS(6R5)]:**

**Commented [CS(7R5)]:** Calvary provided input 4/8/2022 – template updated below.

**Commented [CS(8R5)]:** Provided Calvary this draft with the proposed input – they provided advice but nil comment on our answers.

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601

+61 2 6205 2661 [stephen-smith@act.gov.au](mailto:stephen-smith@act.gov.au)

[@RachelSS\\_MLA](https://twitter.com/RachelSS_MLA)

[rachelSSMLA](https://www.facebook.com/rachelSSMLA)

[rachelss\\_mla](https://www.instagram.com/rachelss_mla)



- d) staff  
for  
(i) 2020-21 and  
(ii) 2021-22.

MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

- 1) Canberra Health Services (CHS) Occupational Violence (OV) Staff Incident Reports FY2021/22 (as at 15/06/2022) based on staff incidents reported in the CHS Riskman system.

Financial Year	FY2021/22
Physical Location	Number of OV Incidents
Adult Mental Health Unit (AMHU)	170
DMHU	103
Level 2 - Ward 11A	72
Level 2 - Emergency Department (ED)	70
Level 4 - Ward 4B	39
Level 3 - Intensive Care Unit (ICU)	34
Level 7 - Ward 7A	30
Level 2 - Ward 11B	25
UCH - Stromlo Ward	25
UCH - Namadgi Ward	22
Alcohol & Drug Unit	22
UCH - Adult Mental Health Rehabilitation Unit	18
Level 7 - Ward 7B	18
Level 9 - Ward 9A	17
Level 10 - Ward 10A	15
UCH - Majura Ward	14
Level 9 - Ward 9B	12
UCH - Cotter Ward	9
Level 5 - 5B	9
Level 6 - Ward 6A	8
Level 3 - Post Anaesthetic Care Unit (PACU)	7
Level 5 - Orthopaedics Surgery 5A	7
Level 6 - Ward 6B	7
TCH - B1 - Level 10B (OSII)	7
CHWC - Paediatric Adolescents Ward	6
Level 4 - Ward 4A	5
TCH 14A - Inpatient Haematology	5
Level 8 - Ward 8B	4
TCH - 12B	4
CHWC - Birthing Suite	3
Mental Health Short Stay Unit	3
CHWC - Antenatal and Gynaecology Ward	2

CACHS Ward 14B / Medical Oncology	2
Acute Medical Unit (AMU)	1
Acute Surgical Unit	1
CHWC - Birth Centre	1
CHWC - Foetal Medicine	1
CHWC- Paediatric High Care Ward	1
CHWC- Paediatric Medical Ward	1
CHWC-Special Care Nursery	1
Level 3 - Coronary Care Unit (CCU)	1
Level 8 - Ward 8A	1

Calvary Public Hospital Bruce Occupational Violence incidents - by ward*	July 2021 – 27 June 2022
4E	13
4W	1
5W	2
6W	1
Acacia (Adult Mental Health)	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
GRACE service	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1
<b>Total</b>	<b>82</b>

\*The numbers include incidents in CPHB wards only, therefore differ to numbers in question 11.

2) a) CHS and Calvary Public Hospital Bruce calculate the LTIFR according to the Safe Work Australia formula. To run the LTIFR report, the following calculation is used:

$$\frac{\text{(Number of lost time incidents in accounting period)}}{\text{(Total hours worked per week i.e. 3.75)}} \times 1,000,000$$

b) Calvary Public Hospital Bruce do not measure or report on LTIFR by incident classification.

Commented [GJ(11R9)]: So we should have a statement that says something around this or rebadge TOTAL including non ward based??????

Commented [CS(12R9)]: This is wards only and question 11 is whole campus – added a footnote

Commented [PS(13)]: See below comment. Does CPHB calculate in same way?

Commented [CS(14R13)]: Calvary original deferred the answer to this question to ACTHD

Commented [CS(15R13)]: Calvary confirmed they use the same formula

Commented [SM(16)]: Doesn't look right – for CHS

Commented [CS(17R16)]: Calvary noted this as work week so prob should be 35.75 hours

Commented [CS(18)]: @ Mags - CHS to provide input to b)

- 3) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

Data is not available for Calvary Public Hospital Bruce. See response to 2(b).

4)

CHS	
Financial Year	Target OV LTIFR
2020-21	0.484*
2021-22	5.80
2022-23	5.80
<ul style="list-style-type: none"> <li>* The Director Business Intelligence, FBI, recommended a revision of the formula to provide slightly better accuracy and to be consistent with calculations typically used by CHS for FTE count and deduction of leave entitlements etc.</li> <li>* The 2020/21 calculation measured the number of incidents (per month) per million hours worked (per 50-week year).</li> <li>* The updated calculation reflects the number of incidents (per year) per million hours worked (per 45-week year) i.e. 45 weeks/12 months = 3.75 and 40 hours = hours per week.</li> </ul>	

Calvary Public Hospital Bruce do not have specific occupational violence LTIFR targets.

- 5) The Occupational Violence (OV) LTIFR is calculated as a total only (not by type of OV).

CHS	
Month	OV LTIFR
May 2022	3.36
April 2022	8.37
March 2022	3.35
February 2022	15.85
January 2022	5.08
December 2021	1.69
November 2021	3.37
October 2021	8.35
September 2021	5.92
August 2021	7.68
July 2021	10.56
June 2021	0.291

Data is not available for Calvary Public Hospital Bruce. See response to 2(b).



- 6) CHS LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

[Calvary Public Hospital Bruce LTIFR for June 2022 is 16.15](#)

Commented [CS(22): Calvary provided 8/8/2022

7)

Canberra Health Services Target 'All WHS Incidents' LTIFR	Financial Year
2020-21	1.740
2021-22	23.50
2022-23	5.80

Calvary Public Hospital Bruce – Overall LTIFR Target	Financial Year
2020-21	18.00
2021-22	18.00
2022-23	18.00

- 8) For Canberra Health Services the actual 'All WHS Incidents' LTIFR is not broken down into further categories.

Data is not available for Calvary Public Hospital Bruce. See response to 2(b).

- 9) For staff incidents, CHS [and Calvary Public Hospital Bruce](#) use classifications based on the Australian Safety and Compensation Council 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

10)

(a) CHS 'All WHS Incidents' LTIFR Classification FY2020-21

Sub MOI	Total
29 Being assaulted by a person or persons	53
42 Muscular stress while handling objects other than lifting, carrying or putting down	47
41 Muscular stress while lifting, carrying, or putting down objects	35
02 Falls on the same level	31
87 Work related harassment and/or workplace bullying	30
44 Repetitive movement, low muscle loading	16
11 Hitting stationary objects	14
61 Single contact with chemical or substance	11
43 Muscular stress with no objects being handled	8
82 Exposure to workplace or occupational violence	8
01 Falls from a height	7
21 Being hit by falling objects	5

92 Vehicle incident	5
99 Unspecified mechanisms of incidents	5
84 Work Pressure	4
12 Hitting moving objects	3
28 Being hit by moving objects	3
24 Being hit by a person accidentally	2
26 Being trapped between stationary and moving objects	2
53 Exposure to environmental heat	2
55 Exposure to non-ionising radiation	2
72 Contact with, or exposure to, biological factors of human origin	2
81 Exposure to a traumatic event	2
98 Other and multiple mechanisms of incident	2
25 Being trapped by moving machinery or equipment	1
63 Insect and spider bites and stings	1
86 Other mental stress factors	1
<b>Total</b>	<b>302</b>

## (b) CHS 'All' WHS Incidents' LTIFR Classification FY2021-22 (as at 15 June 2022)

Mechanism of Incident (MOI)	Total
29 Being assaulted by a person or persons	73
02 Falls on the same level	36
87 Work related harassment and/or workplace bullying	29
42 Muscular stress while handling objects other than lifting, carrying or putting down	28
11 Hitting stationary objects	19
41 Muscular stress while lifting, carrying, or putting down objects	16
82 Exposure to workplace or occupational violence	16
28 Being hit by moving objects	12
44 Repetitive movement, low muscle loading	12
84 Work Pressure	11
01 Falls from a height	9
43 Muscular stress with no objects being handled	9
26 Being trapped between stationary and moving objects	5
72 Contact with, or exposure to, biological factors of human origin	5
81 Exposure to a traumatic event	5
13 Rubbing and chafing	3
23 Being hit by an animal	3
03 Stepping, kneeling or sitting on objects	2
21 Being hit by falling objects	2
61 Single contact with chemical or substance	2
62 Long term contact with chemicals or substances	2
86 Other mental stress factors	2
99 Unspecified mechanisms of incidents	2
12 Hitting moving objects	1
63 Insect and spider bites and stings	1

69 Other and unspecified contact with chemicals or substances	1
88 Other harassment	1
89 Mental stress related to Novel Coronavirus (COVID-19)	1
92 Vehicle incident	1
<b>Total</b>	<b>309</b>

a) and b)

Calvary Public Hospital Bruce –LTI incidents by classification			
2020-21		2021-22	
Being hit by moving objects	1	Being hit by moving objects	0
Blood and body fluid exposure	1	Blood and body fluid exposure	3
Chemicals and other substances	5	Chemicals and other substances	4
Falls, trips and slips of a person	18	Falls, trips and slips of a person	10
Heat, electricity and other environmental factors	3	Heat, electricity and other environmental factors	0
Hitting objects with a part of the body	17	Hitting objects with a part of the body	1
Laceration	4	Laceration	1
Manual tasks	18	Manual tasks	25
Mental stress	12	Mental stress	2
Sounds and pressure	1	Sounds and pressure	1
Vehicle incidents and other	11	Vehicle incidents and other	0
Violence and aggression	9	Violence and aggression	1
<b>Total</b>	<b>100</b>	<b>Total</b>	<b>48</b>

**Commented [GJ(23):** Doesn't add up to numbers in 5). There may be some with multiple incidents?

**Commented [CS(24R23):** I think this is actual incidents compared to rates provided at question 5

**Commented [CS(25R23):** Calvary confirmed that – The data provided at question 10 was the number of incidents resulting in lost time for each mechanism of injury classification for the financial year. The number of incidents provided in question 10 will not show the LTIFR for each mechanism of injury as Calvary are unable to "drill down" to mechanisms of injury LTIFR.

**Commented [CS(26R23):** Question 5 is a rate and question 10 are incidents.

**Commented [SM(27R23):** Noted there is now no data for CPHB at Q5.



- 11) CHS Occupational Violence staff incident reports include all incidents involving patients, consumers, and clients. They do not include incidents involving other CHS staff. Staff incident reports are not broken down into further categories according to the alleged perpetrator.

