

# Occupational violence incident response

Managing incidents in public health services



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## Occupational violence is defined as:

Any incident where an employee is abused, threatened or assaulted in circumstances arising out of, or in the course of, their employment. (Adapted from WorkSafe Victoria Handbook, 2008).

Within this definition of occupational violence:

- ‘threat’ means a statement or behaviour that causes a person to believe that they are in danger of being physically attacked, and may involve an actual or implied threat to safety, health or wellbeing.
- ‘physical attack’ means a direct or indirect application of force by a person to the body of, or clothing or equipment worn by, another person, where that application creates a risk to health and safety.

# Background



This resource kit has been developed to promote a statewide, consistent and integrated approach to reporting and responding to occupational violence (OV) in Victorian public healthcare settings. It provides healthcare workers (HCWs) and health managers with a best-practice framework for implementing such an approach and offers guidance and support materials for effectively **reporting** OV incidents both internally and to the police. Following these procedures will help ensure such incidents are reported and actioned appropriately.

The following principles provide a framework for improving the way **health services** and **police** report and respond to assault against HCWs:

- All forms of OV require action under occupational health and safety (OHS) legislation and may need to be reported to the police.
- Best practice response to OV incidents requires cooperative and coordinated action by health service managers, the police and the HCW.
- Early recording and reporting of an OV incident are more likely to result in successful interventions.
- Ongoing liaison between a health service and the local police will enhance relations and contribute to more positive responses and outcomes following an OV incident.
- Strong local health service–police partnerships can ensure ‘key contacts’ are established in each organisation to assist in managing OV incidents, particularly where there are barriers to a complaint being progressed or reported.

## Changing the culture in healthcare settings

Despite the fact that all forms of OV require action under OHS legislation and that assaults in the workplace should be reported to police, the literature highlights that, in the health sector, OV is highly underreported and a culture exists that accepts violence as ‘part of the job’.

There are a number of factors and perceptions that lead to HCWs not reporting assaults. These include:

- not wanting to escalate the matter
- adverse publicity
- fear of giving the impression of failure
- becoming desensitised to working alongside ‘difficult’ patients or colleagues
- other staff not sharing the perception that there is a threat to safety
- the perception that nothing will be done if incidents are reported to management and/or police
- fear that the person reporting will be seen as the cause of the incident
- others (including management) thinking they don’t have the skills to handle difficult situations
- fear of punishment on the part of the person who wants to make the report, or
- that debriefing and back-up support for workers may not be available.

Respond • Report • Resolve

Occupational violence needs action

# Reporting occupational violence: roles and responsibilities



## Healthcare workers

HCWs need to take all incidents of OV seriously. HCWs should report all incidents to their manager and ensure the incident is accurately recorded. Whether or not they choose to report the incident to the police immediately, at a later stage or not at all, the HCW should:

- report the incident to their manager
- attempt to ensure any physical evidence is preserved
- complete an incident report that includes brief notes about 'what happened' and, if possible, photographs of injuries and a signed *Authority to release medical information* form
- if intending to report the incident to police, do so as soon as possible after the incident has occurred
- attend the local police station if required
- attend debriefing and counselling as required.

## Health service providers/managers

Health service managers/providers are expected to treat all reports of OV as genuine and serious. They should encourage a culture that actively supports an open reporting process and should strongly discourage a culture that accepts violence. When notified of an OV incident, a manager should ensure:

- immediate and ongoing support (emotional, financial and legal) for those affected
- the incident is reported internally and an incident report is completed, as per local protocols and procedures
- the incident is reported to the health and safety representative (HSR)
- if required, the incident is reported to WorkSafe Victoria
- brief notes about the incident are made by both the victim and any witnesses
- any physical evidence is preserved
- that staff are supported in reporting incidents of assault to police, laying charges and pursuing prosecutions
- debriefing and counselling is provided as required

- incidents are analysed using a no-blame approach and utilising the expertise of specialist staff to learn from the incident and to develop processes to mitigate future risks
- records of incidents are maintained, trends are analysed and identified, and that appropriate interventions and feedback to staff are provided.

