

HR30	Occupational Violence and Aggression
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Policy Custodian:	Chief People and Strategy Officer
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Purpose

To set the overarching principles and strategic direction for the West Daly Regional Council’s (WDRC) prevention of occupational violence and aggression within the workplace.

Scope

This policy applies to all WDRC staff, Elected Members, Local Authority members and visitors including contractors, students on placements and volunteers.

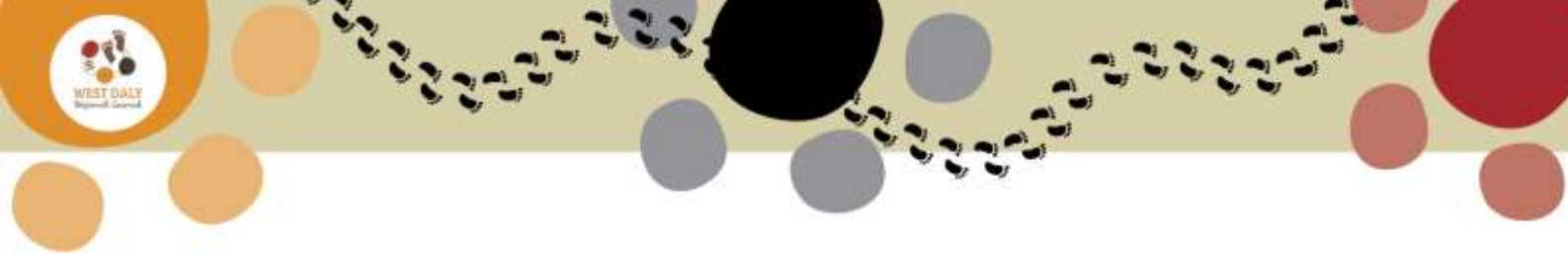
Policy Statement

1. Policy Principles

- 1.1. WDRC is committed to the provision of a safe and healthy work environment and takes a zero-tolerance stance towards occupational violence and aggression in the workplace.
- 1.2. The WDRC will mitigate where practicable the risk of occupational violence and aggression within the workplace and continue to develop and improve its safety management systems.

2. WDRC Commitments

- 2.1. Under Work Health & Safety (WH&S) laws, the WDRC has a duty to eliminate risks to health and safety of staff and other persons so far as is reasonably practicable. If it is not reasonably practicable to eliminate all risks, they must be minimised as far as possible.
- 2.2. Occupational violence and aggression can have significant short and long-term impacts on an individual’s physical and psychological health and well-being. Violence and aggression can harm both the individual, and those who are witness to it. This can have significant economic and social costs for the individual, their family, their workplace, and the wider community.
- 2.3. WDRC is committed to preventing occupational violence and aggression in the workplace, including through:
 - 2.3.1. Ongoing management of safe work systems.
 - 2.3.2. Identifying, assessing, and controlling identified hazards and risks.
 - 2.3.3. Consulting with those to which this policy applies on issues related to occupational violence and aggression.



2.3.4. Providing education and training in the prevention and management of occupational violence and aggression.

2.3.5. Encouraging and embracing a positive culture of incident reporting and improvement actions.

2.4. WDRC has also developed a supportive framework for when exposure to occupational violence and aggression occurs.

2.5. Key features of this framework include:

2.5.1. Clear managerial responsibilities.

2.5.2. Evidence based prevention and minimisation strategies for these types of hazards and risks.

2.5.3. Internal support mechanisms.

2.5.4. External agency referral pathways

2.5.5. Incident reporting and investigation guidelines.

3. Education and Training

3.1. The WDRC will provide education and training to minimise the risks associated with occupational violence and aggression.

3.2. The WDRC new starter orientation and induction programs will incorporate occupational violence and aggression awareness education, training, and reporting.

4. Responsibilities

4.1. The CEO and Executive will:

4.1.1. Adopt a zero-tolerance approach to occupational violence and aggression and integrate this stance into all CEO and Executive behaviours and actions.

4.1.2. As far as reasonably practicable ensure that all WDRC staff and others covered by this Policy are protected from, or their risks minimised to occupational violence and aggression.

4.1.3. Provide suitable resources and training.

4.1.4. Encourage consultation and communication at all levels of the WDRC.

4.2. The Service Delivery Leadership Group will:

4.2.1. Adopt a zero-tolerance approach to occupational violence and aggression and integrate this stance into all Service Delivery Leadership Group behaviours and actions.

