



AUSTRALIAN DENTAL ASSOCIATION VICTORIAN BRANCH INC.

ADMINISTRATIVE BRANCH POLICY STATEMENT 4.08

OCCUPATIONAL VIOLENCE AND AGGRESSION

1. PURPOSE

ADAVB is committed to the provision of a safe and healthy work environment and safe work procedures that protect employees and other persons at work from the risk of occupational violence and aggression (OVA).

This policy provides guidance to staff about how ADAVB will manage the risks of and respond to OVA.

2. COVERAGE/APPLICATION

This Policy applies to ADAVB employees and contractors, members, volunteers and members of the public who interact with ADAVB.

3. DEFINITIONS

'Occupational Violence and Aggression' involves incidents in which a person is abused, threatened or assaulted in circumstances relating to their work. This definition covers a broad range of actions and behaviours that can create a risk to the health and safety of employees and other persons at work.

Examples of work-related violence can include but are not limited to:

- biting, spitting, scratching, hitting, kicking
- pushing, shoving, tripping, grabbing
- throwing objects
- verbal threats
- threatening someone with a weapon, armed robbery
- sexual assault
- emotional abuse
- using threatening or abusive language

4. POLICY

- OVA in the ADAVB workplace is unacceptable and will not be tolerated
- Employees and other persons at work affected by the organisation's activities will be protected as far as reasonably practicable from all forms of OVA.
- A risk management approach will be followed to eliminate or minimise the risks of OVA.
- All employees and other persons will be given an induction and on-going training to learn relevant skills and strategies on conflict and aggression management
- ADAVB will have regular consultation with employees and the OHS Committee, to discuss any OVA concerns and the factors likely to increase the risk of OVA.
- Employees and other persons at work will be informed about unacceptable behaviours in the workplace.
- All incidents and near misses of violence or aggression are to be reported via the incident, near miss and unsafe conditions form.

- All OVA incidents and near misses reported will be reviewed by the OHS Committee and the ADAVB CEO and will be investigated by the CEO to identify controls.
- Records of ADAVB members, visitors or others, who have exhibited past behaviours of violence and aggression will be filed and shared amongst appropriate staff.
- All allegations or acts of violence or aggression will be thoroughly investigated, and where appropriate may be referred to the Police.
- The ADAVB Guidelines on Responding to Occupational Violence and Aggression will be utilised to manage any OVA incidents in the workplace.

5. RISK MANAGEMENT

- ADAVB will take a risk management approach to OVA, including:
 - risk assessment
 - eliminating risks or introducing risk controls where appropriate
 - reviewing the effectiveness of risk controls over time, and updating them if required

6. RESPONSIBILITY

6.1 MANAGER RESPONSIBILITIES

- Ensure that all employees and other persons at work are made aware of this policy.
- Ensure this policy is integrated into work processes.
- To build and maintain a workplace environment and culture that supports ADAVB's commitment to maintaining a workplace that is free from violence and aggression.
- Ensure all new employees receive an induction and ongoing training in relation to preventing and managing OVA in the workplace.
- Facilitate on-going education and training for employees based on their risk of exposure to OVA.
- Ensure that all incidents and near misses of OVA are reported to the CEO and OHS Committee and assist with any investigations.

6.2 EMPLOYEE RESPONSIBILITIES

- Comply with and support this policy.
- Immediately report to their manager, any incidents or near misses of occupational violence or aggression which affect their own health or safety, or that of others in the workplace.
- Undertake and apply the training to respond to any incident of occupational violence or aggression.
- Support initiatives aimed at preventing and managing OVA.

6.3 ADAVB CONTRACTORS MEMBERS, VOLUNTEER AND MEMBERS OF THE PUBLIC RESPONSIBILITIES

- Comply with and support this policy.

- Immediately report to the ADAVB CEO, any incidents or near misses of occupational violence or aggression which affect their own health or safety, or that of others at the ADAVB
- Support initiatives aimed at preventing and managing OVA at the ADAVB.

Branch Policy Statement Number	4.08
Adopted by Council	N/A
Reviewed by Constitution and Policy Committee	5/9/19
Amended by Council	
Relevant Rules	
Relevant By-Laws	
See also	<ul style="list-style-type: none"> • ADAVB Guideline on Responding to Occupational Violence and Aggression • Offender description form • ADAVB Guidelines – Dealing with Negative Comments on Social Media • Accident, Illness, Near-Miss and Unsafe Conditions Report Form • Employee and other Persons Injury Report form