## Police

Victoria Police acknowledges that a strong and effective criminal justice response will have a positive impact on the health and wellbeing of victims and can have a deterrent effect on further crime. In relation to occupational violence against a healthcare worker, as with other forms of criminal acts, best practice requires the police to respond and take **appropriate action** when an incident is reported to them.

Police are expected to treat all reports of OV as genuine and serious. When notified of an OV incident, police should:

- treat OV against HCWs as crime
- record the crime on the Victoria Police Criminal Database
- investigate the alleged reported crime
- advise the person reporting the incident of the need to preserve any physical evidence
- identify and interview the alleged offenders where appropriate
- provide the aggrieved HCW with information on victims of crime support agencies and their rights as a victim of crime
- provide victims with regular updates and information on the investigation and the criminal justice process
- pursue criminal action where there is sufficient evidence to do so
- work with management of healthcare services with a view to identifying recidivist offenders, monitoring trends and identifying work environments at risk.



# Occupational violence incident response procedure



The following actions are recommended when an occupational violence incident ('threat' or 'physical attack') occurs. These actions are required in the case of a **minor assault** resulting in **injury** such as mild bruising, scratches or lacerations.

**Note:** In the case of a serious threat or an assault resulting in **serious injury** (such as a broken jaw, arm or other body part or severe lacerations), **ring 000 for immediate police attendance**. Everything possible needs to then be done to isolate, secure and maintain the crime scene. Once this has occurred, the investigation is under the direction of the police.

If the HCW requires urgent medical attention, appropriate assessment or treatment, an ambulance or medical response needs to be instigated.

■ HCW ■ Management ■ Police

Action required	Explanatory notes
<b>HCW and manager</b> HCW to report OV incident to line manager. Line manager to report to HSR and WorkSafe Victoria, if required.	If the HCW is not in a state to report the incident to their manager, a colleague/witness/friend/family member should do so.  The line manager should inform the HSR of the incident, and WorkSafe Victoria should be informed if required, as per the OHS Act 2004. Note: the HCW may be eligible to claim worker's compensation.
<b>HCW and manager</b> HCW/line manager/other to complete OV incident report	The incident needs to be recorded and an OV incident report completed as soon as possible after the incident. The incident report should contain as much detail as possible, including brief notes by the HCW and any witnesses about what happened. These notes (contemporaneous notes) are vital pieces of information if the HCW decides (whether immediately after the incident or at a later stage) to make an official report to the police.
<b>Manager/HSR/other</b> Photos taken of the scene and any sustained injuries	Photos can contribute significantly to evidence of an assault and hence, are also vital pieces of information if the HCW decides to report the incident to the police.

