

# Prevention of occupational violence and aggression

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# What is OVA?

- A violent or aggressive event and includes any threatening or intimidating action that places the patient, relatives or staff at risk, or fearful of being at risk of physical, emotional or psychological harm
- Verbal or physical in nature
- Causes disruption to the workplace and the person's wellbeing
- OVA accounts for 35% of all reported OHS incidents
- 104 OVA incidents reported each month

# Committee governance

- Prevention of Occupational Violence and Aggression (POVA) Committee
  - Convened January 2020
  - Focus on holistic prevention of OVA in addition to management
  - TOR – Broad interdisciplinary representation of clinicians and non-clinical staff across programs
  - Reports to OHS Management Committee

# OVA strategy

- Developed through consultation with key stakeholders
- Revised and updated Feb 2020
- Intent of strategy is to provide a workplace that promotes and facilitates employee wellbeing and safety to ensure they return home each day safe and well
- 4 pillars of strategy
  - Promote
  - Protect
  - Prevent
  - Support

# Action plan

- Developed Feb 2020 to support the implementation of the OVA strategy
- OVA originates from different sources requiring a range of different solutions
- Benchmarking internally and externally
- Use of systems and processes already in place

# Action plan

- Working groups
  - Mental Health and drug and alcohol
  - Families, members of the public and visitors
  - Behavioural management plans
  - Behavioural contracts
  - OVA alerts
- Other actions include
  - Education, training and resources
  - Security
  - Data and reporting
  - Communication

We all have a right to

## Expect Respect

Everybody has a right to feel emotionally and physically safe, to be listened to and treated with respect and dignity.

The following behaviours are not acceptable and will not be tolerated:

- Aggressive behaviour, harassment and intimidation
- Threatening language towards patients, visitors, employees or volunteers
- Physical attacks to people or property
- Obscene, racist, sexist or demeaning language

We're working hard to help you as soon as we can.  
**Be kind.**

Monash Health | Caring for your health and wellbeing

Part of our Occupational Violence Reduction Strategy  
 Protect | Prevent | Support | Promote

# Action plan - progress

- 67 actions under 13 main objectives
- 43 actions completed, 21 commenced
- Progression of actions has been limited due to COVID19
  - Competing priorities of key stakeholders during COVID19 response
  - Code grey training delayed due to social distancing
    - Local area de-escalation training and consultancy delivered
    - Promotion of Managing Challenging Behaviour online learning (current compliance 85.6%)

# Feedback and information

- OVA Intranet page

- Strategy
- Action plan
- Tools and materials

[http://intranet.southernhealth.org.au/health\\_safety/violence-aggression/default.htm](http://intranet.southernhealth.org.au/health_safety/violence-aggression/default.htm)

- Dedicated POVA email address

[Pova@monashhealth.org](mailto:Pova@monashhealth.org)

- POVA committee chair

[Zoe.Devenish@monashhealth.org](mailto:Zoe.Devenish@monashhealth.org)



# Thank you

We all have a right to

## ▶ **Expect Respect**

Aggressive or threatening language or behaviour is not OK and won't be tolerated.

Show respect to everyone. **Be kind.**

Part of our Occupational Violence Reduction Strategy

👉 **Protect | Prevent | Support | Promote**



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