

Prevention and Risk Controls for Occupational Violence Conference 2012

Proactive Strategies to Ensure Employee Safety and Wellbeing through Prevention of Occupational Violence and Aggression in Health, Community and Public Services

Liquid Learning is delighted to present the inaugural Prevention and Risk Controls for Occupational Violence Conference 2012 – the premier learning and networking event for professionals tasked with developing and implementing a comprehensive occupational violence and aggression prevention strategy to safeguard employees and clients from harm.

FEATURED SPEAKERS



Shane Stockill Manager, Psychosocial Strategy Unit, Workplace Health and Safety Queensland

Department of Justice and Attorney-General, Queensland



Marie Gerdtz RN, BN, A&E Cert, GDAET, PhD Associate Professor
Emergency Nursing
University of Melbourne and Melbourne Health



Catherine Daniel PhD Candidate, Department of Nursing
University of Melbourne
Management of Clinical Aggression Trainer and Psychiatric Liaison Nurse
Melbourne Health



Debra Maiden Safety Strategy and Occupational Health and Safety Manager
Victoria Police



Dr Stephen Parnis Vice President, Victoria
Australian Medical Association



David Amesbury Manager, Workforce and Rural Health
Aged & Community Care Victoria



Tony Adby Directorate Senior Workplace Health and Safety Advisor,
Community Services Directorate
Gold Coast City Council



Kathy Chrisfield Occupational Health and Safety Unit Coordinator
Australian Nursing Federation, Victorian Branch



Kerrie Gamble Lecturer in Nursing, First Year Coordinator of Health Science
La Trobe Rural Health School, Bendigo



John McLelland Occupational Violence and Aggression Consultant
Southern Health



David Juriansz Senior beyondblue Facilitator
beyondblue



Heather Cochrane Health Safety and Emergency Management Advisor
Mercy Health



MaryAnn Lindsay Senior Policy Advisor, Nursing and Midwifery Policy
Department of Health, Victoria

Oonagh Barron Senior Project Officer
WorkSafe Victoria

Michael Williams Superintendent, Centre for Operational Safety, Centre for Incident and Emergency Management
Victoria Police

SUPPORTER



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21 & 22 February 2012
Crowne Plaza Melbourne

EXPLORE

- Effective Risk Assessment, Mitigation and Prevention Strategies for Maintaining Employee Safety and Wellbeing
- Apply Evidence-Based Strategies and Training to 'At Risk' Employees
- Increasing Employee Awareness and Responsiveness and Driving a Zero Harm Culture
- Managing Occupational Stress and Mental Health Impacts of Violence in High Risk Environments

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Day One 21 February 2012

8.30 - 8.55 **Registration and Morning Coffee**

8.55 - 9.00 **Official Welcome and Opening Remarks from the Chair**

9.00 - 9.45 **OPENING KEYNOTE COMMENTARY**

Violence and Security in Health Care Settings

The Australian Medical Association (Victoria) has campaigned over many years for improved security arrangements in Victorian hospitals, particularly within emergency departments, and across primary health care settings. The safety of health care workers is paramount and appropriate measures should be taken to reduce their vulnerability to verbal abuse, intimidation and physical violence in the workplace. As the peak body representing Victorian doctors, Australian Medical Association (AMA) Victoria recognises significant potential for enhanced protection for doctors. Explore:

- The causes of violence in various health settings
- Successful prevention and minimisation strategies
- Recommendations for future action

Dr Stephen Parnis Vice President, Victoria
Australian Medical Association

9.45 - 10.00 **Questions and Discussion**

10.00 - 10.45 **CASE STUDY**

Preventing and Responding to Violence at Work – The New National Guide

The Workplace Health Regulator WorkSafe Victoria, has been leading a national project which is developing a new national guide on preventing and responding to violence at work. Gain insight into the guide and explore how to comply with workplace health and safety laws in relation to the hazard of occupational violence. Explore:

- Reviewing definitions and causes of violence at work
- Insight into the main risk factors for both service-related and external forms of occupational violence
- How to use the risk management approach to prevent violence at work
- Incident response and review

