



# Occupational Violence Project A Rural Ambulance Victoria Perspective

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# Purpose of the Project

- To ensure that RAV have processes in place, as far as practicable to control risks to operational and non operational employees associated with occupational violence and aggression from staff / visitors or members of the public.
- To ensure a safety first approach occurs with all matters associated with OH&S.

# Stakeholders

- Occupational Violence Focus Group
  - 3 Area Office Business Support Officer representatives
  - 1 Head Office Reception representative.
  - RAV Safety Manager
  - 1 HSR
- Metropolitan Ambulance Service
- Ambulance Employees Association
- Work Safe Victoria

# What have we in place?

- Aggression Management and Operational Safety Plan [AMOS] training.
- AMOS Plan Procedure.
- Management of Occupational Violence – Non Operational employees procedure.
- Corporate Office Action Plans [WIP]
- Area Office action plans [WIP]

# Some factors to consider

- The level of the threat based on previous experiences.
- The physical layout of the workplace, including the availability of natural surveillance.
- Adequate Lighting.
- Security
- Emergency and Evacuation plans
- RAV Wide & Area level Procedures.
- Training considerations.
- Incident / Statistical analysis
- Review and Audit options.



# A Snap Shot of the Aggression Management And Operational Safety Plan [AMOS]

# Aggression Management and Operational Safety Plan (AMOS)

“A plan to reduce the risk of accident or injury to Paramedic staff confronted by physical aggression in their workplace.”

# AMOS Objectives

To reduce the risk of accident or injury to paramedics by:

- Encouraging a “safety first” response to potentially hostile incidents.
- Providing a structured approach and response for all paramedics to follow when confronted by these incidents.
- Monitoring aggression trends and response.

# AMOS Plan Structure (1)

The organisation provides a system to manage hostile incidents through:

- Policy and procedure; introducing the concept
- Management of incidents; providing a structured training package
- Documentation; monitoring actual incidents for staff well being and critical analysis

# What AMOS is not

A prescriptive package addressing “what if” scenarios. Due to the many variables that exist in human interaction and the various uncontrolled environments staff work in, it is impossible to predict reactions and provide exact responses in a training sense.

# Pre-Operational Understanding

## Safety First

### Objectives:

- Identify a safety first approach
- The reasoning for a safety first approach in hostile incidents
- Outline who can apply a safety first approach in a potentially hostile incident

# Why have a safety first approach to potentially hostile incidents?

Reduce the risk of danger, injury and accidents to paramedics by turning an **unplanned event** into a **planned response**.



Thank you for your attention

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