

Work Related Violence and Aggression Policy

Policy Details

Directorate:	People and Engagement
Branch:	People and Culture
Responsible Manager:	People and Culture Manager
Date adopted:	23/11/2022 (minute number 111/2022)
Date for review:	2 years from the date of adoption or date of last review
Legislative basis:	N/A
Related Documents - forms and procedures	N/A

1. Policy Purpose

Logan City Council has zero tolerance for work-related violence and aggression and the impact that it has on the health, safety and wellbeing of employees and the community.

Council is committed to providing a safe and healthy place of work where workers are not subjected to Work-related Violence and Aggression (WVA). Council is further committed to supporting workers who are exposed to, or have witnessed, WVA.

2. Scope

This policy applies to all councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time, or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors.

3. Policy Statement

As priorities, Logan City Council will ensure that:

- (a) employees and members of the public are advised that Council does not tolerate WVA in the workplace;
- (b) employees and other persons at work affected by the organisation's activities are protected as far as reasonably practicable from all forms of WVA;

- (c) a risk management approach is followed to eliminate or minimise the risks of WVA;
- (d) the organisation conducts regular consultation with employees and the Health Safety and Wellbeing committee, to discuss WVA concerns and the factors likely to increase the risk of WVA;
- (e) all incidents and near misses of violence or aggression are reported via Intelx. External reporting to WorkSafe may also be required, in the case of notifiable incidents;
- (f) all incidents and near misses reported are reviewed by management and are investigated to identify appropriate controls;
- (g) all allegations or acts of violence or aggression are thoroughly investigated, and where appropriate referred to the police;
- (h) all employees and other persons are given an induction and on-going training to learn relevant skills and strategies on conflict and aggression management;
- (i) employees and other persons at work are trained on the appropriate response to the types of violence or aggression to which they may be exposed;
- (j) appropriate action is taken after any incidents of violence and aggression, including providing of support, counselling and legal assistance and making referrals to law enforcement agencies;
- (k) records of clients and visitors who have exhibited past behaviours of violence and aggression are maintained and shared amongst appropriate staff;
- (l) appropriate security measures are implemented to protect the health and safety of staff from WVA; and
- (m) the effectiveness of the organisation's policies and procedures to minimise violence and aggression are regularly evaluated.

4. Definitions

Logan City Council defines Work-related Violence and Aggression (WVA) as:

- physical violence including, but not limited to, striking, kicking, spitting, coughing toward a person and throwing any object in the direction of a person;
- a threat to do violence, whether communicated verbally or in writing, including by means of electronic device. This includes an implied threat (*Example: a person stating: "I will find out where you live", or "I know when you finish work"*); and
- verbal aggression, including shouting or swearing at a person.

Document Control

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Amendment History

Version Number	Description of Change	Author / Branch	Date
1.0	Original Version	People and Culture	23 November 2022