

# Responsibilities when responding to an incident of occupational violence

	Consumer	Healthcare workers (workers)	Manager	Senior managers	Healthcare service	Security	Local WHS	ACT Policing
RECOGNISE	<b>Advise when observed or experienced</b> <ul style="list-style-type: none"> <li>Own or support peoples' behaviours</li> </ul>	<b>Observe daily</b> <ul style="list-style-type: none"> <li>Risk of OV</li> <li>OV directed to self or others</li> <li>Risk control measures</li> </ul>	<b>Observe daily</b> <ul style="list-style-type: none"> <li>Risk of OV</li> <li>OV directed to self or healthcare workers</li> <li>Risk control measures</li> </ul>	<b>Report at least quarterly</b> <ul style="list-style-type: none"> <li>OV trends and required changes to operational risks</li> </ul>	<b>Report at least annually</b> <ul style="list-style-type: none"> <li>OV trends and required changes to OV policies</li> </ul>	<b>Observe daily</b> <ul style="list-style-type: none"> <li>Risk of OV</li> <li>Risk control measures</li> </ul>	<b>Report at least annually</b> <ul style="list-style-type: none"> <li>Communicate with Healthcare service and managers any WorkSafe updates relating to OV Trends or changes to OV standards</li> </ul>	<b>As part of ongoing partnership with healthcare service</b> <ul style="list-style-type: none"> <li>Assist healthcare service with recognition of repeat offenders/risks</li> </ul>
RESPOND	<b>Immediate response</b> <ul style="list-style-type: none"> <li>Listen to and follow advice from healthcare workers, security or ACT Policing</li> </ul>	<ul style="list-style-type: none"> <li>Action immediately</li> <li>Make safe</li> <li>Defuse situation</li> <li>Medical treatment as required</li> <li>Engage wards persons, security, Code Grey, Code Black, ACT Policing as required</li> </ul>	<b>Action immediately</b> <ul style="list-style-type: none"> <li>Make safe (immediate)</li> <li>Defuse situation (immediate)</li> <li>Medical treatment as required (immediate)</li> <li>Support workersto, or directly engage Security, Code Grey, Code Black, ACT Policing as required</li> </ul>	<b>Within the hour</b> <ul style="list-style-type: none"> <li>Aware of OV incident</li> </ul>	<b>Within the hour</b> <ul style="list-style-type: none"> <li>Aware of OV incident</li> </ul>	<b>Respond when engaged</b> <ul style="list-style-type: none"> <li>Respond to request for assistance - Duress, Code Grey, Code Black</li> </ul>		<b>When engaged to respond to an OV incident</b> <ul style="list-style-type: none"> <li>Respond to emergency support request</li> <li>Attend site/manage incident</li> </ul>

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SUPPORT	<p><b>Before leaving site</b></p> <ul style="list-style-type: none"> <li>• Receive support from healthcare workers or manager</li> </ul>	<p><b>Within 24 Hours</b></p> <ul style="list-style-type: none"> <li>• Engage with psychological first aid as required</li> <li>• Engage in operational (not psychological) debrief</li> </ul> <p><b>Within 48 hours</b></p> <ul style="list-style-type: none"> <li>• Access Employee Assistance Program (EAP)</li> </ul>	<p><b>Within 24 Hours</b></p> <ul style="list-style-type: none"> <li>• Immediate support +/-EAP</li> <li>• Psychological first aid</li> <li>• Link to support services</li> <li>• Arrange Hot Debrief</li> </ul> <p><b>Within 48 hours</b></p> <ul style="list-style-type: none"> <li>• Arrange Formal debrief</li> <li>• Arrange for Team EAP service as required</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>• Support workers' compensation claim</li> <li>• As required, maintain connection to workers until return to work</li> <li>• Ongoing workers check in to assess wellbeing</li> </ul>	<p><b>Within 24 hours</b></p> <ul style="list-style-type: none"> <li>• Support Managers to respond to the OV incident</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>• Support managers with training and education</li> </ul>	<p><b>Immediately Accessible/ Ongoing</b></p> <ul style="list-style-type: none"> <li>• Policies and procedures in place to define support services available</li> </ul>	<p><b>As per agreed response protocols</b></p> <ul style="list-style-type: none"> <li>• Attend and support staff/manager as required to make safe, de-escalate, contain, respond</li> </ul>	<p><b>As required</b></p> <ul style="list-style-type: none"> <li>• Provide support to the manager in managing the OV incident</li> <li>• Act as a point of contact for healthcare service to report OV incident <a href="#">WorkSafe ACT</a></li> </ul>	<p><b>When engaged to respond to an OV incident</b></p> <ul style="list-style-type: none"> <li>• Link to victims of crime support services</li> </ul>