Calvary Public Hospital Bruce – Breakdown of all <sup>a</sup> OV incidents		
	2020-21	2021-22
Patients	50	84
Consumers	14	0
Staff	12	5
Clients	N/A	N/A

<sup>a</sup>The numbers include all incidents across the CPHB and CHI1 campuses (not just wards) and therefore differ to numbers in question one.

Approved for circulation to the Member and incorporation into Hansard.

Rachel Stephen-Smith MLA  
Minister for Health

Date:.....

This response required 13hrs to complete, at an approximate cost of \$1335.79.



**Rachel Stephen-Smith MLA**  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and

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[rachelSSMLA](https://www.facebook.com/rachelSSMLA)

[rachelss\\_mla](https://www.instagram.com/rachelss_mla)

- d) staff  
for  
(i) 2020-21 and  
(ii) 2021-22.

MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

1)

Calvary Public Hospital Bruce Occupational Violence incidents - by ward	July 2021 – 27 June 2022
4E	13
4W	1
5W	2
6W	1
Acacia (Adult Mental Health)	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
GRACE service	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1
<b>Total</b>	<b>82</b>

\*The numbers include incidents in CPHB wards only, therefore differ to numbers in question 11.

- 2) a) Calvary Public Hospital Bruce calculate LTIFR as .....  
b) Calvary Public Hospital Bruce do not measure or report on LTIFR by incident classification.
- 3) Data is not available for Calvary Public Hospital Bruce.
- 4) Calvary Public Hospital Bruce do not have specific occupational violence LTIFR targets.
- 5) Data is not available for Calvary Public Hospital Bruce.
- 6) Calvary Public Hospital Bruce advise the LTIFR rate for June 2022 is not available yet

7)

Calvary Public Hospital Bruce – Overall LTIFR Target		
2020-21	2021-22	2022-23
18.00	18.00	18.00

**Commented [CS(1)]:** Can Calvary provide their formula for 2a please – note CHS formula below

**Commented [CS(2R1)]:** 1) CHS calculates the LTIFR according to the Safe Work Australia formula. To run the CHS LTIFR report, the following calculation is used:

$$\frac{(\text{No. of LTIs in accounting period})}{(\text{Total hours worked per week})} \times 1,000,000$$

**Commented [PM3R1]:** Calvary calculates the LTIFE according to the Safe Work Australia formula. The following calculation is used:

$$\frac{(\text{No. of LTIs in accounting period})}{(\text{Total hours worked per week})} \times 1,000,000$$

**Commented [PS(4)]:** Check

**Commented [CS(5R4)]:** @ Calvary can you advise if the June data is available now

**Commented [PM6R4]:** The LTIFR for Calvary Public Hospital Bruce for the month of June 2022 was 16.15



8) Data is not available for Calvary Public Hospital Bruce.

9) Calvary Public Hospital Bruce use ....

10)

Calvary Public Hospital Bruce – LTI incidents by classification			
2020-21		2021-22	
Being hit by moving objects	1	Being hit by moving objects	0
Blood and body fluid exposure	1	Blood and body fluid exposure	3
Chemicals and other substances	5	Chemicals and other substances	4
Falls, trips and slips of a person	18	Falls, trips and slips of a person	10
Heat, electricity and other environmental factors	3	Heat, electricity and other environmental factors	0
Hitting objects with a part of the body	17	Hitting objects with a part of the body	1
Laceration	4	Laceration	1
Manual tasks	18	Manual tasks	25
Mental stress	12	Mental stress	2
Sounds and pressure	1	Sounds and pressure	1
Vehicle incidents and other	11	Vehicle incidents and other	0
Violence and aggression	9	Violence and aggression	1
<b>Total</b>	<b>100</b>	<b>Total</b>	<b>48</b>

**Commented [CS(7): 2]** Can Calvary confirm if they use the Australian Safety and Compensation Council codes 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

**Commented [PM8R7]:** Calvary Health Care uses the Australian Safety and Compensation Council codes 'Type of Occurrence Classification System (TOOCS) codes.

11)

Calvary Public Hospital Bruce – Breakdown of all* OV incidents		
	2020-21	2021-22
Patients	50	84
Consumers	14	0
Staff	12	5
Clients	N/A	N/A

\* The numbers include all incidents across the CPHB and CHH campus and therefore differ to numbers in question one.

Commented [PS(9)]: @ Calvary can you pls confirm if the data includes CHH?

Commented [PM10R9]: Yes all data reported for Calvary Public Hospital includes CHH.

Approved for circulation to the Member and incorporation into Hansard.	
Rachel Stephen-Smith MLA Minister for Health	Date:.....
This response required 13hrs to complete, at an approximate cost of \$1335.79.	

**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Thursday, 11 August 2022 2:02 PM  
**To:** LHN Coord; HSPE  
**Cc:** GovernmentBusinessHealth  
**Subject:** RE: GBC22/372 : COR22/26666 : HSPE Combined - 1372022 - GBCHS22176 QoN 835 Occupational Violence (A35935160)

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Sinead

**OFFICIAL**

Hi Sinead/Dee

As discussed with Sinead, I have added some words to Q10 for clarity on LTI & LTIFR data. As this just clarifies that the data is LTI and not LTIFR I don't believe this will need to be re-cleared and so will progress to CHS now.

- 1) Can the Minister provide a breakdown of all LTIFR incidents by classification for  
 a) 2020-21 and  
 b) 2021-22.

a) and b) CPHB do not measure or report on LTIFR by incident classification. CPHB have provided the below data on Lost Time Injury (LTI) incidents for the 2020-21 and 2021-22 periods.

Calvary Public Hospital Bruce –LTI incidents by classification			
2020-21		2021-22	
Being hit by moving objects	1	Being hit by moving objects	0
Blood and body fluid exposure	1	Blood and body fluid exposure	3
Chemicals and other substances	5	Chemicals and other substances	4
Falls, trips and slips of a person	18	Falls, trips and slips of a person	10
Heat, electricity and other environmental factors	3	Heat, electricity and other environmental factors	0
Hitting objects with a part of the body	17	Hitting objects with a part of the body	1
Laceration	4	Laceration	1
Manual tasks	18	Manual tasks	25
Mental stress	12	Mental stress	2
Sounds and pressure	1	Sounds and pressure	1
Vehicle incidents and other	11	Vehicle incidents and other	0
Violence and aggression	9	Violence and aggression	1
<b>Total</b>	<b>100</b>	<b>Total</b>	<b>48</b>



Many thanks  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

Ministerial and Government Services | ACT Health Directorate

Level 5, 2-6 Bowes Street, Woden ACT 2606

[health.act.gov.au](http://health.act.gov.au)

-----Original Message-----

From: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

Sent: Thursday, 11 August 2022 11:36 AM

To: GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

Cc: LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>

Subject: RE: GBC22/372 : COR22/26666 : HSPE Combined - 1372022 - GBCHS22176 QoN 835 Occupational Violence (A35935160)

OFFICIAL

Hi Hayley,

Costing updated in both docs to match now.

Thanks

Sinead

-----Original Message-----

From: Warne, Hayley (Health) <[Hayley.Warne@act.gov.au](mailto:Hayley.Warne@act.gov.au)> On Behalf Of GovernmentBusinessHealth

Sent: Thursday, 11 August 2022 11:08 AM

To: HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>

Cc: GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>

Subject: RE: GBC22/372 : COR22/26666 : HSPE Combined - 1372022 - GBCHS22176 QoN 835 Occupational Violence (A35935160)

OFFICIAL

Good morning team,

Can you please update the costing tool so that it matches the costing given in the word document. Can you please add EBM/EGM clearance also.

I would like to get this back to CHS today if possible.

Thanks

Kind regards,

Hayley Warne | Cabinet Coordination Officer

Email: [governmentbusinesshealth@act.gov.au](mailto:governmentbusinesshealth@act.gov.au)

Ministerial and Government Services | Office of the Director-General | ACT Health Directorate Level 5, 6 Bowes Street Phillip ACT 2606 [health.act.gov.au](http://health.act.gov.au)

-----Original Message-----

From: Chicco, Dee (Health) <Dee.Chicco@act.gov.au> On Behalf Of HSPE

Sent: Wednesday, 10 August 2022 9:41 AM

To: GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>

Cc: LHN Coord <LHNCoord@act.gov.au>

Subject: GBC22/372 : COR22/26666 : HSPE Combined - 1372022 - GBCHS22176 QoN 835 Occupational Violence (A35935160)

OFFICIAL

Hi team

HSPE QoN attached and pleased in TRIM container GBC22/372.

Many thanks

dee

-----< HPE Content Manager record Information >-----

Record Number : COR22/26666

Title : HSPE Combined - 1372022 - GBCHS22176 QoN 835 Occupational Violence (A35935160)

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**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Thursday, 11 August 2022 2:05 PM  
**To:** Canberra Health Services Ministerial  
**Cc:** GovernmentBusinessHealth; Ellis, Catherine (Health)  
**Subject:** ACTHD INPUT - June 2022 - Minister for Health - QON 835 - occupational violence figures in each ward for the past 12 months - Castley  
**Attachments:** HSPE Combined - 1372022 - GBCHS22176 QoN 835 Occupational Violence (A35935160).DOCX; QoN Costing Tool template - QON 835.XLSX  
**Importance:** High

**OFFICIAL**

Hi Team

Please see attached ACTHD (Calvary) input for QON 835 and costing tool. Apologies for the delay on this.

Kind regards  
Kylie

**Kylie Gstrein | A/g Director, Government Business**

Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)

**Ministerial and Government Services | ACT Health Directorate**

Level 5, 2-6 Bowes Street, Woden ACT 2606

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Rachel Stephen-Smith MLA  
Minister for Health  
Minister for Families and Community Services  
Minister for Aboriginal and Torres Strait Islander Affairs  
Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY: To ask the Minister for Health—**

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and

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@RachelSS\_MLA

rachelSSMLA

rachelss\_mla

- d) staff for  
 (i) 2020-21 and  
 (ii) 2021-22.

**MS STEPHEN-SMITH MLA** - The answer to the Member's question is as follows:

- 1) Canberra Health Services (CHS) Occupational Violence (OV) Staff Incident Reports FY2021/22 (as at 15/06/2022) based on staff incidents reported in the CHS Riskman system.

