

OCCUPATIONAL VIOLENCE PROCEDURE (18) V2

PURPOSE

To provide a process for the prevention, reduction and management of foreseeable occupational violence.

Note: Site specific procedures should be developed for individual worksites as required.

RESPONSIBILITIES

Persons Conducting a Business or Undertaking (PCBU) must ensure so far as is reasonably practicable that:

- foreseeable sources or causes of Occupational Violence (OV) are identified and the risk assessed
- communication and consultation occurs with workers and their representatives
- there is effective planning, controlling, monitoring and reviewing of preventative measures
- confidentiality and anonymity is maintained
- Support services are offered and/or provided to workers exposed to OV.

Officers must:

- Exercise due diligence to ensure that the PCBU meets their responsibilities as above.

Workers must:

- take reasonable care for their own safety and avoid adversely affecting the health and safety of others through any act or omission
- report all actual and potential incidents of OV
- follow procedures and instruction to prevent or minimise the risk of OV in the workplace.

DEFINITIONS

Definitions of terms can be found on the Catholic Safety website or via this link [here](#).

ACTIONS

HAZARD IDENTIFICATION	
Identifying the Risk	Determine the factors that can create the risk of violence by means of: <ul style="list-style-type: none"> • Risk indicators (see Occupational Violence Information). • Hazard reports. • Accident/Incident/Near Miss reports. • Workplace inspections. • Discussions with workers, customers, clients, students, health and safety committee, health and safety representatives.
Consultation and Communication	Consultation with workers and other PCBU about work related violence should occur when: <ul style="list-style-type: none"> • identifying risks in the workplace • making decisions about ways to prevent and manage work-related violence risks • making decisions about information and training on work-related violence • witnessing signs that work related violence is affecting the health and safety of workers • proposing changes that may affect the health and safety of workers.

RISK ASSESSMENT	
Develop Risk Assessment	<ul style="list-style-type: none"> • Determine the nature and the extent of OV risk by considering the likelihood of OV occurring and the consequence that harm will occur due to the OV, then estimate the severity of the potential consequences. • Identify the hazard/risk to person/s and prioritise the control measures (Refer Hazard Management Procedure 14).
Community Workers	<ul style="list-style-type: none"> • As the client's home is a workplace, clients must provide, as far as is reasonable, a safe working environment for workers coming into their home. • Workers have an understanding of the client's condition/ disability/ triggers/ care and behavior management plans are in place • Workers are trained for working off site and visiting homes.
CONTROLS	
Controlling the risk	<ul style="list-style-type: none"> • Develop specific site procedures to be followed for any foreseeable event of serious or imminent danger. • Ensure emergency facilities and equipment are maintained and appropriate to the workplace (eg. work layout, duress alarms) refer to Emergency and Critical Incident Procedure 10.
Monitor and Review	<ul style="list-style-type: none"> • Periodically evaluate OV control measures and process for their suitability and effectiveness • Monitor and review controls in consultation with workers and worker representatives.
Reporting	<ul style="list-style-type: none"> • Report all OV incidences. • Internal reporting and notifications as required to external agencies (e.g. SAPOL, SafeWork SA). If incident is notifiable refer to Incident Reporting and Investigation Procedure 2.
Investigating	All OV incident reports are to be investigated, with all contributing factors being identified. This may include external parties. Engage legal representation where required.
At the time of an incident	<p>A range of actions may be taken which include:</p> <ul style="list-style-type: none"> • setting off the duress alarm • calling the police • implementing the internal emergency response • implementing the external emergency response • using calm verbal and non-verbal communication • using verbal de-escalation and distraction techniques • seeking support from other workers • asking the aggressor to leave the premises • retreating to a safe location.
Immediately after the incident	<p>Ensure that:</p> <ul style="list-style-type: none"> • Everyone is safe. • First aid or urgent medical attention is provided. • Individual support is provided where required, including practical and emotional. • The incident is reported, including details of, what happened, who was affected and who was involved. • Police are called if necessary. • That a team debrief is conducted post incident, where possible. • Engage legal representation where required.

Contingency Planning	A response system should address immediate safety issues, medical treatment, internal reporting and notifications required by external agencies such as police and SafeWork SA e.g. building invasion/armed intrusion (Refer Emergency & Critical Incident Procedure 10).
INFORMATION, INSTRUCTION AND TRAINING	
Instruction and training	<ul style="list-style-type: none"> • Provide training, information and support appropriate to the level of risk (including drills and debriefs). • Provide workers with information and instruction to identify and assist in managing clients/visitors with a history of violence. • Identify specific training for Officers and Supervisors. • Retrain all 'at risk' workers in strategies for managing violence. • Ensure all workers are aware of the organisation's Employee Assistance Program (EAP) and how to access services.
DOCUMENT CONTROL	
	Retain all documentation as per Document Control Procedure 24.
MONITOR AND REVIEW	
	This procedure will be monitored for compliance and effectiveness by Catholic Safety Health & Welfare SA as per the Audit Procedure 7.

RELATED DOCUMENTS

External Documents

Work Health and Safety Act 2012 (SA)
 Work Health and Safety Regulations 2012 (SA)
 Privacy Act 1988

Internal Documents

Work Health & Safety and Injury Management Policy
 CCES Procedures No1-31

APPENDICES

Nil

ADDITIONAL INFORMATION

[SAPOL Safety and Security website](#)
[Occupational Violence Information](#) – CSHW Website
[SafeWork SA Work Related Violence](#)
[SafeWork SA Community Workers Health and Safety Guide](#)



VERSION CONTROL AND CHANGE HISTORY

Version	Approved By	Approved Date	Reason for Development of Review	Review Date
3	Sector Forums	July 2013	Legislation – New WHS Act	2016
April 2015 – Document consolidated across CCES sectors				
V1	Executive Manager CSHW	24/04/2015	Procedure Consolidation	2016
V2	Executive Manager	15/03/2017	Procedure Review	2020

Approved for Publication:

Kathy Grieve

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