Reducing occupational violence in Victorian hospitals

What are we doing?

The challenge

Everyone has the right to feel safe at work.

Too often, this is not the case in Victorian hospitals, with staff and patients frequently exposed to violence and risk of injury.

Who's involved?

Occupational violence affects everyone, and everyone needs to be involved in tackling it.





Health service staff, management and boards



Government and regulators

What are we doing?

Raising awareness by
engaging boards,
management, staff
and patients through
a public awareness
campaign, public
reporting and
shared learning

Building knowledge
and skills by providing
guidance and training,
creating a culture where
violence is prevented
and people take
responsibility for

Responding and taking action by creating safe environments and making health service boards accountable for reducing

How will we know we are being successful?

Overall outcome

Achieving the ultimate goal of reduced levels of occupational violence in hospitals, driven by a strong, positive culture in health services that does not tolerate violence in the workplace

At the individual level

People take responsibility for their actions

Everyone is encouraged to prevent violence

Staff are supported when an incident occurs, and there is feedback and learning to prevent future occurrences

At the organisational level

Health services are held to account by government

Responsibilities are clear at all organisational levels

Health service boards and management are informed of risks and take action to respond



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How will we measure progress?



All health services reporting publicly on occupational violence at their hospitals





Systems in all health services to monitor and prevent occupational violence



Community
awareness
campaign
implemented





Guidance for health services on how to respond when an incident





Training module for health service security staff





Shared learning and best practice forum provided

Stage two (January 2017 to December 2018)

and Human Services







Reduction in substantiated WorkCover claims for occupational violence



Reporting on occupational violence included in the DHHS* annual report







All health services sending occupational violence data to All health
services reviewing
incidents to learn
how to prevent
future occurrences



All health service security staff trained in occupational violence prevention





More health
service staff have
completed deescalation training