<b>Financial Year</b>	<b>FY2021/22</b>
<b>Physical Location</b>	<b>Number of OV Incidents</b>
Adult Mental Health Unit (AMHU)	170
DMHU	103
Level 2 - Ward 11A	72
Level 2 - Emergency Department (ED)	70
Level 4 - Ward 4B	39
Level 3 - Intensive Care Unit (ICU)	34
Level 7 - Ward 7A	30
Level 2 - Ward 11B	25
UCH - Stromlo Ward	25
UCH - Namadgi Ward	22
Alcohol & Drug Unit	22
UCH - Adult Mental Health Rehabilitation Unit	18
Level 7 - Ward 7B	18
Level 9 - Ward 9A	17
Level 10 - Ward 10A	15
UCH - Majura Ward	14
Level 9 - Ward 9B	12
UCH - Cotter Ward	9
Level 5 - 5B	9
Level 6 - Ward 6A	8
Level 3 - Post Anaesthetic Care Unit (PACU)	7
Level 5 - Orthopaedics Surgery 5A	7
Level 6 - Ward 6B	7
TCH - B1 - Level 10B (QSII)	7
CHWC - Paediatric Adolescents Ward	6
Level 4 - Ward 4A	5
TCH 14A - Inpatient Haematology	5
Level 8 - Ward 8B	4
TCH - 12B	4
CHWC - Birthing Suite	3
Mental Health Short Stay Unit	3
CHWC - Antenatal and Gynaecology Ward	2
CACHS Ward 14B / Medical Oncology	2



Acute Medical Unit (AMU)	1
Acute Surgical Unit	1
CHWC - Birth Centre	1
CHWC - Foetal Medicine	1
CHWC- Paediatric High Care Ward	1
CHWC- Paediatric Medical Ward	1
CHWC-Special Care Nursery	1
Level 3 - Coronary Care Unit (CCU)	1
Level B - Ward 8A	1

Calvary Public Hospital Bruce Occupational Violence incidents - by ward*	July 2021 – 27 June 2022
4E	13
4W	1
5W	2
6W	1
Acacia (Adult Mental Health)	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
GRACE service	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1
<b>Total</b>	<b>82</b>

\*The numbers include incidents in CPHB wards only, therefore differ to numbers in question 11.

- 2) a) CHS and Calvary Public Hospital Bruce (CPHB) calculate the LTIFR according to the Safe Work Australia formula. To run the LTIFR report, the following calculation is used:

$$\frac{\text{(Number of lost time incidents in accounting period)}}{\text{(Total hours worked per week i.e. 3.75)}} \times 1,000,000$$

b) CPHB do not measure or report on LTIFR by incident classification.

- 3) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.



Data is not available for CPHB. See response to 2(b).

4)

<b>CHS</b>	
<b>Financial Year</b>	<b>Target OV LTIFR</b>
2020-21	0.484*
2021-22	5.80
2022-23	5.80
<ul style="list-style-type: none"> <li>• The Director Business Intelligence, FBI, recommended a revision of the formula to provide slightly better accuracy and to be consistent with calculations typically used by CHS for FTE count and deduction of leave entitlements etc.</li> <li>• The 2020/21 calculation measured the number of incidents (per month) per million hours worked (per 50-week year).</li> <li>• The updated calculation reflects the number of incidents (per year) per million hours worked (per 45-week year) i.e. 45 weeks/12 months = 3.75 and 40 hours = hours per week.</li> </ul>	

CPHB do not have specific occupational violence LTIFR targets.

5) The Occupational Violence (OV) LTIFR is calculated as a total only (not by type of OV).

<b>CHS</b>	
<b>Month</b>	<b>OV LTIFR</b>
May 2022	3.36
April 2022	8.37
March 2022	3.35
February 2022	15.85
January 2022	5.08
December 2021	1.69
November 2021	3.37
October 2021	8.35
September 2021	5.92
August 2021	7.68
July 2021	10.56
June 2021	0.291

Data is not available for CPHB. See response to 2(b).

6) CHS LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

CPHB LTIFR for June 2022 is 16.15.

7)

Canberra Health Services Target 'All WHS Incidents' LTIFR	Financial Year
2020-21	1.740
2021-22	23.50
2022-23	5.80

Calvary Public Hospital Bruce – Overall LTIFR Target	Financial Year
2020-21	18.00
2021-22	18.00
2022-23	18.00

- 8) For CHS the actual 'All WHS Incidents' LTIFR is not broken down into further categories.  
Data is not available for CPHB. See response to 2(b).
- 9) For staff incidents, CHS and CPHB use classifications based on the Australian Safety and Compensation Council 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)
- 10)  
(a) CHS 'All WHS Incidents' LTIFR Classification FY2020-21

Sub MOI	Total
29 Being assaulted by a person or persons	53
42 Muscular stress while handling objects other than lifting, carrying or putting down	47
41 Muscular stress while lifting, carrying, or putting down objects	35
02 Falls on the same level	31
87 Work related harassment and/or workplace bullying	30
44 Repetitive movement, low muscle loading	16
11 Hitting stationary objects	14
61 Single contact with chemical or substance	11
43 Muscular stress with no objects being handled	8
82 Exposure to workplace or occupational violence	8
01 Falls from a height	7
21 Being hit by falling objects	5
92 Vehicle incident	5
99 Unspecified mechanisms of incidents	5
84 Work Pressure	4
12 Hitting moving objects	3
28 Being hit by moving objects	3
24 Being hit by a person accidentally	2

26 Being trapped between stationary and moving objects	2
53 Exposure to environmental heat	2
55 Exposure to non-ionising radiation	2
72 Contact with, or exposure to, biological factors of human origin	2
81 Exposure to a traumatic event	2
98 Other and multiple mechanisms of incident	2
25 Being trapped by moving machinery or equipment	1
63 Insect and spider bites and stings	1
86 Other mental stress factors	1
<b>Total</b>	<b>302</b>

## (b) CHS 'All WHS Incidents' LTIFR Classification FY2021-22 (as at 15 June 2022)

<b>Mechanism of Incident (MOI)</b>	<b>Total</b>
29 Being assaulted by a person or persons	73
02 Falls on the same level	36
87 Work related harassment and/or workplace bullying	29
42 Muscular stress while handling objects other than lifting, carrying or putting down	28
11 Hitting stationary objects	19
41 Muscular stress while lifting, carrying, or putting down objects	16
82 Exposure to workplace or occupational violence	16
28 Being hit by moving objects	12
44 Repetitive movement, low muscle loading	12
84 Work Pressure	11
01 Falls from a height	9
43 Muscular stress with no objects being handled	9
26 Being trapped between stationary and moving objects	5
72 Contact with, or exposure to, biological factors of human origin	5
81 Exposure to a traumatic event	5
13 Rubbing and chafing	3
23 Being hit by an animal	3
03 Stepping, kneeling or sitting on objects	2
21 Being hit by falling objects	2
61 Single contact with chemical or substance	2
62 Long term contact with chemicals or substances	2
86 Other mental stress factors	2
99 Unspecified mechanisms of incidents	2
12 Hitting moving objects	1
63 Insect and spider bites and stings	1
69 Other and unspecified contact with chemicals or substances	1
88 Other harassment	1
89 Mental stress related to Novel Coronavirus (COVID-19)	1
92 Vehicle incident	1
<b>Total</b>	<b>309</b>



a) and b) CPHB do not measure or report on LTIFR by incident classification. CPHB have provided the below data on Lost Time Injury (LTI) incidents for the 2020-21 and 2021-22 periods.

<b>Calvary Public Hospital Bruce –LTI incidents by classification</b>			
<b>2020-21</b>		<b>2021-22</b>	
Being hit by moving objects	1	Being hit by moving objects	0
Blood and body fluid exposure	1	Blood and body fluid exposure	3
Chemicals and other substances	5	Chemicals and other substances	4
Falls, trips and slips of a person	18	Falls, trips and slips of a person	10
Heat, electricity and other environmental factors	3	Heat, electricity and other environmental factors	0
Hitting objects with a part of the body	17	Hitting objects with a part of the body	1
Laceration	4	Laceration	1
Manual tasks	18	Manual tasks	25
Mental stress	12	Mental stress	2
Sounds and pressure	1	Sounds and pressure	1
Vehicle incidents and other	11	Vehicle incidents and other	0
Violence and aggression	9	Violence and aggression	1
<b>Total</b>	<b>100</b>	<b>Total</b>	<b>48</b>

- 11) CHS Occupational Violence staff incident reports include all incidents involving patients, consumers, and clients. They do not include incidents involving other CHS staff. Staff Incident reports are not broken down into further categories according to the alleged perpetrator.

<b>Calvary Public Hospital Bruce – Breakdown of all* OV incidents</b>		
	<b>2020-21</b>	<b>2021-22</b>
Patients	50	84
Consumers	14	0
Staff	12	5
Clients	N/A	N/A

\*The numbers include all incidents across the CPHB and CHH campuses (not just wards) and therefore differ to numbers in question one.

**Approved for circulation to the Member and incorporation into Hansard.**

**Rachel Stephen-Smith MLA**  
**Minister for Health**

**Date:.....**

This response required 13.75hrs to complete, at an approximate cost of \$1348.94

**Question on Notice Costing Sheet**

Notice paper	0
QoN reference number	835

	Input minutes		Cost
ASO3		\$	-
ASO4	30	\$	29.38
ASO5	45	\$	47.62
ASO6	45	\$	50.96
SOGC	200	\$	272.27
SOGB	195	\$	299.18
SOGA	130	\$	217.69
SES1	120	\$	263.92
SES2	60	\$	167.92
SES3		\$	-
<b>Total</b>	<b>825</b>	<b>\$</b>	<b>1,348.94</b>

**Instructions:**

Only the green cells require input.

Input the time taken in minutes to the relevant cells.

The costing sheet will calculate the total time taken and cost.

A separate costing sheet should be used for each individual QoN.

For support or queries on how to use this costing tool contact the

[Cabinet Office](#)



Activity	Level	2021-22 cost (incl. on-costs)	Hours	Hourly cost
Research	ASO3	\$102,026	36.75	\$53.24
Research	ASO4	\$112,618	36.75	\$58.77
Research	ASO5	\$121,661	36.75	\$63.49
Preparation	ASO6	\$130,205	36.75	\$67.95
Preparation	SOGC	\$156,521	36.75	\$81.68
Review	SOGB	\$182,402	38	\$92.06
Review	SOGA	\$199,083	38	\$100.47
Clearance	SES1	\$261,466	38	\$131.96
Clearance	SES2	\$332,713	38	\$167.92
Clearance	SES3	\$414,570	38	\$209.23
Clearance	SES4	\$468,819	38	\$236.61

Notes: Data on this sheet is used to Calculate calculations - do not modify

Notes: Whereas the FOI Act previously allowed fees to be charged for responding to FOI requests  
For comparison, the previous FOI Act permitted charges of \$25 per hour spent searching

Notes: Current costs are FY 2021-22 based on average costs for levels ASO3-SOGA and .2 levels

ists, the new Act does not (other than the costs of materials used to provide the response)  
and retrieving documents and \$33 per hour spent deciding whether to grant access to documents.

for SES1-SES4

**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Monday, 15 August 2022 9:23 AM  
**To:** LHN Coord  
**Cc:** HSPE; Pini, Sallyanne (Health); Stewart, Margaret (Health); GovernmentBusinessHealth; Ellis, Catherine (Health)  
**Subject:** VERY URGENT - Update on QONs 830, 835, 833 & QTON

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Sinead

OFFICIAL

Hi all

MO is chasing the response to QON 833. Can you please advise where this is up to ASAP.

