

Policy: Prevention of Occupational Violence Procedure

1. SUMMARY

- 1.1. This policy defines WINNS Services Prevention of Occupational Violence Procedure to ensure it meets requirements.
- 1.2. The General Manager is responsible for implementation and management of the Prevention of Occupational Violence Procedure

| Rev. | Date | Nature of Changes | Approved By |
|------|------------------------------|-------------------|-------------|
| 1 | 3 rd January 2018 | Original issue. | C Stebbing |
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2. POLICY: Prevention of Occupational Violence Procedure

The purpose of this procedure is to prevent the risk of reasonably foreseeable occupational violence, or threats of violence towards WINNS employees by the application of a risk management approach involving the identification, evaluation and control of the potential of occupational violence occurring. These procedures will also apply to contractors and visitors to the WINNS controlled areas.

3. DEFINITIONS

Violence includes a wide range of behaviour and motivations that lead to either physical attack or injury to persons. Threats of violence can include statements or behaviour that causes a person to believe they are in danger of being physically attacked or of being injured as a result of a violent act. However, no single definition can adequately cover all situations and in determining whether violence or a threat of violence has occurred, the nature and context of the behaviour and motivations needs to be considered.

4. RESPONSIBILITIES

- 4.1. The Line Managers are responsible for:
 - 4.1.1. Ensuring that situations in which occupational violence may occur have been identified and assessed and those suitable controls have been applied.
 - 4.1.2. Ensuring that appropriate control measures are implemented in workplaces where a significant risk has been identified. The control measures should be documented in a Safety Plan.
- 4.2. The Health and Safety Manager is responsible for the provision of expert advice to SDM's and Assessors on the potential for occupational violence to occur and on suitable controls that can be applied.
- 4.3. Employees are responsible for promptly reporting any incidents involving threats or physical attack to the SDM for the site

5. RISK IDENTIFICATION

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- 5.1. It is important to assess each workplace to identify any potential sources of occupational violence and to be able to assess the risks accordingly.

Hazard identification can be achieved by the following methods:

- 5.1.1. Conduct an audit of the workplace.
- 5.1.2. Review incident and injury reports
- 5.1.3. Consult with health and safety representatives
- 5.1.4. Obtain information from industry and professional groups
- 5.2. The following situations are considered to have significant potential for occupational violence:
 - 5.2.1. Work involving handling cash
 - 5.2.2. Client based services or home visits
 - 5.2.3. Sensitive or dispute situations (e.g. employment or study issues)
 - 5.2.4. Contact with people who are disturbed, in distress or who may have a pre-disposition to violence
 - 5.2.5. Contact with people likely to be intoxicated or affected by drugs
 - 5.2.6. Working alone, in isolation or at night
 - 5.2.7. Working where drugs are kept and handled
 - 5.2.8. Situations likely to cause frustration

6. RISK ASSESSMENT

The Violence Risk Assessment Checklist can be used for to conduct an initial audit of the workplace and is considered essential for the above situations. The checklist should be completed by the SDM or Assessor of the area in consultation with the health and safety representative. For some situations, for example those listed above for which there may be a significant potential for violence to occur, it may be appropriate to request a security review and report be provided by the Health and Safety Manager.

A further risk assessment must be conducted whenever there is a change to the workplace or the work practices being undertaken which may change the risk profile.

7. RISK CONTROL MEASURES

Where a significant risk of occupational violence has been identified, it is recommended that a written Safety Plan be prepared to document the steps to be taken to control the risk. In general, a Safety Plan should include:

The physical layout to be provided, for example the provision of secure work areas, separate interview rooms and duress alarms as well as emergency escape routes. Deterrence measures such as video surveillance should also be considered

Procedural controls, for example work schedules and tasks or number of staff present during particular situations

Information and training, for example:

- 7.1. Cash handling procedures

- 7.2. Dealing with aggressive or difficult people
- 7.3. Managing patients in a clinical setting
- 7.4. Emergency procedure

8. REPORTING OCCUPATIONAL VIOLENCE

- 8.1. The Security Office is the primary point of contact for all matters regarding threats or physical attacks, or situations which may indicate the potential for violence to occur. All incidents involving threats or physical attack must be reported as soon as practicable to Security and an Incident Report should be completed as soon as possible thereafter.
- 8.2. Incidents which require an immediate response should be reported to the Police on 999. Control will contact the Police in situations in which criminal acts of violence have occurred.
- 8.3. Situations in which there is no immediate threat of violence but nevertheless may indicate the potential for violence, should be reported to Security for further assessment. Examples of situations which may be considered as potentially threatening include:
 - 8.3.1. Aggressive, unusual, bizarre, erratic or inappropriate behaviour
 - 8.3.2. Persons acting suspiciously or loitering
 - 8.3.3. Persons who appear to be under the influence of drugs or alcohol
 - 8.3.4. Acts, words or gestures which cause concern

9. INVESTIGATION AND ASSESSMENT OF PHYSICAL ATTACKS AND THREATS

- 9.1. All incidents and threats of occupational violence will be investigated by the SDM and the Health and safety Manager will be informed of the details and preventative actions taken or recommended. Employees found to have committed violence in the workplace may be subject to the disciplinary procedures.

10. CONSULTATION

It is recommended that the health and safety representative be consulted as early as possible when identifying and evaluating the risks and thereafter when risk control measures are introduced into the workplace.

11. DOCUMENTATION

Risk Assessment Checklist

Incident Report Form