

Framework for Preventing and Managing Occupational Violence and Aggression (OVA)

Domain	Principles	Key components									
Governance	1. The organisation is committed to the prevention and management of OVA	<ul style="list-style-type: none"> Commitment from the highest levels of the organisation from the Board and the CEO A designated committee responsible for the management of OVA with multi-disciplinary representation Action plan to prevent OVA that is resourced and implemented under the oversight of the designated committee 									
	2. A comprehensive OVA policy framework is in place	<ul style="list-style-type: none"> OVA policy framework is developed through staff consultation including with Health and Safety Representatives OVA policy framework is accessible to all staff OVA policy framework is reviewed bi-annually 									
	3. Accountability for OVA risk management is clearly defined and managed	<ul style="list-style-type: none"> OVA is managed through a planned and systematic process using a risk management framework OVA risk is included on the organisational risk register At a minimum, OVA is reported annually to the Board and quarterly to relevant Board Sub-Committees 									
	4. Internal and external integration occurs	<ul style="list-style-type: none"> An integrated approach to OVA risk management includes consultation and collaboration with relevant internal and external stakeholders to coordinate actions targeted at reducing risk 									
Prevention	5. A hierarchy of OVA risk management controls is in place	<ul style="list-style-type: none"> Regular hazard and risk assessments are conducted across all areas of the health service OVA risks are eliminated at the source, as far as reasonably practicable OVA risks are reduced as far as reasonably practicable by introducing risk management controls 									
	6. OVA prevention is multi-faceted	<p>A suite of prevention measures is implemented relevant to the risk profile of each health service site, including, but not limited to:</p> <table border="0"> <tr> <td>1. Risk mitigation through building design</td> <td>6. Models of care to mitigate OVA risk</td> </tr> <tr> <td>2. Communication of standards of acceptable behaviour</td> <td>7. Tailored behaviour management strategies</td> </tr> <tr> <td>3. Processes for identifying and assessing behaviours of concern</td> <td>8. Environmental and security audits</td> </tr> <tr> <td>4. Managing OVA risk during patient transfer</td> <td>9. Security response and systems</td> </tr> <tr> <td>5. Integration of patient information systems</td> <td>10. Established relationships with local Victoria Police and Ambulance Victoria, including proactive communication strategies</td> </tr> </table>	1. Risk mitigation through building design	6. Models of care to mitigate OVA risk	2. Communication of standards of acceptable behaviour	7. Tailored behaviour management strategies	3. Processes for identifying and assessing behaviours of concern	8. Environmental and security audits	4. Managing OVA risk during patient transfer	9. Security response and systems	5. Integration of patient information systems
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Training	7. Tailored to staff requirements	<ul style="list-style-type: none"> Staff who have contact with patients and visitors have knowledge and skills relevant to their role 									
	8. Delivered as part of a model of care	<ul style="list-style-type: none"> Staff are trained in evidence-informed models of care to support the prevention and management of OVA 									
	9. Tiered to deliver least restrictive interventions	<ul style="list-style-type: none"> Training includes a range of strategies appropriate to the roles of staff 									
	10. Based on an assessment of work area risk	<ul style="list-style-type: none"> Training addresses the differing knowledge and skill requirements for the assessed level of risk in the local work area 									
	11. Evidence-based, cost-effective and reflects local need	<ul style="list-style-type: none"> The mode of delivery for training may vary between health services to meet local needs 									
	12. Clearly defined goals and measurable outcomes	<ul style="list-style-type: none"> Goals and outcomes are defined and reviewed to better meet local knowledge and skills requirements 									
Response	13. Responses are tailored to the organisation's role and risk profile	<ul style="list-style-type: none"> Response procedures are designed to consider organisational role and assessed OVA risk at individual sites within the health service Health services have appropriate reference to OVA in models of care to manage behaviours of concern 									
	14. Responses align with Code Grey and Code Black standards	<ul style="list-style-type: none"> Health service responses to the management of OVA incidents align with Code Grey standards and Code Black standards 									
	15. Systems for alarms and calling codes provide comprehensive coverage of the health service	<ul style="list-style-type: none"> A system for alarms and calling codes exists across all sites, and includes duress alarms in higher risk areas 									
	16. Immediate and follow-up support for staff, patients and visitors is provided	<ul style="list-style-type: none"> Local immediate actions ensure that all staff exposed to OVA receive post-incident support Arrangements are in place to allow immediate relief from clinical duties for staff affected by OVA incidents (if required) Psychological support services are in place and staff are able to self-refer Follow-up support occurs for all staff involved in Code Blacks and Code Grey incidents 									
Reporting	17. Robust and routine reporting systems are in place	<ul style="list-style-type: none"> All OVA incidents are routinely classified and reported Data collection systems include capture of high volume, low impact incidents Relevant key performance indicators for OVA are regularly reported 									
	18. Comparative performance monitoring is undertaken	<ul style="list-style-type: none"> Health services assess their performance relative to peers Staff feedback about workplace safety, support and experience of OVA is collected annually 									
Investigation	19. Incidents are consistently investigated or reviewed according to severity	<ul style="list-style-type: none"> Classification of all incidents is in accordance with an agreed set of criteria Incidents are investigated by appropriately trained staff Staff members involved in the incident are included in the incident review 									
	20. Outcomes of investigations are extensively reported and evaluated	<ul style="list-style-type: none"> Processes ensure that recommended actions are implemented and feedback is provided to staff involved Implemented actions are evaluated for effectiveness, staff feedback is reviewed, and both are reported to the designated OVA committee 									