Thanks  
Kylie

**From:** LHN Coord <LHNCoord@act.gov.au>  
**Sent:** Tuesday, 9 August 2022 1:16 PM  
**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Cc:** HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Stewart, Margaret (Health) <Margaret.Stewart@act.gov.au>; LHN Coord <LHNCoord@act.gov.au>  
**Subject:** RE: FOR ADVICE BY 3PM TODAY- Update on QONs 830, 835, 833 & QTON

OFFICIAL

Hi Kylie,

**CHS QON**  
QON 835 – Occupational Violence –

Following further requests for clarification to Calvary, we have finalised and it is now in clearance with Margaret Stewart (as of 1pm). I would hope we can move this into EGM HSPE this afternoon.

**ACTHD QON**  
Out of Scope

Regards,

Sinead

**From:** Gstrein, Kylie (Health) <Kylie.Gstrein@act.gov.au> On Behalf Of GovernmentBusinessHealth  
**Sent:** Tuesday, 9 August 2022 12:17 PM  
**To:** LHN Coord <LHNCoord@act.gov.au>  
**Cc:** HSPE <HSPE@act.gov.au>; Pini, Sallyanne (Health) <Sallyanne.Pini@act.gov.au>; Stewart, Margaret (Health) <Margaret.Stewart@act.gov.au>; GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** FOR ADVICE BY 3PM TODAY- Update on QONs 830, 835, 833 & QTON



Hi Sinead

Just a follow up on the outstanding QON input and response below. I will be attending a catch up with the Minister's Office today at 3.30PM and would appreciate any updates by 3pm.

CHS QON

- QON 835 – Occupational Violence – *Back with Calvary for further clarification following EGM questions (4/8/22)*

ACTHD QON

- Out of Scope [Redacted]

Kind regards  
Kylie

**Kylie Gstrein | A/g Director, Government Business**  
 Email: [GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)  
 Ministerial and Government Services | ACT Health Directorate  
 Level 5, 2-6 Bowes Street, Woden ACT 2606  
[health.act.gov.au](http://health.act.gov.au)

**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Sent:** Thursday, 4 August 2022 11:49 AM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>; Stewart, Margaret (Health) <[Margaret.Stewart@act.gov.au](mailto:Margaret.Stewart@act.gov.au)>  
**Subject:** RE: FOR ADVICE BY 2PM TODAY- Update on QONs 830, 835, 833 & QTON  
**Importance:** High

Hi Kylie,

LHN update

- Out of Scope [Redacted]
- Pending with Calvary
- QON 835 – Occupational Violence – *Back with Calvary for further clarification following EGM questions*
- Out of Scope [Redacted]
- [Redacted]

Sorry again Kylie, please express our apologies to the MO.

Thank you,

Sinead

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth  
**Sent:** Thursday, 4 August 2022 11:36 AM  
**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** FOR ADVICE BY 2PM TODAY- Update on QONs 830, 835, 833 & QTON  
**Importance:** High

OFFICIAL

Hi Sinead

I will be attending a fortnightly catch up with the Minister's Office today at 3PM. I expect the MO will ask about the status of the below QONs/QTON and Calvary input.

Could I please get an update on where things are up to and ETAs if possible so I can update the MO – **by 2PM today please.**

- **Out of Scope** [REDACTED]
- **Pending with Calvary**
- QON 835 – Occupational Violence – *this was reviewed by Margaret Stewart and Jacinta George and has gone back to Calvary for further clarification*
- **Out of Scope** [REDACTED]
- [REDACTED]

Many thanks  
Kylie

**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Sent:** Tuesday, 2 August 2022 11:54 AM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Subject:** RE: FOR ADVICE: URGENT - Update on QONs 805, 830, 835 & 833

OFFICIAL

Hi Kylie,  
I'm sorry for my late response, I was away yesterday afternoon.

**Out of Scope** [REDACTED]

- **Pending with Calvary – Calvary are aware of the urgency, unfortunately I don't have an ETA from them**
- QON 835 – Occupational Violence – *this was reviewed by Margaret Stewart and Jacinta George and has gone back to Calvary for further clarification*
- **Out of Scope** [REDACTED]
- [REDACTED]

Give me a call if you want any further clarification.

Thank you,  
Sinead

**From:** Gstrein, Kylie (Health) <[Kylie.Gstrein@act.gov.au](mailto:Kylie.Gstrein@act.gov.au)> On Behalf Of GovernmentBusinessHealth  
**Sent:** Monday, 1 August 2022 2:58 PM  
**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** FOR ADVICE: URGENT - Update on QONs 805, 830, 835 & 833  
**Importance:** High

OFFICIAL

Hi Sinead

Are we likely to get any of the below today?

I note input for 803 & 830 have been in clearance for some time now.

An ETA on 835 & 833 would also be appreciated so we can advise MO.

Many thanks  
Kylie

**From:** Warne, Hayley (Health) <[Hayley.Warne@act.gov.au](mailto:Hayley.Warne@act.gov.au)> On Behalf Of GovernmentBusinessHealth  
**Sent:** Friday, 29 July 2022 2:42 PM  
**To:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Subject:** URGENT - Update on QONs 805, 830, 835 & 833  
**Importance:** High

OFFICIAL

Good afternoon team,

The MO office is very keen to get these QoN's to the committee before sitting next week. Can you please give an updated ETA for the input below for CHS and from Calvary for the HD led QTB.

Thanks

Hayley

**From:** LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Sent:** Wednesday, 27 July 2022 1:44 PM  
**To:** GovernmentBusinessHealth <[GovernmentBusinessHealth@act.gov.au](mailto:GovernmentBusinessHealth@act.gov.au)>  
**Cc:** HSPE <[HSPE@act.gov.au](mailto:HSPE@act.gov.au)>; Pini, Sallyanne (Health) <[Sallyanne.Pini@act.gov.au](mailto:Sallyanne.Pini@act.gov.au)>; LHN Coord <[LHNCoord@act.gov.au](mailto:LHNCoord@act.gov.au)>  
**Subject:** RE: Update on QONs 805, 830, 835 & 833

OFFICIAL

Hello Hayley,  
See green updates.

Out of Scope





GBC22/372	835	Health	MS CASTLEY: To ask the Minister for Health— (1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.	CHS - HSPE Input (Calvary should have Input for 1,3,5,6,8,10,11)	18/7 - Draft returned to Calvary to clarify two points  27/07 following ECM HSPE review this one has gone back to Calvary for further clarification (28/7/2022)
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Out of Scope



Sinead

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**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Friday, 26 August 2022 4:08 PM  
**To:** Ellis, Catherine (Health)  
**Subject:** FW: QON 835 - Occupational Violence.  
**Attachments:** 20220801 GBCHS22176 QoN 835 Occupational Violence - RSS questions.docx; ACTHD Input - 1372022 - GBCHS22176 QoN 835 Occupational Violence (A35935160).DOCX

**Importance:** High

**OFFICIAL**

Hi Cath

Attached is the QON I discussed with you. CHS lead the response with input from ACTHD/Calvary. There is a comment from Meg at the response to Q3, however, this is not the response that ACTHD provided to CHS (also attached). On further review, it looks like there have been changes to the ACTHD input in the version that went to MO.

Meg has said *'This seems inconsistent with response to 2 that CPHB don't use LTIFR so what is the utility of then providing this information.'* However, our input did not say that CPHB do not use LTIFR, it stated that CPHB do not measure or report on LTIFR by incident classification. **I think if the response is changed back to what we originally provided it will make more sense – Can you have a look and discuss with Kerryn?**

Ryan has also said below *'Minister's questions haven't been answered, and it seems like its mostly due to Calvary.'* On my reading of the comments, the only comment relating to Calvary input it at Q3, so I'm not sure if they are expecting us to review any of the other input but I don't think we need to. **Would appreciate a sense check from you please.**

Thank you  
Kylie

**From:** Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO  
**Sent:** Thursday, 25 August 2022 3:40 PM  
**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** FW: QON 835 - Occupational Violence.  
**Importance:** High

**OFFICIAL**

Hi team

Can we please ask HSPE (LHN) to review the attached QON to address MO queries please.

Thank you  
Tara

**Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate**  
Mob [REDACTED] | Email: [ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)  
**Office of Rachel Stephen-Smith | Minister for Health**  
**Office of Emma Davidson | Minister for Mental Health**  
Level 2, Legislative Assembly Building, Civic Square



**From:** Murray, Ryan (Health) <[Ryan.Murray@act.gov.au](mailto:Ryan.Murray@act.gov.au)> **On Behalf Of** CHS DLO  
**Sent:** Thursday, 25 August 2022 2:43 PM  
**To:** ACT Health DLO <[ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)>  
**Cc:** Bransgrove, Meagen <[Meagen.Bransgrove@act.gov.au](mailto:Meagen.Bransgrove@act.gov.au)>  
**Subject:** QON 835 - Occupational Violence.  
**Importance:** High

**OFFICIAL**

Hi team,

Meg has indicated the Minister's questions haven't been answered, and it seems like its mostly due to Calvary.

It's currently at the below. Can you please have a look and let me know what you think? Happy to have CHS look at it if needed.

<\\act.gov.au\Assembly\GovMin\Stephen-Smith\DLO\01. RSS - digital signing\00. Meg documents for review\Waiting for updates\20220709 GBCHS22-176 QoN 835 OV>

Thanks!

**Ryan Murray | Directorate Liaison Officer | Canberra Health Services**

Phone: (02) 6205 5030 | Mobile [REDACTED] | Email: [CHSDLO@act.gov.au](mailto:CHSDLO@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government



**Rachel Stephen-Smith MLA**  
Minister for Health  
Minister for Families and Community Services  
Minister for Aboriginal and Torres Strait Islander Affairs  
Member for Kurrajong

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**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY: To ask the Minister for Health—**

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and

- d) staff for  
 (i) 2020-21 and  
 (ii) 2021-22.