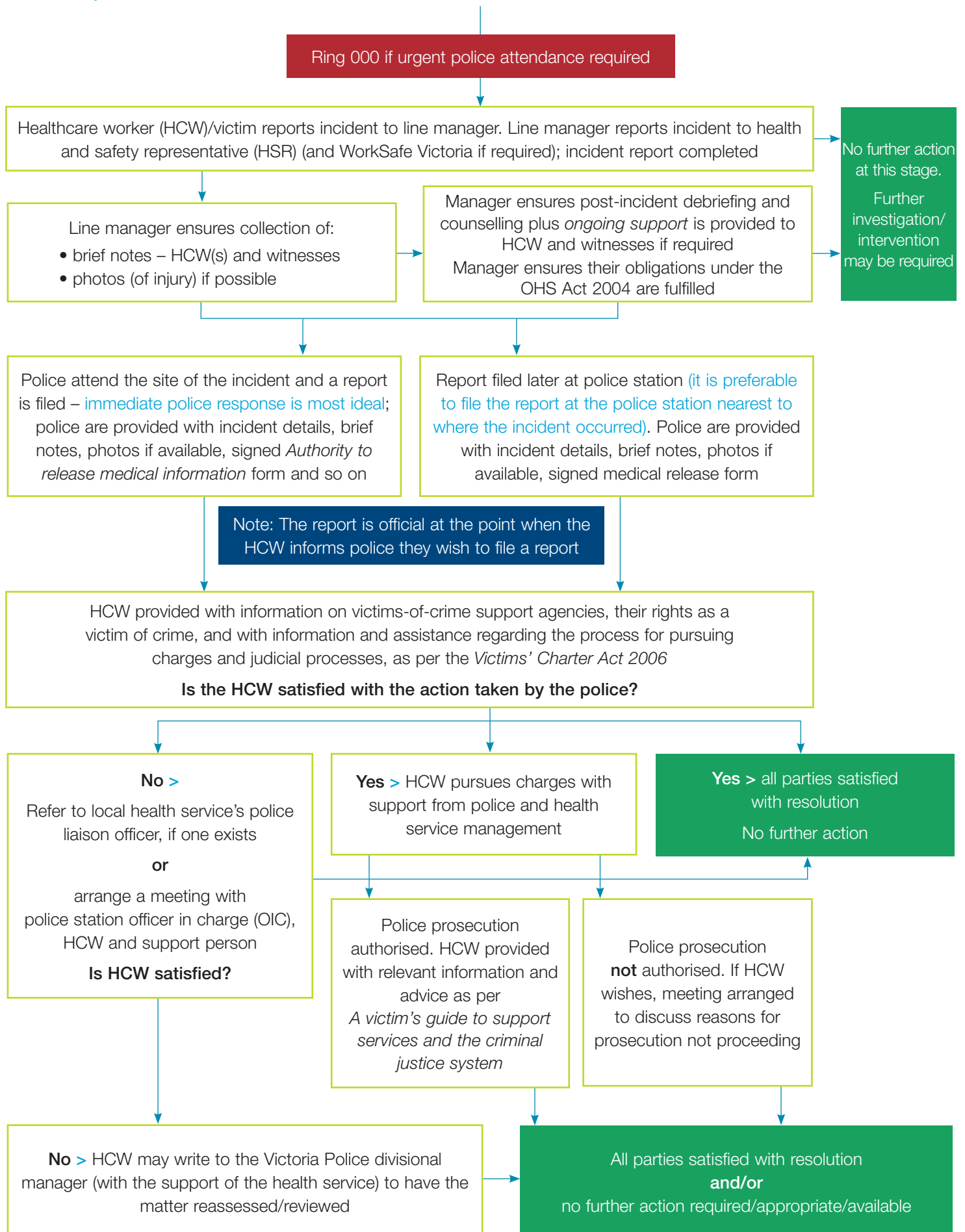
(HCW = healthcare worker/victim; OV = occupational violence; HSR = health and safety representative)