Oonagh Barron Senior Project Officer
WorkSafe Victoria

10.45 - 11.00 **Questions and Discussion**

11.00 - 11.15 **Morning Tea**

11.15 - 12.00 **KEYNOTE CASE STUDY**

Responding to Client Aggression and Violence Risks at Work

Workplace Health and Safety Queensland (WHSQ) is responsible for regulating workplace health and safety in Queensland. Along with other Australian Occupational Health and Safety (OHS) authorities, WHSQ has produced generic and sector-specific risk management guidance, conducted workshops and information sessions, and undertaken targeted inspection campaigns in high risk sectors to assist organisations manage these risks. Recently, WHSQ joined with other Australian OHS authorities in a national awareness, education, and inspection campaign targeting client aggression and violence risks in public and private

hospitals, focussing on emergency departments. WHSQ is working with other Australian OHS jurisdictions to develop a practical guide to assist all workplaces prevent and respond to violence at work. A WHSQ representative will draw on the national hospitals campaign and other interventions to assist organisations manage aggression and violence risks at work by:

- Presenting a model of the causes and effects of violence at work
- Applying the risk management process to these hazards
- Outlining effective prevention and control measures for client aggression and violence at work
- Identifying organisational challenges
- Giving an update of the status of the national guide

Shane Stockill Manager, Psychosocial Strategy Unit,
Workplace Health and Safety Queensland
**Department of Justice and Attorney-General,
Queensland**

12.00 - 12.15 **Questions and Discussion**

12.15 - 1.15 **Networking Lunch**

1.15 - 2.00 **EXPERT COMMENTARY**

Fostering a Culture of Occupational Violence Prevention in Health Care

Nurses account for over half of the health care workforce, and are categorised as being at an 'extremely high risk' of workplace aggression. This influences recruitment, retention and undermines health care delivery. In this session, gain an insight into the following key topics:

- Workplace aggression and nursing: types, sources & causes
- The impact of occupational violence
- Addressing bullying issues in health sector
- How to foster a culture of occupational violence prevention and early interventions
- Reporting of occupational violence in nursing discussion
- Key elements in minimising and preventing occupational violence

Kerrie Gamble Lecturer in Nursing, First Year
Coordinator of Health Science
La Trobe Rural Health School, Bendigo

2.00 - 2.15 **Questions and Discussion**

2.15 - 3.00 **CASE STUDY**

Psychological Injury and Workplace Violence

Nursing is one of the most at risk professions for occupational violence and bullying, resulting in a high rate of claims for psychological injury and illness. Occupational violence affects not only the nurses and midwives who care for patients, but also puts the patients themselves and the public at risk. In this session, Kathy will explore and discuss the causes and prevention of occupational violence in the healthcare setting.

- Explore the main causes of violence in the nursing profession, and resulting consequences
- Strategies to prevent and reduce violence against nurses
- Overview of successful strategies initiated

Kathy Chrisfield Occupational Health and Safety
Unit Coordinator
Australian Nursing Federation, Victorian Branch

PLUS WORKSHOPS!

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Workshops on 23 February 2012

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register and pay by 20 January 2012

3.00 - 3.15 **Questions and Discussion**

3.15 - 3.30 **Afternoon Tea**

3.30 - 4.15 **CASE STUDY**

Integrating Evidence-Based Strategies for Preventing Occupational Violence in Emergency Departments

This session will present a new model for preventing episodes of patient violence in hospital emergency departments. The model conceptualises patient aggression as a behavioural barrier to the delivery of safe, high quality care. It takes into account the combined effects of environmental (external), situational (interactional) and patient (internal) factors on behaviour and acknowledges the multi-dimensional nature of aggression and the complex interactions between staff and patients that may trigger negative behavioural responses in health care settings. The aim of the presentation is to:

- Review evidence for interventions to prevent patient violence in emergency departments and acute health care settings
- Discuss mechanisms for identifying and responding to patients at risk of violence and aggression in hospital emergency departments
- Consider the role of staff factors and training as a strategy for prevention of patient aggression

Marie Gerdtz RN, BN, A&E Cert, GDAET, PhD
Associate Professor Emergency Nursing
University of Melbourne and Melbourne Health

Catherine Daniel PhD Candidate, Department of Nursing
University of Melbourne
Management of Clinical Aggression Trainer and Psychiatric Liaison Nurse
Melbourne Health