**MS STEPHEN-SMITH MLA** - The answer to the Member's question is as follows:

- 1) Canberra Health Services (CHS) Occupational Violence (OV) Staff Incident Reports FY2021/22 (as at 15/06/2022) based on staff incidents reported in the CHS Riskman system.

Financial Year	FY2021/22
Physical Location	Number of OV Incidents
Adult Mental Health Unit (AMHU)	170
DMHU	103
Level 2 - Ward 11A	72
Level 2 - Emergency Department (ED)	70
Level 4 - Ward 4B	39
Level 3 - Intensive Care Unit (ICU)	34
Level 7 - Ward 7A	30
Level 2 - Ward 11B	25
UCH – Stromlo Ward	25
UCH - Namadgi Ward	22
Alcohol & Drug Unit	22
UCH – Adult Mental Health Rehabilitation Unit	18
Level 7 - Ward 7B	18
Level 9 - Ward 9A	17
Level 10 - Ward 10A	15
UCH – Majura Ward	14
Level 9 - Ward 9B	12
UCH - Cotter Ward	9
Level 5- 5B	9
Level 6 - Ward 6A	8
Level 3 - Post Anaesthetic Care Unit (PACU)	7
Level 5- Orthopaedics Surgery 5A	7
Level 6 - Ward 6B	7
TCH - B1 - Level 10B (QSI)	7
CHWC- Paediatric Adolescents Ward	6
Level 4 - Ward 4A	5
TCH 14A - Inpatient Haematology	5
Level 8 - Ward 8B	4
TCH - 12B	4
CHWC - Birthing Suite	3
Mental Health Short Stay Unit	3
CHWC - Antenatal and Gynaecology Ward	2
CACHS Ward 14B / Medical Oncology	2



Acute Medical Unit (AMU)	1
Acute Surgical Unit	1
CHWC - Birth Centre	1
CHWC - Foetal Medicine	1
CHWC- Paediatric High Care Ward	1
CHWC- Paediatric Medical Ward	1
CHWC-Special Care Nursery	1
Level 3 - Coronary Care Unit (CCU)	1
Level 8 - Ward 8A	1

Calvary Public Hospital Bruce Occupational Violence incidents - by ward*	July 2021 – 27 June 2022
4E	13
4W	1
5W	2
6W	1
Acacia (Adult Mental Health)	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
GRACE service	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1
<b>Total</b>	<b>82</b>

\*The numbers include incidents in CPHB wards only, therefore differ to numbers in question 11.

- 2) a) CHS and Calvary Public Hospital Bruce (CPHB) calculate the LTIFR according to the Safe Work Australia formula. To run the LTIFR report, the following calculation is used:

$$\frac{\text{(Number of lost time incidents in accounting period)}}{\text{(Total hours worked per week i.e. 3.75)}} \times 1,000,000$$

b) CPHB do not measure or report on LTIFR by incident classification.

- 3) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.



Data is not available for CPHB. See response to 2(b).

4)

CHS	
Financial Year	Target OV LTIFR
2020-21	0.484*
2021-22	5.80
2022-23	5.80

- The Director Business Intelligence, FBI, recommended a revision of the formula to provide slightly better accuracy and to be consistent with calculations typically used by CHS for FTE count and deduction of leave entitlements etc.
- The 2020/21 calculation measured the number of incidents (per month) per million hours worked (per 50-week year).
- The updated calculation reflects the number of incidents (per year) per million hours worked (per 45-week year) i.e. 45 weeks/12 months = 3.75 and 40 hours = hours per week.

CPHB do not have specific occupational violence LTIFR targets.

5) The Occupational Violence (OV) LTIFR is calculated as a total only (not by type of OV).

CHS	
Month	OV LTIFR
May 2022	3.36
April 2022	8.37
March 2022	3.35
February 2022	15.85
January 2022	5.08
December 2021	1.69
November 2021	3.37
October 2021	8.35
September 2021	5.92
August 2021	7.68
July 2021	10.56
June 2021	0.291

Data is not available for CPHB. See response to 2(b).

6) CHS LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

CPHB LTIFR for June 2022 is 16.15.

7)

Canberra Health Services Target 'All WHS Incidents' LTIFR	Financial Year
2020-21	1.740
2021-22	23.50
2022-23	5.80

Calvary Public Hospital Bruce – Overall LTIFR Target	Financial Year
2020-21	18.00
2021-22	18.00
2022-23	18.00

- 8) For CHS the actual 'All WHS Incidents' LTIFR is not broken down into further categories. Data is not available for CPHB. See response to 2(b).
- 9) For staff incidents, CHS and CPHB use classifications based on the Australian Safety and Compensation Council 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

10)

## (a) CHS 'All WHS Incidents' LTIFR Classification FY2020-21

Sub MOI	Total
29 Being assaulted by a person or persons	53
42 Muscular stress while handling objects other than lifting, carrying or putting down	47
41 Muscular stress while lifting, carrying, or putting down objects	35
02 Falls on the same level	31
87 Work related harassment and/or workplace bullying	30
44 Repetitive movement, low muscle loading	16
11 Hitting stationary objects	14
61 Single contact with chemical or substance	11
43 Muscular stress with no objects being handled	8
82 Exposure to workplace or occupational violence	8
01 Falls from a height	7
21 Being hit by falling objects	5
92 Vehicle incident	5
99 Unspecified mechanisms of incidents	5
84 Work Pressure	4
12 Hitting moving objects	3
28 Being hit by moving objects	3
24 Being hit by a person accidentally	2

26 Being trapped between stationary and moving objects	2
53 Exposure to environmental heat	2
55 Exposure to non-ionising radiation	2
72 Contact with, or exposure to, biological factors of human origin	2
81 Exposure to a traumatic event	2
98 Other and multiple mechanisms of incident	2
25 Being trapped by moving machinery or equipment	1
63 Insect and spider bites and stings	1
86 Other mental stress factors	1
<b>Total</b>	<b>302</b>

## (b) CHS 'All WHS Incidents' LTIFR Classification FY2021-22 (as at 15 June 2022)

<b>Mechanism of Incident (MOI)</b>	<b>Total</b>
29 Being assaulted by a person or persons	73
02 Falls on the same level	36
87 Work related harassment and/or workplace bullying	29
42 Muscular stress while handling objects other than lifting, carrying or putting down	28
11 Hitting stationary objects	19
41 Muscular stress while lifting, carrying, or putting down objects	16
82 Exposure to workplace or occupational violence	16
28 Being hit by moving objects	12
44 Repetitive movement, low muscle loading	12
84 Work Pressure	11
01 Falls from a height	9
43 Muscular stress with no objects being handled	9
26 Being trapped between stationary and moving objects	5
72 Contact with, or exposure to, biological factors of human origin	5
81 Exposure to a traumatic event	5
13 Rubbing and chafing	3
23 Being hit by an animal	3
03 Stepping, kneeling or sitting on objects	2
21 Being hit by falling objects	2
61 Single contact with chemical or substance	2
62 Long term contact with chemicals or substances	2
86 Other mental stress factors	2
99 Unspecified mechanisms of incidents	2
12 Hitting moving objects	1
63 Insect and spider bites and stings	1
69 Other and unspecified contact with chemicals or substances	1
88 Other harassment	1
89 Mental stress related to Novel Coronavirus (COVID-19)	1
92 Vehicle incident	1
<b>Total</b>	<b>309</b>



a) and b) CPHB do not measure or report on LTIFR by incident classification. CPHB have provided the below data on Lost Time Injury (LTI) incidents for the 2020-21 and 2021-22 periods.

<b>Calvary Public Hospital Bruce –LTI incidents by classification</b>			
<b>2020-21</b>		<b>2021-22</b>	
Being hit by moving objects	1	Being hit by moving objects	0
Blood and body fluid exposure	1	Blood and body fluid exposure	3
Chemicals and other substances	5	Chemicals and other substances	4
Falls, trips and slips of a person	18	Falls, trips and slips of a person	10
Heat, electricity and other environmental factors	3	Heat, electricity and other environmental factors	0
Hitting objects with a part of the body	17	Hitting objects with a part of the body	1
Laceration	4	Laceration	1
Manual tasks	18	Manual tasks	25
Mental stress	12	Mental stress	2
Sounds and pressure	1	Sounds and pressure	1
Vehicle incidents and other	11	Vehicle incidents and other	0
Violence and aggression	9	Violence and aggression	1
<b>Total</b>	<b>100</b>	<b>Total</b>	<b>48</b>

- 11) CHS Occupational Violence staff incident reports include all incidents involving patients, consumers, and clients. They do not include incidents involving other CHS staff. Staff Incident reports are not broken down into further categories according to the alleged perpetrator.

<b>Calvary Public Hospital Bruce – Breakdown of all* OV incidents</b>		
	<b>2020-21</b>	<b>2021-22</b>
Patients	50	84
Consumers	14	0
Staff	12	5
Clients	N/A	N/A

\*The numbers include all incidents across the CPHB and CHH campuses (not just wards) and therefore differ to numbers in question one.

**Approved for circulation to the Member and incorporation into Hansard.**

**Rachel Stephen-Smith MLA**  
**Minister for Health**

**Date:.....**

This response required 13.75hrs to complete, at an approximate cost of \$1348.94



**Rachel Stephen-Smith MLA**  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY MLA:** To ask the Minister for Health—

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- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.

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@RachelSS\_MLA



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11) Can the Minister provide a breakdown of how many occupational violence incidents were by

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- a) patients,
  - b) consumers,
  - c) clients and
  - d) staff
- for
- (i) 2020-21 and
  - (ii) 2021-22.

MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

1) Canberra Health Services (CHS) Occupational Violence (OV) Staff Incident Reports FY2021-22 (as at 15/06/2022) based on staff incidents reported in the CHS Riskman system.

