

Office of Industrial Relations

Work-related Violence and Aggression

Policy

Policy Statement

The Office of Industrial Relations (OIR) is committed to ensuring the risk of work-related violence to workers is eliminated so far as is reasonably practicable, to minimise the impact of any exposure and to provide rapid response and appropriate support following any incident.

OIR will not tolerate violence, threats, harassment, intimidation, or other disruptive behaviour, either physical or verbal that occurs in the workplace or while carrying out duties for OIR.

The policy commits OIR, through all levels of the organisation, to protect staff in the course of their work from exposure to work-related violence risk and to clearly demonstrate that work-related violence is unacceptable.

Purpose

The purpose of this policy is to provide a framework for the management of work-related violence risks to OIR employees and to provide the foundation for supporting materials.

This policy is to be read in conjunction with the *Work-related Violence and Aggression Prevention and Management Guidelines* (Guidelines). These Guidelines outline the procedures, strategies and tools that are available for the management of work-related violence incidents and risks.

Definition of work-related violence

Work-related violence is any incident where a person is abused, threatened, intimidated or assaulted at work by another worker or member of the public. This definition covers a broad range of actions and behaviours that can create a risk to the health and safety of workers, including both physical and psychological harm, regardless of any intent to cause such harm.

Scope

This policy applies to OIR workplaces, and any person considered to be an OIR worker according to the Work Health and Safety Act 2011 (Qld) (WHS Act). The workplace can include areas beyond the work location and outside of standard business hours.

The policy does not directly apply to administrative processes involving employee bullying and harassment. For further information on employee bullying and harassment, refer to the [Workplace Behaviour and Environment Policy](#).

Legislation

OIR has a legal responsibility under the WHS Act to provide a workplace that is safe and healthy. The WHS Act requires OIR to eliminate risk to worker health and safety so far as is reasonably practical, or to minimise the risk.

Adjacent legislation that is relevant to matters of work-related violence:

- *Public Service Act 2008*

Responsibilities

Employees in management roles

All managers have a responsibility to implement this policy and all supporting documents, and to make sure their staff are aware of it and understand it. Managers will also:

- treat any reports of work-related violence, threats or abuse seriously and respond to them promptly through the identified and agreed process;
- ensure employee/s are supported and acknowledged when reporting incidents;
- update impacted employee/s on progress of the reported incident's investigation;
- identify appropriate action with impacted employee/s;
- support and empower staff to suggest improvements for work-related violence prevention and management;
- ensure all staff have up-to-date training;
- set a positive example by reporting all incidents of violence and abuse and not tolerating abusive behaviour from customers and members of the public;
- demonstrate the Public Service values as role models for employees and follow specific policies relating to how we conduct our business, as well as the [Code of Conduct for the Queensland Public Service](#); and
- work with associated parties to prevent, address, report and respond to incidents or work-related violence.

Employees

All employees have a personal responsibility for their own behaviour and to be aware of, understand, and comply with this policy and all supporting documents. Employees will also:

- report any instances of work-related violence, including threats or abuse, both in-person and online on the incident register via the [incident report form](#);
- be supportive and considerate of colleagues who are the subject of work-related violence or were a witness to work-related violence;
- commit to demonstrating Public Service values and comply with the [Code of Conduct for the Queensland Public Service](#); and
- suggest additional measures to managers, HSR's or the HSW Committee which might help to prevent and manage work-related violence.

The OIR will:

- proactively implement strategies to prevent work-related violence and aggression; and
- take action against work-related violence behaviour to enforce OIR's zero tolerance. For example this may include, but not limited to written warnings to prosecution action against the perpetrator.

Specific and relevant policies and procedures

There are other OIR policies and procedures that are relevant to the prevention and management of work-related violence.

These include:

- Work-Related Violence Statement of Principles;
- Work-Related Violence Prevention and Management Guidelines;
- Work-Related Violence – fact sheet;
- Managing Traumatic and Distressing Incidents Guidelines;
- Employee Complaints Policy.

Review dates

This policy will be reviewed yearly when all other policies are reviewed, or if regular or serious incidents arise that suggest it needs to be revisited.

Contact

For support, contact the Health and Wellbeing team in Organisational Culture Unit at

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Document owner	Health and Wellbeing, Organisational Culture Unit
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