Action required	Explanatory notes
<p><b>Manager</b></p> <p><b>Manager</b> to organise post-incident debriefing and counselling for <b>HCW</b> (and for employees otherwise affected by the incident, if required)</p>	<p>Debriefing and/or counselling may be required immediately after the incident. Further debriefing, counselling and ongoing support may be required at a later stage.</p> <p><b>Note:</b> Ongoing support may include physical, emotional, financial and/or legal support.</p>
<p><b>Police</b></p> <p>If the <b>police</b> are called to attend the scene of the incident (at the health service), they will need to attend as soon as possible after being notified.</p>	<p>Early reporting of an incident contributes positively to a smooth investigation.</p> <p>An immediate <b>police</b> response is the most ideal. It should be noted however that <b>police</b> attendance is based on severity of incident, availability of resources and competing priorities.</p>
<p><b>HCW</b></p> <p>If a <b>HCW</b> makes the decision to report the incident to the <b>police</b>, with the possibility of laying charges, they need to advise the <b>police</b> that they wish to file a report. Once this is done, the <b>police</b> will proceed with filing a report.</p>	<p>Reporting an assault is official at the point when the <b>HCW</b> states to the <b>police</b> that they wish to file a report. The <b>police</b> will require details of the incident including personal statements, any photos that were taken of the scene and/or any sustained injuries and a description of the offender(s) if their name and address is unknown. A completed <i>Authority to release medical information</i> form (see below) will be necessary if injuries were sustained.</p>
<p><b>HCW and police</b></p> <p><b>HCW</b> to complete and sign an <i>Authority to release medical information</i> form with the investigating police officer.</p>	<p><b>Authority to release medical information form.</b></p> <p>This form gives authority to the <b>police</b> to obtain relevant medical information relating to the OV incident if the employee required medical attention. Delay in completing this form may disadvantage the investigation and the prosecution of the offence may be unable to proceed. The original of the completed form needs to be given to the relevant medical practitioner/hospital and a copy provided to the investigating police officer.</p>
<p><b>HCW</b></p> <p>If the incident is not reported to the <b>police</b> initially but the <b>HCW</b> makes the decision at a later stage that they wish to file a report, they will need to attend a <b>police</b> station to do so.</p>	<p>Because early reporting of an incident contributes positively to a smooth investigation, the <b>HCW</b> should report the incident as soon possible after the date of the incident.</p> <p><b>Note:</b> It is best to file the report at the <b>police</b> station nearest to where the incident occurred.</p>
<p><b>Manager</b></p> <p>The <b>manager</b> should ensure that the HCW is accompanied by a support person (<b>manager</b>, colleague, other) when they attend a police station to file a report.</p>	<p>This is to ensure the <b>HCW</b> is given emotional support and it demonstrates that <b>management</b> is taking the incident seriously.</p>

Action required	Explanatory notes
<p><b>HCW</b></p> <p>When attending the <b>police</b> station to file the report, the <b>HCW</b> needs to take as much information (and evidence) as possible regarding the incident.</p>	<p>Ideally, <i>brief</i> notes made by the <b>HCW</b> and witness/es written as soon as possible after the actual incident ('contemporaneous notes') are available. (<b>Note:</b> if the matter is to proceed to court, the police will require formal statements from both the <b>HCW</b> and witness/es). Any photos taken of the scene and/or sustained injuries and a description of the offender (if name and address unknown) should all be taken to the <b>police</b> station along with the brief notes. All this information will assist the <b>police</b> with their investigation and will increase the likelihood that the <b>police</b> will respond positively to the <b>HCW's</b> wish to file a report at this later stage. An <i>Authority to release medical information</i> form needs to be completed and signed.</p>
<p><b>Police</b></p> <p>Once a <b>police</b> report has been filed, the <b>police</b> will provide the <b>HCW</b> with information on victims of crime support agencies and their rights as a victim of crime.</p>	<p>The information provided by the police may include details of the police investigator looking after the case and important information about the Victims of Crime Helpline, as well as assistance regarding the process for pursuing charges and the judicial processes.</p> <p>These actions are required as per the <i>Victims' charter</i>, which is contained in legislation called the <i>Victim's Charter Act 2006</i>.</p>
<p><b>Police</b></p> <p>The police will:</p> <ul style="list-style-type: none"> <li>- keep the <b>HCW</b> informed of the progress of their case</li> <li>- tell the <b>HCW</b> if they have charged someone with the crime and what will happen in court</li> <li>- tell the <b>HCW</b> how the court works</li> </ul>	<p>These and other actions are required as per the <i>Victims' charter</i>.</p>
<p><b>Manager</b></p> <p>Whether or not the <b>HCW's</b> case goes to court, <b>management</b> should ensure the provision of any emotional, financial and/or legal support required.</p>	<p>The amount of support (emotional, financial and legal) will vary from case to case. HCWs need to know that <b>management</b> and the <b>police</b> are aware of violent incidents and support efforts to prevent and mitigate violence.</p>
<p><b>Manager</b></p> <p>Management needs to ensure a support person accompanies the <b>HCW</b> to any court appearances.</p>	<p>A strong commitment by <b>management</b> is critical to reducing occupational violence and eliminating the factors that contribute to non-reporting or underreporting of OV incidents. Ensuring support of an <b>HCW</b> through the judicial processes is a vital part of this commitment.</p>