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Financial Year	FY2021-22
<b>Physical Location</b>	<b>Number of OV Incidents</b>
Adult Mental Health Unit (AMHU)	170
DMHU	103
Level 2 - Ward 11A	72
Level 2 - Emergency Department (ED)	70
Level 4 - Ward 4B	39
Level 3 - Intensive Care Unit (ICU)	34
Level 7 - Ward 7A	30
Level 2 - Ward 11B	25
UCH - Stromlo Ward	25
UCH - Namadgi Ward	22
Alcohol & Drug Unit	22
UCH - Adult Mental Health Rehabilitation Unit	18
Level 7 - Ward 7B	18
Level 9 - Ward 9A	17
Level 10 - Ward 10A	15
UCH - Majura Ward	14
Level 9 - Ward 9B	12
UCH - Cotter Ward	9
Level 5 - 5B	9
Level 6 - Ward 6A	8
Level 3 - Post Anaesthetic Care Unit (PACU)	7
Level 5 - Orthopaedics Surgery 5A	7
Level 6 - Ward 6B	7
TCH - B1 - Level 10B (QSI)	7
CHWC - Paediatric Adolescents Ward	6
Level 4 - Ward 4A	5
TCH 14A - Inpatient Haematology	5
Level 8 - Ward 8B	4

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TGH - 12B	4
CHWC - Birthing Suite	3
Mental Health Short Stay Unit	3
CHWC - Antenatal and Gynaecology Ward	2
CACHS Ward 14B / Medical Oncology	2
Acute Medical Unit (AMU)	1
Acute Surgical Unit	1
CHWC - Birth Centre	1
CHWC - Foetal Medicine	1
CHWC - Paediatric High Care Ward	1
CHWC - Paediatric Medical Ward	1
CHWC-Special Care Nursery	1
Level 3 - Coronary Care Unit (CCU)	1
Level 8 - Ward 8A	1

Calvary Public Hospital Bruce	TOTAL
4E	13
4W	1
5W	2
6W	1
Acacia	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
Grace	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1

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- 2) The LTIFR is calculated according to the Safe Work Australia formula. To run the CHS LTIFR report, the following calculation is used:

$$\frac{\text{(Number of lost time incidents in accounting period)}}{\text{(Total hours worked per week i.e. 3.75)}} \times 1,000,000$$

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Commented [SSR1]: What is this? I assumed it should be 37.5 as that is standard public service hours, but from below that doesn't seem to be the case?

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- 3) The CHS LTIFR for June 2022 is 5.06.



Calvary Public Hospital Bruce calculate LTIFR as an overall LTI number and is unable to provide detail at incident type level.

4)

Financial Year	CHS Target OV LTIFR
2020-21	0.484*
2021-22	5.80
2022-23	5.80

- The Director Business Intelligence, DBI, recommended a revision of the formula to provide slightly better accuracy and to be consistent with calculations typically used by CHS for FTE count and deduction of leave entitlements etc.
- The 2020-21 calculation measured the number of incidents (per month) per million hours worked (per 50-week year).
- The updated calculation reflects the number of incidents (per year) per million hours worked (per 45-week year) i.e. 45 weeks/12 months = 3.75 and 40 hours = hours per week.

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- Commented [BM4]: This seems inconsistent with response to 2 that CPHB don't use LTIFR so what is the utility of then providing this information.
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5) The Occupational Violence (OV) LTIFR is calculated as a total only (not by type of OV).

Month	OV LTIFR
May 2022	3.36
April 2022	8.37
March 2022	3.35
February 2022	15.85
January 2022	5.08
December 2021	1.69
November 2021	3.37
October 2021	8.35
September 2021	5.92
August 2021	7.68
July 2021	10.56
June 2021	0.291

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- Commented [SSR5]: Why a 45-week year and in any case why is there this kind of calculation required if it is per million hours worked? Surely we actually know how many hours are worked?
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6) LTIFR at CHS for June 2022 is 20.25.

Calvary Public Hospital Bruce advise the rate for June 2022 is not available yet.

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- Formatted: Indent: Left: 0 cm
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- Deleted: Canberra Health Services¶
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	2020-21	2021-22	2022-23
CPHB – Overall LTIFR	18.00	18.00	18.00
CHS – All WHS Incidents LTIFR	1.740	23.50	5.80

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- Commented [SSR6]: This question is about the target.
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8) For CHS the actual 'All WHS Incidents' LTIFR is not broken down into further categories.

Calvary Public Hospital Bruce calculate LTIFR as an overall LTI number and is unable to provide detail at incident type level.

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- 9) For staff incidents CHS uses classifications based on the Australian Safety and Compensation Council 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

Field Code Changed

Calvary Public Hospital Bruce - Nil

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10)

## (a) CHS 'All WHS Incidents' LTIFR Classification FY2020-21

Sub MOI	Total
29 Being assaulted by a person or persons	53
42 Muscular stress while handling objects other than lifting, carrying or putting down	47
41 Muscular stress while lifting, carrying, or putting down objects	35
02 Falls on the same level	31
87 Work related harassment and/or workplace bullying	30
44 Repetitive movement, low muscle loading	16
11 Hitting stationary objects	14
61 Single contact with chemical or substance	11
43 Muscular stress with no objects being handled	8
82 Exposure to workplace or occupational violence	8
01 Falls from a height	7
21 Being hit by falling objects	5
92 Vehicle incident	5
99 Unspecified mechanisms of incidents	5
84 Work Pressure	4
12 Hitting moving objects	3
28 Being hit by moving objects	3
24 Being hit by a person accidentally	2
26 Being trapped between stationary and moving objects	2
53 Exposure to environmental heat	2
55 Exposure to non-ionising radiation	2
72 Contact with, or exposure to, biological factors of human origin	2
81 Exposure to a traumatic event	2
98 Other and multiple mechanisms of incident	2
25 Being trapped by moving machinery or equipment	1
63 Insect and spider bites and stings	1
86 Other mental stress factors	1
<b>Total</b>	<b>302</b>

## (b) CHS 'All WHS Incidents' LTIFR Classification FY2021-22 (as at 15 June 2022)

Mechanism of Incident (MOI)	Total
29 Being assaulted by a person or persons	73
02 Falls on the same level	36
87 Work related harassment and/or workplace bullying	29
42 Muscular stress while handling objects other than lifting, carrying or putting down	28
11 Hitting stationary objects	19
41 Muscular stress while lifting, carrying, or putting down objects	16

82 Exposure to workplace or occupational violence	16
28 Being hit by moving objects	12
44 Repetitive movement, low muscle loading	12
84 Work Pressure	11
01 Falls from a height	9
43 Muscular stress with no objects being handled	9
26 Being trapped between stationary and moving objects	5
72 Contact with, or exposure to, biological factors of human origin	5
81 Exposure to a traumatic event	5
13 Rubbing and chafing	3
23 Being hit by an animal	3
03 Stepping, kneeling or sitting on objects	2
21 Being hit by falling objects	2
61 Single contact with chemical or substance	2
62 Long term contact with chemicals or substances	2
86 Other mental stress factors	2
99 Unspecified mechanisms of incidents	2
12 Hitting moving objects	1
63 Insect and spider bites and stings	1
69 Other and unspecified contact with chemicals or substances	1
88 Other harassment	1
89 Mental stress related to Novel Coronavirus (COVID-19)	1
92 Vehicle incident	1
<b>Total</b>	<b>309</b>

Calvary Public Hospital Bruce calculates LTIFR as an overall LTI number and is unable to provide detail at incident type level.

11) CHS Occupational Violence staff incident reports include all incidents involving patients, consumers, and clients. They do not include incidents involving other CHS staff. Staff incident reports are not broken down into further categories according to the alleged perpetrator.

Calvary Public Hospital Bruce advises they do not have 'clients'. Data for patients, consumers and staff are provided below.

	2020-21	2021-22
Patients	50	84
Consumers	14	0
Staff	12	5

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**Approved for circulation to the Member and incorporation into Hansard.**

**Rachel Stephen-Smith MLA  
Minister for Health**

**Date:.....**

**This response required 13hrs to complete, at an approximate cost of \$1335.79.**



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**From:** Canberra Health Services Ministerial  
**Sent:** Monday, 29 August 2022 1:38 PM  
**To:** GovernmentBusinessHealth  
**Cc:** Ellis, Catherine (Health)  
**Subject:** GBCHS22176 QoN 835 Occupational Violence  
**Attachments:** GBCHS22176 QoN 835 Occupational Violence.DOCX

**Categories:** 02. QoN

**OFFICIAL**

Hi Guys

Just a couple more questions on this one for Calvary.

Thanks

Kind Regards

**Kerryn Hunter**

A/g Assistant Director, Government Relations

Strategy, Policy and Planning | Canberra Health Services | ACT Government

Level 1, Building 28, Canberra Hospital | [www.health.act.gov.au](http://www.health.act.gov.au)

**Phone:** (02) 5124 9524 **Mobile:** [REDACTED]

**E-mail:** [kerryn.hunter@act.gov.au](mailto:kerryn.hunter@act.gov.au)



**Rachel Stephen-Smith MLA**  
 Minister for Health  
 Minister for Families and Community Services  
 Minister for Aboriginal and Torres Strait Islander Affairs  
 Member for Kurrajong

**RESPONSE TO QUESTION ON NOTICE**  
**Questions on Notice Paper No 19**  
**10 June 2022**  
**Question No. 835**

**MS CASTLEY MLA:** To ask the Minister for Health—

- 1) What have been the occupational violence figures in each ward (eg intensive care unit, emergency), for the past 12 months.
- 2) Can the Minister explain how (a) Lost Time Injury Frequency Rate (LTIFR) and (b) occupational violence LIFTR is calculated and used as an indicator for work health safety incidents.
- 3) What is the actual rate for occupational violence LTIFR in June 2022?
- 4) What is the target occupational violence LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 5) What is the actual occupational violence LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 6) What is the actual rate for LTIFR in June 2022?
- 7) What is the target LTIFR for (a) 2020-21, (b) 2021-22 and (c) 2022-23?
- 8) What is the actual LTIFR, both (a) verbal (b) physical, broken down for each month for the past year?
- 9) What are the LTIFR classifications.
- 10) Can the Minister provide a breakdown of all LTIFR incidents by classification for
  - a) 2020-21 and
  - b) 2021-22.
- 11) Can the Minister provide a breakdown of how many occupational violence incidents were by
  - a) patients,
  - b) consumers,
  - c) clients and

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- d) staff for  
 (i) 2020-21 and  
 (ii) 2021-22.

MS STEPHEN-SMITH MLA - The answer to the Member's question is as follows:

- 1) Canberra Health Services (CHS) Occupational Violence (OV) Staff Incident Reports FY2021/22 (as at 15/06/2022) based on staff incidents reported in the CHS Riskman system.

