

ADDRESSING OCCUPATIONAL VIOLENCE STRATEGY 2019 - 2022

Occupational violence (OV) in our workplaces is unacceptable.

Managing the risks to minimise OV occurring is our priority.

Our workers are supported if they experience OV.



WHAT WILL WE DO?

Take a **risk management approach** to occupational violence.

Understanding and managing OV requires a focus on the risks. Our systems need to enable us to accurately identify areas of risk, the likelihood of OV occurring and its impact, as well as opportunities for improvement.

We will implement a common approach to risk assessment to support the development of risk registers at a directorate and whole of government level.



Design work and workplaces to minimise risk of occupational violence.

Design of work environments, processes and systems are fundamental to addressing the risk of OV in our workplaces.

We will review how we work, where we work, who we work with and the tools and resources we use and consider these in our approaches to prevent or manage the risk of OV.



Enhance the skills of **senior leaders**.

Our senior leaders set the tone for how OV is addressed in our workplaces.

In order for our senior leaders to fully appreciate the risk associated with OV in the work that we do, we will establish consistent reporting process across ACT Government.

To impact the culture change required we will ensure approaches to address OV are led from the top.



Foster a **reporting culture**.

Reporting and measuring is important to enable us to take action when OV occurs, identify trends, assist in prevention and control measures and build an evidence base for future policy and program development.

We will implement a combination of broad reaching and targeted campaigns to improve reporting and response to incidents, as well as investigate approaches to streamline reporting and reduce duplication of reporting.



Build on the capabilities of **managers and supervisors**.

Our managers need to understand the risks for OV in the workplace in order to prioritise management strategies in occupational violence including supporting staff when they experience OV.

We will improve manager capability in situational awareness, de-escalation, staff support and individual and team resilience in order to reduce the impact of occupational violence in our workplaces.



Boost the skills of **workers** to minimise the likelihood of occupational violence.

Training staff in de-escalation techniques, situational awareness and resilience can assist in minimising the risk and impact of OV occurring in the workplace.

A tiered training approach and integrating technology into training will support consistent messaging programs.



ENSURING OUR WORKPLACES ARE FREE OF VERBAL AND PHYSICAL ASSAULTS AND THREATS.