(HCW = healthcare worker/victim; OV = occupational violence; HSR = health and safety representative)

# Occupational violence incident occurs





Action forms



The following forms can be used by health services when reporting an occupational violence incident internally, and to the police if required. Note: These forms **do not** replace the need to report the incident on the Victorian Health Incident Management System (VHIMS)/RISKMAN — this must still be done.

NOTE: A copy of this report must be provided to the HCW. If the incident is reported to the police, a copy of this report may need to be provided to the investigating officer.

Occupational violence incident report

Report date:Report time:Incident report ID:

Report completed by:

Date and time of incident:

Where incident occurred:

Affected healthcare worker (HCW)/victim

Family name:Other names:

Contact number for HCW/victim:

Type of incident: (including "threat" or "verbal assault")

Weapons involved? ☐ No ☐ Yes If yes, type:

Drugs or alcohol involved? ☐ No ☐ Yes

Type and level of injuries:

Photos taken: ☐ No ☐ Yes

Name of offender (if known):

Contact details of offender (if known):

\*If name and contact details of offender are not known, provide description (see next)

HCW/victim's brief summary of incident

Witness - brief summary of incident (if there are more witnesses, please attach other summaries)

Witness 1 - Name and contact number:

Summary of incident:

Witness 2 - Name and contact number:

Summary of incident:

Witness 3 - Name and contact number:

Summary of incident:

Authority to release medical information form signed: ☐ No ☐ Yes

(HCW's consent for the police to obtain relevant medical information relating to incident)

Victorian  
Health  
Incident  
Management  
System  
(VHIMS)

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OV incident reporting form

NOTE: A copy of this completed form needs to be retained by both the investigating police officer and the HCW. The HCW needs to provide the original copy of the completed form to the relevant hospital/medical practitioner who will then provide the medical records/reports and/or statements to Victoria Police.

Authority to release medical information  
(following an occupational violence incident in the workplace)

By signing the Authority to release medical information form, you are giving Victoria Police consent to obtain relevant medical records, reports and/or statements from your treating medical practitioner or hospital. The purpose of collecting this health information is to assist Victoria Police in the investigation of an offence. By not consenting to the collection of this information, the investigation may be disadvantaged and the prosecution of the offence may be unable to proceed.

I

(FULL NAME OF PERSON - HCW)

(DATE OF BIRTH)

of

(ADDRESS)

herewith authorise

(NAME OF HOSPITAL/MEDICAL PRACTITIONER)

to provide medical records, reports and/or statements as required to Victoria Police

(NAME OF INVESTIGATING POLICE MEMBER)

of

(STATION ADDRESS)

on telephone

or email

(MEMBER'S CONTACT NUMBER AND EMAIL)

relating to my medical examination/s and/or treatment on/ or about

(following an occupational violence incident)

(DATE)

Signed

SIGNATURE OF PERSON (HCW) AUTHORIZING RELEASE OF INFORMATION

Authority obtained and signature witnessed by me at

LOCATION

on

DATE

at

TIME

am / pm

Signed

NAME, RANK & REG. NO. OF WITNESSING MEMBER

Completed form copied for the HCW and the police and original given back to HCW to pass on to relevant hospital/medical practitioner

☐ Yes ☐ No

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Authority to release medical information form

Incident report ID:

Date:

Actions checklist

HCW	Manager/HSR	Police
<div><input type="checkbox"/> Seek medical attention, if required.</div> <div><input type="checkbox"/> Report the OV incident to your manager.</div> <div><input type="checkbox"/> Complete an OV incident report.</div> <div><input type="checkbox"/> Advise police you wish to file a report.</div> <div><input type="checkbox"/> Complete an Authority to release medical information form.</div> <div><input type="checkbox"/> Keep copies of the OV incident report and the completed Authority to release medical information form.</div> <div><input type="checkbox"/> Give original copy of release form to health service/medical practitioner that provided examination and/or treatment post incident.</div> <div><input type="checkbox"/> Give copies of the OV incident form and the release form, and any available photos, to the investigating police officer.</div> <div><input type="checkbox"/> Receive information about victims of crime support agencies and your rights as a victim of crime from the investigating police officer.</div> <div><input type="checkbox"/> Attend post-incident debriefing and counselling as required.</div> <div><input type="checkbox"/> Check eligibility for a worker's compensation claim.</div>	<div><input type="checkbox"/> Ensure the HCW received medical attention if required.</div> <div><input type="checkbox"/> Report the OV incident to the HSR and, if required, to WorkSafe Victoria.</div> <div><input type="checkbox"/> Check and ensure that an OV incident report has been completed.</div> <div><input type="checkbox"/> Organise post-incident debriefing and counselling for staff involved in incident.</div> <div><input type="checkbox"/> If the HCW is required to attend a police station, organise for a support person to accompany the HCW to the station.</div> <div><input type="checkbox"/> Ensure the HCW is receiving ongoing physical, emotional, financial and/or legal support as required.</div> <div><input type="checkbox"/> Organise for a support person* to accompany the HCW to any court appearances they need to attend.</div> <div><input type="checkbox"/> Provide the HCW with information on making a worker's compensation claim.</div>	<div><input type="checkbox"/> Obtain a copy of the Authority to release medical information form.</div> <div><input type="checkbox"/> Take formal statements from the HCW (victim) and any witnesses about the incident and file the report.</div> <div><input type="checkbox"/> Provide the HCW with information on victims of crime support agencies and their rights as a victim of crime.</div> <div><input type="checkbox"/> Provide the HCW with information and assistance regarding the process for pursuing charges and judicial processes.</div> <div><input type="checkbox"/> Keep the HCW informed of the progress of their case.</div> <div><input type="checkbox"/> Inform the HCW if the offender has been charged with the crime.</div> <div><input type="checkbox"/> Provide more detail to the HCW about what will happen in court if the case proceeds.</div>

Initial:

Date:

Initial:

Date:

\* A support person may include a manager, colleague, family member, friend, HSR or other.

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Actions checklist

Health services may use these forms as a checklist for reviewing the content of their own forms. Alternatively, they may choose to customise these forms by adding their own logo and other organisation-specific information.

The above forms can all be downloaded from: [www.health.vic.gov.au/nursing/promoting/noviolence/strategy-3](http://www.health.vic.gov.au/nursing/promoting/noviolence/strategy-3)

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NOTE: A copy of this report must be provided to the HCW. If the incident is reported to the police, a copy of this report may need to be provided to the investigating officer.

# Occupational violence incident report

Report date:	Report time:	Incident report ID:
Report completed by:		
Date and time of incident:		
Where incident occurred:		
Affected healthcare worker (HCW)/victim		
Family name:	Other names:	
Contact number for HCW/victim:		
Type of incident: (including 'threat' or 'verbal assault')		
Weapons involved? <input type="radio"/> No <input type="radio"/> Yes If yes, type:		
Drugs or alcohol involved? <input type="radio"/> No <input type="radio"/> Yes		
Type and level of injuries:		
Photos taken: <input type="radio"/> No <input type="radio"/> Yes		
Name of offender (if known):		
Contact details of offender (if known*):		
*If name and contact details of offender are not known, provide description (see over)		
HCW/victim's brief summary of incident		
Witness – brief summary of incident (if there are more witnesses, please attach other summaries)		
Witness 1 - Name and contact number:		
Summary of incident:		
Witness 2 - Name and contact number:		
Summary of incident:		
Witness 3 - Name and contact number:		
Summary of incident:		
Authority to release medical information form signed: <input type="radio"/> No <input type="radio"/> Yes		
(HCW's consent for the police to obtain relevant medical information relating to incident)		