4.15 - 4.30 **Questions and Discussion**

4.30 - 5.15 **EXPERT COMMENTARY**

Addressing Mental Health in the Workplace

More than three million people in Australia experience depression and / or an anxiety disorder each year. The impact of these disorders on people and organisations is considerable. For example, depression accounts for three to four days off work per month for each person experiencing depression – that's over six million working days lost each year in Australia. Untreated depression can also result in a significant reduction in work performance and accounts for more than 12 million days of reduced productivity each year, with serious implications for work safety. On average it is estimated that each employee with untreated depression will cost their organisation \$9,665 per year. This presentation will focus on what you can do to address the mental health of your workplace, and what resources are available from beyondblue: the national depression initiative to assist you.

David Juriansz Senior beyondblue Facilitator
beyondblue

5.15 - 5.30 **Questions and Discussion**

5.30 **Concluding Remarks from the Chair**

5.30 - 6.30 **Networking Reception**

8.30 - 8.55 **Registration and Morning Coffee**

8.55 - 9.00 **Opening Remarks from the Chair**

9.00 - 9.45 **OPENING CASE STUDY**

A Systematic Approach to Preventing Occupational Violence in Victorian Health Services

Violence within the workplace is increasingly being recognised as an issue for health service providers. A systematic occupational health and safety hazard management approach, which includes proactive input from the occupational health and safety representative committee, has demonstrated benefits for preventing occupational violence and has formed the foundation stone of the work of the Department of Health, Victoria to prevent occupational violence. In this session, explore effective ways of preventing workplace violence including the strategies adopted by Victorian health services:

- Strategy 1: Setting the policy framework
- Strategy 2: Raising awareness of the importance of violence and bullying prevention
- Strategy 3: Enhancing the interface between health services, the police and the justice system
- Strategy 4: Ensuring that education and training for the prevention and management of aggression reflects the organisational context and the needs of the employee
- Strategy 5: Developing effective reporting and monitoring systems, including a standardised minimum data set that will enable health services to report, monitor and compare incidence of bullying and violence

MaryAnn Lindsay Senior Policy Advisor, Nursing and Midwifery Policy
Department of Health, Victoria

9.45 - 10.00 **Questions and Discussion**

10.00 - 10.45 **CASE STUDY**

Developing Strategy to Address Occupational Violence and Aggression (OVA)

The Occupational Violence Aggression strategy is a key project initiated to facilitate the development of a systematic approach to proactively prevent and manage the world-wide issue of occupational violence in Health Services. Utilising a risk management framework as the basis for all aspects of the strategy, it has involved a planned systematic approach of identifying hazardous situations and associated risks to worker safety and implementing effective measures to control risks. Consultation has been critical to the development and implementation of the strategy. Risk control measures have focused on the physical work environment, work procedures and practices and training. A reference group of senior managers representing all programs has been established to manage and monitor the strategy. Areas which have been implemented include:

- Analysis of available data on occupational violence and aggression
- Surveying employees to identify their experience of occupational violence and aggression
- Development of an Action Plan based on the

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Efficient Strategies in Address Occupational Violence and Aggression

recommendations from the requirements identified and the report on the Victorian Taskforce on Violence in Nursing

- Implementation of comprehensive training which provides a systems approach to early intervention, crises prevention, aggression elimination and management.
- Reviewing and assessing the effectiveness of current occupational violence and aggression programs and procedures

John McLelland Occupational Violence and Aggression Consultant
Southern Health

10.45 - 11.00 **Questions and Discussion**

11.00 - 11.15 **Morning Tea**

11.15 - 12.00 **CASE STUDY**

Effective Training Strategies for Addressing Occupational Violence – Practical Insights from Policing

Police officers face a number of occupational health and safety risks on the job. At least one Australian officer is killed each year, many are assaulted and there are other risks to their health and safety. Police officers also suffer from stress through constant exposure to danger, traumatic events, prisoner threats and conflicting task demands. Victoria Police provides various training, programs and equipment to its officers to prevent and mitigate occupational violence. Explore:

- Key occupational health and safety risks faced as part of policing
- Overview of successful training and programs initiated to mitigate occupational violence
- Wellbeing services and programs provided
- Principles in addressing occupational violence in policing