4.2.2. As far as reasonably practicable ensure that all WDRC staff and others covered by this Procedure are protected from, or their risks minimised to occupational violence and aggression.

4.2.3. Adopt and share through education and support the WDRC zero tolerance approach to occupational violence and aggression.



- 4.2.4. Promote and maintain a high level of compliance with the WDRC Occupational Violence and Aggression Policy and Procedure.
- 4.2.5. Promote occupational violence and aggression education and assist with access to training.

4.3. WDRC staff and others will:

- 4.3.1. Adopt a zero-tolerance approach to occupational violence and aggression and integrate this stance into all personal behaviours and actions.
- 4.3.2. As far as reasonably practicable ensure personal protection from occupational violence and aggression.
- 4.3.3. Read and understand the WDRC Occupational Violence and Aggression Policy, Procedure and any related documents as their roles require.
- 4.3.4. Actively participate in all occupational violence and aggression training.

4.4. Failure to adhere to the WDRC Occupational Violence and Aggression Policy and Procedure and any other related documents, may result in formal counselling and/or disciplinary action.

References

Local Government Act 2019 (NT)

NT Mental Health and Related Services Act 1998

Work Health and Safety (National Uniform Legislation) Act 2011

Definitions

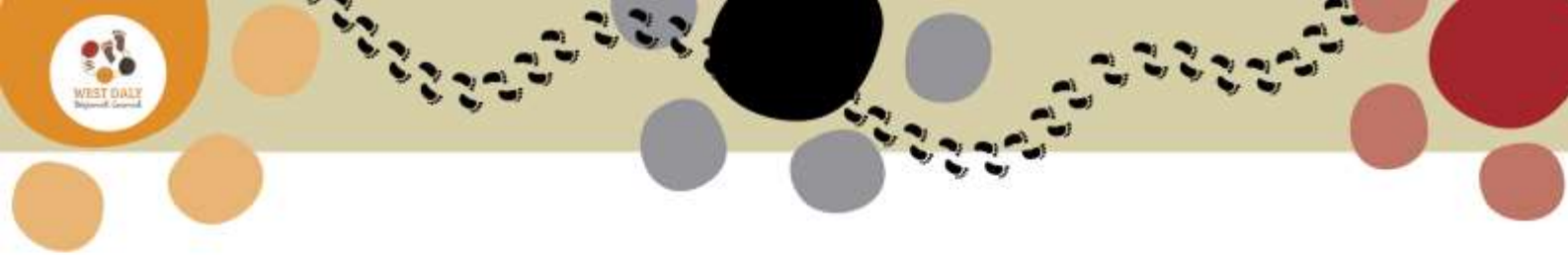
In the context of this policy the following definitions apply:

Occupational violence and aggression means any incidents where staff are abused, threatened, or assaulted in circumstances arising out of, or in the course of their employment including to or from work that pose any challenge to their safety, well-being or health. Incidents include verbal, physical or psychological abuse, threats or other intimidating behaviours, intentional physical attacks, aggravated assault, threats with an offensive weapon, domestic violence impacting work, sexual harassment, and sexual assault.

Note: Caution needs to be taken towards medical causes of violence such as hypoglycaemia and hypoxia, resulting in unintentional violence due in part to an acute medical ailment. Additionally, violence arising from mental illness requires more knowledge led approaches and management – such as ensuring our responses are consistent with the NT Mental Health and Related Services Act 1998.

Others means:

- Elected Members
- Local Authority Members
- Contractors
- Subcontractors



- Apprentice or Trainee
- Work Experience Student
- Person’s Undertaking Community Service Requirements
- Volunteers
- Visitors.

Reasonably Practicable in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done to ensure health and safety, taking into account and weighing up all relevant matters including:

- The likelihood of the hazard or the risk concerned occurring; and
- The degree of harm that might result from the hazard or the risk; and
- What the person concerned knows, or ought reasonably to know, about the hazard or the risk, and about ways of eliminating or minimising the risk; and
- The availability and suitability of ways to eliminate or minimise the risk; and
- After assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Related Documents

Occupational Violence and Aggression Procedure

For more information, contact the Policy Custodian.

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