

Occupational violence risk identification and controls

Risk controls are a requirement of the [Work Health and Safety Act 2011 \(the WHS Act, section 17 and 18\)](#). By implementing preventive practices (often known as risk management), OV may be prevented or minimised. Risk identification and management is an ongoing process.

Workers and managers should all be engaged in an ongoing risk management process.

Risk management strategies that can be employed to reduce OV incidents include:

- identifying and assessing the types of risks
- the impact they may have on outcomes
- determining whether there is a change that can be implemented to reduce or eliminate the risk.

Area	Examples of engagement for risk identification and control
Healthcare service	<ul style="list-style-type: none">• There is a clear healthcare service stance on OV.• The healthcare service has an OV framework that is adequately resourced.• OV policies and procedures have been developed and are accessible.• OV education and training are available to all workers and managers.• OV reporting processes and tools are developed and workers and managers know how to use.• OV risk assessment and risk control mechanism implementation processes are in place.• OV incident reporting and review of reporting occurs routinely.• Safe workplace design and maintenance has been adopted.
Managers	<ul style="list-style-type: none">• Lead by example and consistently demonstrating that OV in any form is unacceptable and must be reported.• Identify work practices that might increase risk, where possible change the practice or implement additional supports e.g., working alone, contact with the public, or working after hours.• Ensure that the workplace design does not create risks, by reducing visibility or blocking entry or exit routes or creating queues.• Ensure managers and workers are alert to consumer behaviours, especially when there are long wait times, queues, or periods of low staffing, and assessing the risk of escalation to OV.• Ensure OV standards and expected behaviours are clearly and consistently communicated to all workers and consumers.• Implement processes to gather feedback from workers and consumers regarding the health and safety of the workplace and workplace practices and using the information to implement risk control measures.

Area	Examples of engagement for risk identification and control
	<ul style="list-style-type: none"> • Undertake regular OV risk assessments and implementing recommended risk control measures in local areas (including review of the effectiveness of implemented control measures). • Ensure workers are aware of, and practice according to, related OV policy and procedures.
Workers	<ul style="list-style-type: none"> • Attend to work in a manner that promotes the health and safety of the individual and those they are working with. • Are alert to potential issues that may escalate to an OV incident and managing service provision accordingly. This will help to minimise, and where possible eliminate, the risk of OV. • Complete any required OV training and education to ensure an appropriate response to OV incidents. • Are aware of, understand, and comply with the local policy and procedure relating to OV identification and management.

For more responsibilities related to recognising, reporting, responding to OV, refer to the

⇒ **Responsibilities factsheet**

⇒ [Challenging Behaviour Guidelines for ACT Health Services \(2020\)](#)

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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