Debra Maiden Safety Strategy and Occupational Health and Safety Manager

Michael Williams Superintendent, Centre for Operational Safety, Centre for Incident and Emergency Management

Victoria Police

12.00 - 12.15 **Questions and Discussion**

12.15 - 1.15 **Networking Lunch**

1.15 - 2.00 **CASE STUDY**

Zero Tolerance to Violence – Local Government's Perspective in Managing Customer Aggression

The Gold Coast City Council is committed in providing a safe workplace to its employees. The Council has strong objective in keeping their workplace safety and free of violence. In this session, gain an insight into the Council's policy and strategy in addressing occupational violence issues including following key topics:

- Effective management of customer aggression
- Fostering a mature workforce
- Training programs initiated to prevent and minimise occupational violence

Tony Adby Directorate Senior Workplace Health and Safety Advisor, Community Services Directorate
Gold Coast City Council

2.00 - 2.15 **Questions and Discussion**

2.15 - 3.00 **CASE STUDY**

Risk and Occupational Violence Management in Aged and Community Care

Aged & Community Care Victoria (ACCV) is the single and united voice for more than 90 per cent of Victorian aged and community care providers and other organisations. ACCV also provides vast range of accredited education and professional training programs to aged and community care providers. In this session, discuss and find possible solutions to mitigate occupation violence in aged and community care settings.

- Major cause of workplace violence in the sector
- Risk management and possible preventions
- Training and education programs initiated
- Overview of successful training programs

David Amesbury Manager, Workforce and Rural Health

Aged & Community Care Victoria

3.00 - 3.15 **Questions and Discussion**

3.15 - 3.30 **Afternoon Tea**

3.30 - 4.15 **CASE STUDY**

Insight into Mercy Health's Approach in Mitigating Occupational Violence

Mercy health is committed to providing a safe workplace for all employees. Health workers in general experience significant levels of occupational violence. The exposure to occupational violence significantly impacts on physical and mental health of workers. This session explores possible prevention of occupational violence and discuss following key topics:

- Training programs initiated to mitigate occupational violence
- Prevention of occupational violence through developing working procedures with Victoria police and Ambulance Victoria
- Improving client and service outcomes through the changes to the assessment process of Mental Health clients in the emergency department

Heather Cochrane Health Safety and Emergency Management Advisor
Mercy Health

4.15 - 4.30 **Questions and Discussion**

4.30 **Concluding Remarks from the Chair and Conference Close**

WHO WILL ATTEND

- Employee Wellbeing and Safety Initiatives / Projects
- Safety Training
- Risk Management targeting Field Workers
- Injury Prevention / Management
- Counselling
- Safety Managers
- Operations / Site Managers
- Health, Safety and Risk Managers
- General Managers
- EHS Managers
- OH&S Systems Managers
- OH&S Directors / Managers / Coordinators
- Occupational Risk and Compliance
- DVA Consultants

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9.00 - 12.30 **WORKSHOP A**

Effective Ways in Managing Mental Health, Stress and Resilience

Stress, mental health, psychological injury is an area of health which needs to be managed especially in association when working in high risk environments. Managing employee mental health is emerging as a major priority in many organisations. Wellness management in the workplace is the employer's responsibility. Poor mental health impacts employee performance. In this interactive workshop session, participants will explore the best ways to manage and minimize work related stressors that may impact a person's mental wellbeing and support employees. Delegates will have an opportunity to explore following key topics:

- Understanding mental health, stress and resilience & their impact on functioning
- Effective ways of managing mental health and resilience in the workplace
- The benefits, business case of prevention & early intervention
- Minimising risks and maximising health and productivity

Expert Facilitator: Ingrid Ozols Founder and Managing Director
Mental Health at Work

Mental health at work (mh@work®) is national and international boutique consultancy working at improving the wellbeing and productivity of people and workplaces. By partnering with business, mh@work helps employers/employees design, implement and mentor employees create mentally healthy, resilient and supportive workplaces. Using innovative range of educational tools and services in a strategic long term multi-layered approach, mh@work tailors workplace programs that focus on changing attitudes, behaviours & ultimately organisation's cultures to be more embracing of vulnerability and humanness. Wellness delivers productivity and the bottom line. Recently, formally evaluated, mh@work can confirm an evidence-based approach.

