



Workplace Aggression and Violence Policy

1. Purpose

The purpose of the Workplace Aggression and Violence Policy is to outline the minimum requirements and responsibilities of WA health system entities in providing a safe workplace where Staff members are not subjected to aggression and violence. The WA health system is committed to the safety, health and wellbeing of all Staff members in accordance with the requirements of the [Occupational Safety and Health Act 1984 \(WA\)](#) and the [Occupational Safety and Health Regulations 1996 \(WA\)](#).

For the purpose of this Policy, workplace aggression and violence is considered to be any incident where a Staff Member is abused, threatened or assaulted in circumstances arising out of, or in the course of, their employment. Examples include, but are not limited to verbal, physical or psychological abuse, threats, spitting, biting or throwing objects.

Workplace aggression and violence may constitute a breach of Commissioner's Instruction No. 7 – Code of Ethics, the WA health system Code of Conduct and other relevant legislation.

This Policy is a mandatory requirement under the *Employment Policy Framework* pursuant to section 26(2)(c) of the *Health Services Act 2016*.

This Policy is a mandatory requirement for the Department of Health pursuant to section 29 of the *Public Sector Management Act 1994*.

2. Applicability

This Policy is applicable to all WA health system entities as defined in this policy.

To the extent that requirements contained within this Policy are applicable to the services purchased from contracted health entities, WA health system entities are responsible for ensuring these requirements are accurately reflected in the relevant contract and managed accordingly.

3. Policy requirements

WA health system entities have a duty to minimise the risk of violence to all Staff Members; so far as is reasonably practicable.

Each WA health system entity is required to:

Ensure you have the latest version from the [Policy Frameworks](#) website.

- Develop policies and procedures to prevent and manage aggressive and violent behaviours in the workplace, relative to the risk profile;
- Provide and promote a safe work environment where Staff members are not exposed to hazards and can work without risk of injury or harm to themselves and other Staff members;
- Identify, assess, and control environmental risks in each workplace to reduce the potential for harm to Staff Members;
- Implement a risk management approach in the management of workplace aggression and violence;
- Promote a no tolerance approach to any form of aggression or violence, including verbal abuse against Staff Members;
- Have site-specific policies, procedures, and systems in place for reporting, investigating and reviewing incidents of workplace violence and aggression;
- Provide training programmes specific to the needs of the Staff Member group, relative to the degree of risk faced within their working environment; and
- Support Staff members to actively report all incidents and hazards related to aggression and violence, including to WA Police Force.

4. Compliance monitoring

All WA health system entities are responsible for ensuring compliance with this Policy.

The System Manager, through the Strategy and Governance Division, may carry out compliance audits to ascertain the level of compliance with this Policy. Updates may be provided to Chief Executives of Health Service Providers, the Director General of the Department of Health and other relevant persons regarding the findings of compliance monitoring activities.

5. Related documents

The following documents are mandatory pursuant to this Policy:

- N/A

6. Supporting information

The following information is not mandatory but informs and/or supports the implementation of the Policy:

- [Code of Practice: Violence, aggression and bullying at work 2010, Department of Commerce](#)
- [AS/NZS 4801:2001 Occupational health and safety management systems](#)
- [The Australian Charter of Healthcare Rights, 2nd edition](#)

7. Definitions

The following definition(s) are relevant to this Policy.

Term	Definition
Incident	Is any unplanned event resulting in, or having a potential

	for injury, ill health damage or other loss.
Staff Member	As stated in the Health Services Act 2016, a Staff member of a health service provider, means – (a) An employee in the Health Service Provider; (b) A person engaged under a contract for services by the Health Service Provider.
WA health system entities	<ul style="list-style-type: none"> All Health Service Providers as established by an order made under section 32(1)(b) of the <i>Health Services Act 2016</i> The Department of Health as an administrative division of the State of Western Australia pursuant to section 35 of the <i>Public Sector Management Act 1994</i>. <p>Note: Contracted health entities are not considered WA health system entities.</p>
Workplace aggression and violence	Workplace aggression and violence is considered to be any incident where a Staff Member is abused, threatened or assaulted in circumstances arising out of, or in the course of, their employment

8. Policy contact

Enquiries relating to this Policy may be directed to:

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9. Document control

Version	Published date	Effective from	Review date	Effective to	Amendment (s)
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10. Approval

Approval by	Nicole O’Keefe, Assistant Director General, Strategy and Governance Division, Department of Health
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