Description of unnamed offender

Sex ☐ Male ☐ Female

Ethnic appearance:

- ☐ Unknown
- ☐ Australian Aboriginal
- ☐ Africa/Middle Eastern
- ☐ Arab
- ☐ Asian
- ☐ Caucasian
- ☐ Indian
- ☐ Latin American
- ☐ Maori
- ☐ Northern European
- ☐ Black
- ☐ Pacific Islander
- ☐ Southern European
- Other:

Hair colour

- ☐ Black
- ☐ Brown
- ☐ Blond
- ☐ Ginger
- ☐ Unknown
- Other:

Hair length

- ☐ Long
- ☐ Short
- ☐ Shoulder length
- ☐ Unknown
- Other:

Hairstyle

- ☐ Straight
- ☐ Wavy
- ☐ Curly
- ☐ Spiked
- ☐ Unknown
- Other:

Eye colour

- ☐ Green
- ☐ Hazel
- ☐ Blue
- ☐ Brown
- ☐ Grey
- ☐ Unknown

Complexion

- ☐ Fair
- ☐ Olive
- ☐ Dark
- ☐ Unknown

Build

- ☐ Normal
- ☐ Heavyset
- ☐ Obese
- ☐ Thin
- ☐ Unknown
- Other:

Facial hair

- ☐ Beard
- ☐ Moustache
- ☐ Goatee
- ☐ Unknown
- Other:

Glasses

- ☐ Unknown
- Describe:

Speech

- ☐ Accent
- ☐ Unknown
- Describe:

Teeth

- ☐ Natural
- ☐ Dentures
- ☐ Unknown
- Describe:

Headwear

- ☐ Beanie
- ☐ Cap
- ☐ Unknown
- Other:

Footwear

- ☐ Workboots
- ☐ Thongs
- ☐ Sneakers
- ☐ Unknown
- Other:

Clothing – upper body

- ☐ Unknown
- Describe:

Clothing – lower body

- ☐ Unknown
- Describe:

Distinguishing features

- For example, tattoos, scars, involuntary movement, missing body part*
- ☐ Unknown
- Describe:

Remarks

NOTE: A copy of this completed form needs to be retained by both the investigating police officer and the HCW. The HCW needs to provide the original copy of this completed form to the relevant hospital/medical practitioner who will then provide the medical records/reports and/or statements to Victoria Police.

# Authority to release medical information

(following an occupational violence incident in the workplace)

By signing the *Authority to release medical information* form, you are giving Victoria Police consent to obtain relevant medical records, reports and/or statements from your treating medical practitioner or hospital. The purpose of collecting this health information is to assist Victoria Police in the investigation of an offence. By not consenting to the collection of this information, the investigation may be disadvantaged and the prosecution of the offence may be unable to proceed.

I \_\_\_\_\_  
(FULL NAME OF PERSON - HCW) (DATE OF BIRTH)

of \_\_\_\_\_  
(ADDRESS)

hereby authorise \_\_\_\_\_  
(NAME OF HOSPITAL/MEDICAL PRACTITIONER)

to provide medical records, reports and/or statements as required to **Victoria Police**

\_\_\_\_\_ (NAME OF INVESTIGATING POLICE MEMBER)

of \_\_\_\_\_  
(STATION ADDRESS)

on telephone \_\_\_\_\_ or email \_\_\_\_\_  
(MEMBER'S CONTACT NUMBER and EMAIL)

relating to my medical examination/s and/or treatment on/or about \_\_\_\_\_  
(DATE) (following an occupational violence incident)

Signed \_\_\_\_\_  
(SIGNATURE OF PERSON (HCW) AUTHORISING RELEASE OF INFORMATION)

Authority obtained and signature witnessed by me at

\_\_\_\_\_ (LOCATION)

on \_\_\_\_\_ at \_\_\_\_\_ am / pm  
(DATE) (TIME)