12.30 - 1.30 **NETWORKING LUNCH**

1.30 - 5.00 **WORKSHOP B**

My Bully Breaking Toolbox

In a recent national poll conducted by Essential Research, nearly one in five Australians surveyed reported being intimidated, bullied or harassed at work. This workshop examines a systems approach to preventing and responding to bullying at work. The workshop explores:

- What workplace bullying is
- Workplace conditions which give it permission to flourish
- Actions an organisation can take to prevent it
- The Top Down, Bottom Up Prevention Project, sponsored by WorkSafe Victoria and implemented by Big B Solutions and RedDeb Consulting

Expert Facilitator: Brian Martin Owner-Manager
Big B Personal and Workplace Solutions

At Big B Personal and Workplace Solutions, their vision is that enduring change is most successfully achieved when creativity and insight is unleashed. Big B Personal and Workplace Solutions, through its founder and owner has considerable experience in the design and delivery of health and safety projects, project management, personal and team coaching. At Big B, they harness the power of insight and awareness so that their glass is never half empty, but always half full.

ABOUT THE EVENT

Occupational violence and aggression is a continuing problem in many service sectors in Australia, with health and community facing public service organisations in particular at risk. The effects of occupational violence and aggression have significant adverse impacts for both the victim, however also their organisations who must deal with significant peripheral impacts and costs.

The obvious costs of psychological and physical harm very real consequences in many cases, however the organisations dealing with these issues must demonstrate a strong commitment to ensure employees are equipped to perform their roles as safely as possible, and in line with relevant Occupational Health and Safety legislation. This conference has been designed to provide a practical perspective on how organisations operating in 'at risk' environments can reduce the number of incidents through a variety of preventative measures, and also better manage the impacts of these adverse incidents when they do occur.

This unique conference will look specifically into proactive risk mitigation strategies and controls employed in a variety of organisations and sectors to reduce the impact of and frequency of occupational violence and aggression. Content is brought to life through practical case studies and analysis of different organisation's varying approaches in addressing and reducing occupational violence.

This event provides a unique opportunity for professionals, managers and employees who are seeking to promote safety culture and mitigate occupational violence in the workplace to share their knowledge and successful strategies with other like-minded individuals. Delegates will also have opportunities to conduct in-depth discussion, exchange ideas and experiences and develop their working relationships and expand professional networks.

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* Please photocopy this form if more than three will attend

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| Please Note: Payment is required prior to attending this event. | | | | |
| Payment Details | <input type="checkbox"/> Credit Card <input type="checkbox"/> Cheque (payable to Liquid Learning Group Pty Ltd) <input type="checkbox"/> Electronic Funds Transfer <input type="checkbox"/> Please invoice me: Purchase Order No. # <input type="text"/> | | <p>Credit Card Details - Please charge my credit card for this registration: Card Type <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Diners Club <input type="checkbox"/> American Express</p> <p>Note: 2% surcharge applies to Diners Club and American Express payments</p> <p>Card Number <input type="text"/> Expiry <input type="text"/></p> <p>Full Name as on card <input type="text"/></p> <p>Cardholders Contact Number <input type="text"/> Signature <input checked="" type="checkbox"/></p> | <p>Electronic Funds Transfer (EFT) Please transfer funds directly to: Westpac Account Name: Liquid Learning Group Pty Ltd BSB: 032 002 Account No: 407 273</p> <p>Amount <input type="text"/></p> <p>Please quote ref OCV0212 and registrant name</p> |

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|---------------|--|-------------------------------|---|
| Authorisation | Authorisation Manager Details: This registration is invalid without a signature. | | |
| | Name <input type="text"/> | Position <input type="text"/> | Signature <input checked="" type="checkbox"/> Date <input type="text"/> |

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|---------|----------------------------|--|---|------------------------------|
| Send To | Fax +61 2 9437 1093 | Mail Liquid Learning Group Pty Ltd PO Box 48 St Leonards NSW 2065 | Email registration@liquidlearning.com.au | Phone +61 2 9437 1311 |
|---------|----------------------------|--|---|------------------------------|

Registration Policy

If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer

Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

Privacy Statement

Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 4, 619 Pacific Hwy, St Leonards NSW 2065, PH: +61 2 9437 1311, FX: +61 2 9437 1093, email: database@liquidlearning.com.au