Financial Year	FY2021-22
Physical Location	Number of OV Incidents
Adult Mental Health Unit (AMHU)	170
DMHU	103
Level 2 - Ward 11A	72
Level 2 - Emergency Department (ED)	70
Level 4 - Ward 4B	39
Level 3 - Intensive Care Unit (ICU)	34
Level 7 - Ward 7A	30
Level 2 - Ward 11B	25
UCH - Stromlo Ward	25
UCH - Namadgi Ward	22
Alcohol & Drug Unit	22
UCH - Adult Mental Health Rehabilitation Unit	18
Level 7 - Ward 7B	18
Level 9 - Ward 9A	17
Level 10 - Ward 10A	15
UCH - Majura Ward	14
Level 9 - Ward 9B	12
UCH - Cotter Ward	9
Level 5 - 5B	9
Level 6 - Ward 6A	8
Level 3 - Post Anaesthetic Care Unit (PACU)	7
Level 5 - Orthopaedics Surgery 5A	7
Level 6 - Ward 6B	7
TCH - B1 - Level 10B (OSII)	7
CHWC - Paediatric Adolescents Ward	6
Level 4 - Ward 4A	5
TCH 14A - Inpatient Haematology	5
Level 8 - Ward 8B	4
TCH - 12B	4
CHWC - Birthing Suite	3
Mental Health Short Stay Unit	3
CHWC - Antenatal and Gynaecology Ward	2
CACHS Ward 14B / Medical Oncology	2



Financial Year	FY2021-22
Acute Medical Unit (AMU)	1
Acute Surgical Unit	1
CHWC - Birth Centre	1
CHWC - Foetal Medicine	1
CHWC- Paediatric High Care Ward	1
CHWC- Paediatric Medical Ward	1
CHWC-Special Care Nursery	1
Level 3 - Coronary Care Unit (CCU)	1
Level 8 - Ward 8A	1

Calvary Public Hospital Bruce Occupational Violence incidents - by ward*	July 2021 – 27 June 2022
4E	13
4W	1
5W	2
6W	1
Acacia (Adult Mental Health)	6
Clare Holland House	12
COVID Respiratory Assessment Unit	2
Emergency Department	20
GRACE service	1
Intensive Care	5
Main Reception	1
MAPU	6
Older Persons Mental Health Unit	4
Physiotherapy	1
Security	1
SSU	1
Stroke	1
Theatre	3
Hospital in the Home	1
<b>Total</b>	<b>82</b>

\*The numbers include incidents in CPHB wards only, therefore differ to numbers in question 11.

- 2) a) CHS and Calvary Public Hospital Bruce (CPHB) calculate the LTIFR according to the Safe Work Australia formula. To run the LTIFR report, the following calculation is used:

$$\frac{\text{(Number of lost time incidents in accounting period)}}{\text{(Total hours worked per week i.e. 3.75)}} \times 1,000,000$$

- b) CPHB do not measure or report on LTIFR by incident classification.

- 3) LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

Data is not available for CPHB. See response to 2(b).

- 4)

CHS	
Financial Year	Target OV LTIFR
2020-21	0.484*
2021-22	5.80
2022-23	5.80

- The Director Business Intelligence, FBI, recommended a revision of the formula to provide slightly better accuracy and to be consistent with calculations typically used by CHS for FTE count and deduction of leave entitlements etc.
- The 2020/21 calculation measured the number of incidents (per month) per million hours worked (per 50-week year).
- The updated calculation reflects the number of incidents (per year) per million hours worked (per 45-week year) i.e. 45 weeks/12 months = 3.75 and 40 hours = hours per week.

CPHB do not have specific occupational violence LTIFR targets.

- 5) The Occupational Violence (OV) LTIFR is calculated as a total only (not by type of OV).

CHS	
Month	OV LTIFR
May 2022	3.36
April 2022	8.37
March 2022	3.35
February 2022	15.85
January 2022	5.08
December 2021	1.69
November 2021	3.37
October 2021	8.35
September 2021	5.92
August 2021	7.68
July 2021	10.56
June 2021	0.291

**Commented [HK(1):** From Minister for Health - What is this? I assumed it should be 37.5 as that is standard public service hours, but from below that doesn't seem to be the case?

**Deleted:** Calvary Public Hospital do not use LTIFR.

**Commented [HK(2):** From Minister's Adviser - Now passed this time so can it be confirmed if these numbers have been run?

**Deleted:** Calvary Public Hospital Bruce calculates LTIFR as an overall LTI number and is unable to provide detail at incident type level.

Data is not available for CPHB. See response to 2(b).

- 6) CHS LTIFR cannot be calculated for June 2022 until the month is complete. The June LTIFR calculations will be run in the week 11-15 July.

CPHB LTIFR for June 2022 is 16.15.

Commented [HK(3): From Minister's Adviser - Now passed this time so can it be confirmed if these numbers have been run? For both CHS and Calvary??

7)

	2020-21	2021-22	2022-23
CPHB – Overall LTIFR	10.00	18.00	18.00
CHS – All WHS Incidents LTIFR	1.74	23.50	5.80

Commented [HK(4): Minister for Health - This question is about the target. Why would the target move around so much?


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- 8) For CHS the actual 'All WHS Incidents' LTIFR is not broken down into further categories.

Data is not available for CPHB. See response to 2(b).

- 9) For staff incidents, CHS and CPHB use classifications based on the Australian Safety and Compensation Council 'Type of Occurrence Classification System' (TOOCS) codes. These codes are available via: [Type of occurrence classification system \(TOOCS\) 3rd Edition May 2008 | Safe Work Australia](#)

10)

(a) CHS 'All WHS Incidents' LTIFR Classification FY2020-21

Sub MOI	Total
29 Being assaulted by a person or persons	53
42 Muscular stress while handling objects other than lifting, carrying or putting down	47
41 Muscular stress while lifting, carrying, or putting down objects	35
02 Falls on the same level	31
87 Work related harassment and/or workplace bullying	30
44 Repetitive movement, low muscle loading	16
11 Hitting stationary objects	14
61 Single contact with chemical or substance	11
43 Muscular stress with no objects being handled	8



82 Exposure to workplace or occupational violence	8
01 Falls from a height	7
21 Being hit by falling objects	5
92 Vehicle incident	5
99 Unspecified mechanisms of incidents	5
84 Work Pressure	4
12 Hitting moving objects	3
28 Being hit by moving objects	3
24 Being hit by a person accidentally	2
26 Being trapped between stationary and moving objects	2
53 Exposure to environmental heat	2
55 Exposure to non-ionising radiation	2
72 Contact with, or exposure to, biological factors of human origin	2
81 Exposure to a traumatic event	2
98 Other and multiple mechanisms of incident	2
25 Being trapped by moving machinery or equipment	1
63 Insect and spider bites and stings	1
86 Other mental stress factors	1
<b>Total</b>	<b>302</b>

## (b) CHS 'All WHS Incidents' LTIFR Classification FY2021-22 (as at 15 June 2022)

Mechanism of Incident (MOI)	Total
29 Being assaulted by a person or persons	73
02 Falls on the same level	36
87 Work related harassment and/or workplace bullying	29
42 Muscular stress while handling objects other than lifting, carrying or putting down	28
11 Hitting stationary objects	19
41 Muscular stress while lifting, carrying, or putting down objects	16
82 Exposure to workplace or occupational violence	16
28 Being hit by moving objects	12
44 Repetitive movement, low muscle loading	12
84 Work Pressure	11
01 Falls from a height	9
43 Muscular stress with no objects being handled	9
26 Being trapped between stationary and moving objects	5
72 Contact with, or exposure to, biological factors of human origin	5
81 Exposure to a traumatic event	5
13 Rubbing and chafing	3
23 Being hit by an animal	3
03 Stepping, kneeling or sitting on objects	2
21 Being hit by falling objects	2
61 Single contact with chemical or substance	2
62 Long term contact with chemicals or substances	2
86 Other mental stress factors	2

99 Unspecified mechanisms of incidents	2
12 Hitting moving objects	1
63 Insect and spider bites and stings	1
69 Other and unspecified contact with chemicals or substances	1
88 Other harassment	1
89 Mental stress related to Novel Coronavirus (COVID-19)	1
92 Vehicle incident	1
<b>Total</b>	<b>309</b>

a) and b) CPHB do not measure or report on LTIFR by incident classification. CPHB have provided the below data on Lost Time Injury (LTI) incidents for the 2020-21 and 2021-22 periods.

Calvary Public Hospital Bruce –LTI incidents by classification			
2020-21		2021-22	
Being hit by moving objects	1	Being hit by moving objects	0
Blood and body fluid exposure	1	Blood and body fluid exposure	3
Chemicals and other substances	5	Chemicals and other substances	4
Falls, trips and slips of a person	18	Falls, trips and slips of a person	10
Heat, electricity and other environmental factors	3	Heat, electricity and other environmental factors	0
Hitting objects with a part of the body	17	Hitting objects with a part of the body	1
Laceration	4	Laceration	1
Manual tasks	18	Manual tasks	25
Mental stress	12	Mental stress	2
Sounds and pressure	1	Sounds and pressure	1
Vehicle incidents and other	11	Vehicle incidents and other	0
Violence and aggression	9	Violence and aggression	1
<b>Total</b>	<b>100</b>	<b>Total</b>	<b>48</b>

- 11) CHS Occupational Violence staff incident reports include all incidents involving patients, consumers, and clients. They do not include incidents involving other CHS staff. Staff Incident reports are not broken down into further categories according to the alleged perpetrator.

Calvary Public Hospital Bruce – Breakdown of all* OV incidents		
	2020-21	2021-22
Patients	50	84
Consumers	14	0
Staff	12	5

\*The numbers include all incidents across the CPHB and CHH campuses (not just wards) and therefore differ to numbers in question one.

Approved for circulation to the Member and incorporation into Hansard.

Rachel Stephen-Smith MLA  
Minister for Health

Date:.....

This response required 13.75hrs to complete, at an approximate cost of \$1348.94



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**From:** Ellis, Catherine (Health)  
**Sent:** Monday, 29 August 2022 1:58 PM  
**To:** Canberra Health Services Ministerial; GovernmentBusinessHealth  
**Subject:** RE: GBCHS22176 QoN 835 Occupational Violence  
**Attachments:** GBCHS22176 QoN 835 Occupational Violence.DOCX

**Categories:** 02. QoN

**OFFICIAL**

Hi Kerryn

Thanks for speaking with me about this one again and reverting to CPHB initial input. Per our discussion confirming that these comments just sent now all relate to CHS and will be for CHS to address.

Noting this will leave to you, but let me know if anything changes or a further RFA occurs that does require review of CPHB input. As it stands we will consider this NFA for ACTHD / CPHB input.