Signed \_\_\_\_\_  
(NAME, RANK & REG NO OF WITNESSING MEMBER)

Completed form copied for the HCW and the police and original given back to HCW to pass on to relevant hospital/medical practitioner:

☐ Yes ☐ No

# Actions checklist

HCW	Manager/HSR	Police
<input type="checkbox"/> Seek medical attention, if required. <input type="checkbox"/> Report the OV incident to your manager. <input type="checkbox"/> Complete an OV incident report. <input type="checkbox"/> Advise police you wish to file a report. <input type="checkbox"/> Complete an <i>Authority to release medical information</i> form. <input type="checkbox"/> Keep copies of the OV incident report and the completed <i>Authority to release medical information</i> form. <input type="checkbox"/> Give original copy of release form to health service/medical practitioner that provided examination and/or treatment post incident. <input type="checkbox"/> Give copies of the OV incident form and the release form, and any available photos, to the investigating police officer. <input type="checkbox"/> Receive information about victims of crime support agencies and your rights as a victim of crime from the investigating police officer. <input type="checkbox"/> Attend post-incident debriefing and counselling as required. <input type="checkbox"/> Check eligibility for a worker's compensation claim.	<input type="checkbox"/> Ensure the HCW received medical attention if required. <input type="checkbox"/> Report the OV incident to the HSR and, if required, to WorkSafe Victoria. <input type="checkbox"/> Check and ensure that an OV incident report has been completed. <input type="checkbox"/> Organise post-incident debriefing and counselling for staff involved in incident. <input type="checkbox"/> (If the HCW is required to attend a police station), organise for a support person to accompany the HCW to the station. <input type="checkbox"/> Ensure the HCW is receiving ongoing physical, emotional, financial and/or legal support as required. <input type="checkbox"/> Organise for a support person* to accompany the HCW to any court appearances they need to attend. <input type="checkbox"/> Provide the HCW with information on making a worker's compensation claim.  * A support person may include a manager, colleague, family member, friend, HSR or other.	<input type="checkbox"/> Obtain a copy of the <i>Authority to release medical information</i> form. <input type="checkbox"/> Take formal statements from the HCW (victim) and any witnesses about the incident and file the report. <input type="checkbox"/> Provide the HCW with information on victims-of-crime support agencies and their rights as a victim of crime. <input type="checkbox"/> Provide the HCW with information and assistance regarding the process for pursuing charges and judicial processes. <input type="checkbox"/> Keep the HCW informed of the progress of their case. <input type="checkbox"/> Inform the HCW if the offender has been charged with the crime. <input type="checkbox"/> Provide more detail to the HCW about what will happen in court if the case proceeds.

Initial: \_\_\_\_\_

Date: \_\_\_\_\_

Initial: \_\_\_\_\_

Date: \_\_\_\_\_



## Useful websites

Below are addresses of websites that contain other useful resources and information on prevention and management of occupational violence for both HCWs and managers.

### At [www.justice.vic.gov.au/victimsofcrime](http://www.justice.vic.gov.au/victimsofcrime) you will find:

*The Victims' charter*

*Victims' Charter Act 2006*

*A victim's guide to support services and the criminal justice system*

*Additional related publications*

### At [www.health.vic.gov.au/nursing/promoting/noviolence](http://www.health.vic.gov.au/nursing/promoting/noviolence) you will find:

*Preventing occupational violence: A policy framework including principles for managing weapons in Victorian health services*

*Every day's a challenge: Responding to violence in Victorian health services – DVD*

*Progress on Occupational Violence Prevention in Victorian Health Services: Including a snapshot of the work arising from the Taskforce on Violence in Nursing*

Additional resources including posters, a multilingual card of key messages and the Nurse Safe logo.

### At [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au) you will find:

*A handbook for workplaces: Prevention and management of aggression in health services. Information to assist employers and injured workers in meeting their obligations in the claim process.*

To receive this document in an accessible format phone 9096 7528.