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REPORT	<p><b>Before leaving site</b></p> <ul style="list-style-type: none"> <li>Provide a statement to ACT Policing, as required</li> <li>Provide details to staff or managers to assist data gathering</li> </ul>	<p><b>When OV observed or experienced</b></p> <ul style="list-style-type: none"> <li>Report to Manager or ACT Policing, as required</li> </ul> <p><b>Within 24 hours (ideal) or ASAP</b></p> <ul style="list-style-type: none"> <li>RiskMan</li> </ul>	<p><b>Within 24 hours (ideally) or ASAP</b></p> <ul style="list-style-type: none"> <li>RiskMan</li> <li>To Senior Managers</li> <li>To staff and healthcare service</li> <li>Notify the Health Service Representative</li> <li>Support staff to report to ACT Policing, as required</li> </ul> <p><b>ASAP and 48 hours for notification</b></p> <ul style="list-style-type: none"> <li>Make a report to and <a href="#">WorkSafe ACT</a>, as required</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>Support staff with reporting and any requirements to progress with ACT Policing +/- related court</li> </ul>	<p><b>Within 24 hours</b></p> <ul style="list-style-type: none"> <li>To Health Service</li> </ul>	<p><b>At least quarterly</b></p> <ul style="list-style-type: none"> <li>RiskMan statistics back to Senior Managers and Managers</li> </ul>	<p><b>After engagement in an OV incident</b></p> <ul style="list-style-type: none"> <li>Provide details of OV incident and any response/action taken to Manager and/or healthcare service</li> <li>As required provide details of OV incident and any response/action taken to ACT Policing</li> </ul>	<p><b>Within 48 hours</b></p> <ul style="list-style-type: none"> <li>Assist healthcare service to review the OV incident and report to <a href="#">WorkSafe ACT</a> (as required)</li> </ul> <p><b>At WHS meetings</b></p> <ul style="list-style-type: none"> <li>Communicate health service OV statistics, investigation outcomes and risk controls managers</li> </ul>	<p><b>When engaged to respond to an OV incident</b></p> <ul style="list-style-type: none"> <li>Keep staff affected updated with investigation process</li> </ul>
REVIEW	<p><b>As required</b></p> <ul style="list-style-type: none"> <li>Engage in the investigation process</li> </ul>	<p><b>As required</b></p> <ul style="list-style-type: none"> <li>Engage in investigation as victim or witness to OV incident</li> <li>Engage in investigation as member of WHS team or committee or as a HSR</li> </ul>	<p><b>As required</b></p> <ul style="list-style-type: none"> <li>Lead the OV incident review</li> <li>Support staff to engage</li> <li>Assess risks, identify controls</li> </ul>	<p><b>At least quarterly</b></p> <ul style="list-style-type: none"> <li>OV incident review – risk management</li> </ul>		<p><b>As required</b></p> <ul style="list-style-type: none"> <li>Participate in Review process</li> </ul>	<p><b>As required</b></p> <ul style="list-style-type: none"> <li>Assist manager to review the OV incident and identify risk and potential controls to implement</li> </ul>	<p><b>When engaged to respond to an OV incident</b></p> <ul style="list-style-type: none"> <li>Investigate the OV incident</li> </ul>

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ENGAGE	<p><b>When attending health service</b></p> <ul style="list-style-type: none"> <li>Observe and follow behaviour guidelines</li> <li>Provide feedback, identify concerns</li> </ul> <p><b>When available</b></p> <ul style="list-style-type: none"> <li>Engage with education or training about OV and acceptable behaviours</li> </ul>	<p><b>At least annually</b></p> <ul style="list-style-type: none"> <li>Education or training about OV and acceptable behaviours</li> <li>Education and Training in OV response</li> </ul> <p><b>Daily/as part of investigation</b></p> <ul style="list-style-type: none"> <li>Risk assessment</li> </ul> <p><b>At Team meetings/as part of investigation</b></p> <ul style="list-style-type: none"> <li>Review of OV incident outcomes/reports</li> </ul>	<p><b>At team meetings/at least quarterly</b></p> <ul style="list-style-type: none"> <li>Communicate OV incident reports and outcomes</li> </ul> <p><b>As required</b></p> <ul style="list-style-type: none"> <li>Engage staff in OV review process</li> </ul> <p><b>Daily/Ongoing/As required</b></p> <ul style="list-style-type: none"> <li>Engage staff in Risk identification and risk control implementation processes</li> </ul> <p><b>At least annually</b></p> <ul style="list-style-type: none"> <li>Provide education and training on OV identification and management, including responding and reporting</li> </ul>	<p><b>Annually</b></p> <ul style="list-style-type: none"> <li>OV policy and procedure process review</li> <li>Risk Management process review</li> </ul>	<p><b>Annually</b></p> <ul style="list-style-type: none"> <li>OV framework review</li> </ul>	<p><b>At least annually</b></p> <ul style="list-style-type: none"> <li>Participate in OV education and training</li> </ul> <p><b>At least quarterly</b></p> <ul style="list-style-type: none"> <li>Awareness of OV report outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Engage regularly with managers and workers to share learnings from risk review and risk controls</li> </ul>	<p><b>When engaged to respond to an OV incident</b></p> <ul style="list-style-type: none"> <li>Engage staff and services in the investigation process</li> <li>Engage staff as required in the prosecution process</li> </ul> <p><b>As part of ongoing partnership with healthcare service</b></p> <ul style="list-style-type: none"> <li>Share details on OV response, outcomes etc to inform policy, processes or training</li> </ul>

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

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