Thanks  
Cathy

**From:** Canberra Health Services Ministerial <CHS.Ministerial@act.gov.au>  
**Sent:** Monday, 29 August 2022 1:38 PM  
**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Cc:** Ellis, Catherine (Health) <Catherine.Ellis@act.gov.au>  
**Subject:** GBCHS22176 QoN 835 Occupational Violence

**OFFICIAL**

Hi Guys

Just a couple more questions on this one for Calvary.

Thanks

Kind Regards

**Kerryn Hunter**

A/g Assistant Director, Government Relations

Strategy, Policy and Planning | Canberra Health Services | ACT Government

Level 1, Building 28, Canberra Hospital | [www.health.act.gov.au](http://www.health.act.gov.au)

**Phone:** (02) 5124 9524 **Mobile:** [REDACTED]

**E-mail:** [kerryn.hunter@act.gov.au](mailto:kerryn.hunter@act.gov.au)

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**From:** Gstrein, Kylie (Health) on behalf of GovernmentBusinessHealth  
**Sent:** Monday, 29 August 2022 3:03 PM  
**To:** ACT Health DLO  
**Cc:** GovernmentBusinessHealth  
**Subject:** RE: QON 835 - Occupational Violence.

**Importance:** High

**OFFICIAL**

Hi Tara

Just closing the loop with you on this one. Cath has spoken to Kerryn at CHS and agreed no further action from ACTHD. Comments from MO are not relevant to ACTHD input and CHS will progress revised responses.

Thanks  
Kylie

**From:** Gower, Tara (Health) <Tara.Gower@act.gov.au> **On Behalf Of** ACT Health DLO  
**Sent:** Thursday, 25 August 2022 3:40 PM  
**To:** GovernmentBusinessHealth <GovernmentBusinessHealth@act.gov.au>  
**Subject:** FW: QON 835 - Occupational Violence.  
**Importance:** High

**OFFICIAL**

Hi team

Can we please ask HSPE (LHN) to review the attached QON to address MO queries please.

Thank you  
Tara

**Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate**

Mob [REDACTED] | Email: [ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)

Office of Rachel Stephen-Smith | Minister for Health

Office of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



**From:** Murray, Ryan (Health) <[Ryan.Murray@act.gov.au](mailto:Ryan.Murray@act.gov.au)> **On Behalf Of** CHS DLO  
**Sent:** Thursday, 25 August 2022 2:43 PM  
**To:** ACT Health DLO <[ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)>  
**Cc:** Bransgrove, Meagen <[Meagen.Bransgrove@act.gov.au](mailto:Meagen.Bransgrove@act.gov.au)>

**Subject:** QON 835 - Occupational Violence.  
**Importance:** High

**OFFICIAL**

Hi team,

Meg has indicated the Minister's questions haven't been answered, and it seems like its mostly due to Calvary.

It's currently at the below. Can you please have a look and let me know what you think? Happy to have CHS look at it if needed.

<\\act.gov.au\Assembly\GovMin\Stephen-Smith\DLO\01. RSS - digital signing\00. Meg documents for review\Waiting for updates\20220709 GBCHS22-176 QoN 835 OV>

Thanks!

**Ryan Murray | Directorate Liaison Officer | Canberra Health Services**

Phone: (02) 6205 5030 | Mobile [REDACTED] | Email: [CHSDLO@act.gov.au](mailto:CHSDLO@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government



**From:** Gower, Tara (Health) on behalf of ACT Health DLO  
**Sent:** Friday, 9 September 2022 9:30 AM  
**To:** GovernmentBusinessHealth  
**Cc:** Ellis, Catherine (Health)  
**Subject:** FW: Outstanding Assembly QONs  
**Attachments:** Unanswered QoNs - 080922.docx

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** 02. QoN

**OFFICIAL**

Hi team

Just an FYI - in preparation for the upcoming sitting week, please find attached a list of outstanding Assembly QONs provided by Chamber Support.

Out of Scope

835	CHS – Confirmed on 29/08 this sits with CHS
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Out of Scope

Thank you

Tara

**Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate**

Mob: [REDACTED] Email: [ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)

Office of Rachel Stephen-Smith | Minister for Health

Office of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



**From:** CMTEDD, Assembly Coordination <AssemblyCoordination@act.gov.au>  
**Sent:** Friday, 9 September 2022 9:18 AM  
**To:** #LA\_EXEC DLOS <#LA\_EXECDLOS@act.gov.au>  
**Cc:** CMTEDD, Assembly Coordination <AssemblyCoordination@act.gov.au>  
**Subject:** Outstanding Assembly QONs  
**Importance:** High

Good morning

In preparation for the upcoming sitting week, please find attached a list of outstanding Assembly QONs provided by Chamber Support.

Kind regards  
Rachel

**Rachel Gilks**

**Assistant Director | Assembly and Government Business Coordination**

Phone: +61 02 6207 6472 | Email: [assemblycoordination@act.gov.au](mailto:assemblycoordination@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601 [www.act.gov.au](http://www.act.gov.au)



## Legislative Assembly for the Australian Capital Territory

2020-2021

# Unanswered Questions

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### *Unanswered questions*

*(30 days expired 3 July 2022)*

805 **MS CASTLEY:** To ask the Minister for Health—

- (1) What is the (a) headcount and (b) full-time equivalent of midwives employed by Canberra Health Services (CHS).
- (2) How many care and birthing options are available for pregnant women and can the Minister provide details.
- (3) Of the options referred to in part (2), since 2016, how (a) many places were available for each option, (b) many women applied for a place in each option and (c) much funding does each option receive.
- (4) Has the Minister's office received any complaints from women who have not received their preferred option; if so, how many complaints have been received and can the Minister provide details.
- (5) How many beds are there/have there been at Canberra Hospital and Calvary Public Hospital in the maternity unit/birthing wards each year since 2016.
- (6) What is the average length of stay, since 2016, in the maternity unit/birthing ward at (a) Canberra Hospital and (b) Calvary Public Hospital,
- (7) What is the average cost of an overnight stay in the maternity unit/birthing ward at (a) Canberra Hospital and (b) Calvary Public Hospital, since 2016.



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**From:** Murray, Ryan (Health) on behalf of CHS DLO  
**Sent:** Friday, 9 September 2022 10:55 AM  
**To:** Ellis, Catherine (Health); ACT Health DLO  
**Cc:** Bransgrove, Meagen  
**Subject:** RE: QON 835 - Occupational Violence.

**Importance:** High

**OFFICIAL**

Sounds good. Thanks for the update.

I will try and see whats happening from our end to get it resolved.

Regards,

**Ryan Murray | Directorate Liaison Officer | Canberra Health Services**  
Phone: (02) 6205 5030 | Mobile [REDACTED] | Email: [CHSDLO@act.gov.au](mailto:CHSDLO@act.gov.au)  
Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government  
Office of Emma Davidson MLA | Minister for Mental Health and Justice Health | ACT Government

**From:** Ellis, Catherine (Health) <[Catherine.Ellis@act.gov.au](mailto:Catherine.Ellis@act.gov.au)>  
**Sent:** Friday, 9 September 2022 10:50 AM  
**To:** ACT Health DLO <[ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)>; CHS DLO <[CHSDLO@act.gov.au](mailto:CHSDLO@act.gov.au)>  
**Cc:** Bransgrove, Meagen <[Meagen.Bransgrove@act.gov.au](mailto:Meagen.Bransgrove@act.gov.au)>  
**Subject:** RE: QON 835 - Occupational Violence.

**OFFICIAL**

Hi All

Tara's advice is correct to my understanding Kerryn was seeking relevant updates from within CHS and would then progress back to MO.

We worked through anything related to ACTHD and was nothing further from us required. See attached email correspondence related to this.

Thanks  
Cathy

**Catherine Ellis | A/g Senior Director | Ministerial and Government Services**  
Mob [REDACTED] | Email: [catherine.ellis@act.gov.au](mailto:catherine.ellis@act.gov.au)  
Office of the Director-General | ACT Health Directorate  
Level 5, 2-6 Bowes Street Phillip ACT 2606  
[health.act.gov.au](http://health.act.gov.au)



**From:** Gower, Tara (Health) <[Tara.Gower@act.gov.au](mailto:Tara.Gower@act.gov.au)> On Behalf Of ACT Health DLO  
**Sent:** Friday, 9 September 2022 9:28 AM  
**To:** CHS DLO <[CHSDLO@act.gov.au](mailto:CHSDLO@act.gov.au)>

Cc: Bransgrove, Meagen <[Meagen.Bransgrove@act.gov.au](mailto:Meagen.Bransgrove@act.gov.au)>

Subject: RE: QON 835 - Occupational Violence.

OFFICIAL

Hi Ryan

I believe on 29 August 2022, Cathy spoke with Kerryn and agreed there is no further action from ACTHD. Comments from MO are not relevant to ACTHD input and CHS will progress revised responses.

Grateful if you can please check in with Kerryn about this.

Please let me know if you have any concerns.

Thank you

Tara

**Tara Gower | A/g Directorate Liaison Officer | ACT Health Directorate**

Mob [REDACTED] | Email: [ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)

Office of Rachel Stephen-Smith | Minister for Health

Office of Emma Davidson | Minister for Mental Health

Level 2, Legislative Assembly Building, Civic Square



From: Murray, Ryan (Health) <[Ryan.Murray@act.gov.au](mailto:Ryan.Murray@act.gov.au)> On Behalf Of CHS DLO

Sent: Friday, 9 September 2022 9:25 AM

To: ACT Health DLO <[ACTHealthDLO@act.gov.au](mailto:ACTHealthDLO@act.gov.au)>

Cc: Bransgrove, Meagen <[Meagen.Bransgrove@act.gov.au](mailto:Meagen.Bransgrove@act.gov.au)>

Subject: RE: QON 835 - Occupational Violence.

Importance: High

OFFICIAL

Hi team,

Just wondering how this one is going?

Thanks,

**Ryan Murray | Directorate Liaison Officer | Canberra Health Services**

Phone: (02) 6205 5030 | Mobile [REDACTED] | Email: [CHSDLO@act.gov.au](mailto:CHSDLO@act.gov.au)

Office of Rachel Stephen-Smith MLA | Minister for Health | ACT Government

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Subject: QON 835 - Occupational Violence.

OFFICIAL

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<\\act.gov.au\Assembly\GovMin\Stephen-Smith\DLO\01. RSS - digital signing\00. Meg documents for review\Waiting for updates\20220709 GBCHS22-176 QoN 835 OV>

Thanks!

**Ryan Murray | Directorate Liaison Officer | Canberra Health Services**

Phone: (02) 6205 5030 | Mobile [REDACTED] | Email: [CHSDLO@act.gov.au](mailto:CHSDLO@act.gov.au)

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