Work-Related Violence Risk Controls, Resources and Supports

The following table provides a list of Work-Related Violence (WRV) risk controls, resources and supports.

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| **Workplace factor** | **Examples of risk controls** | **Resources and supports** |
| ***Effective systems*** |
| **Workplace design** | Physical environments are designed or adapted in a way that reduces the risk of WRV.Appropriate number and location of clearly identifiable entry and exit points in classrooms.Appropriate security infrastructure is installed.Identification and removal/management of objects that could be used as a weapon.Teaching spaces and playground areas assessed and fit for purpose. | The Victorian School Building Authority [Building Quality Standards Handbook](https://www.education.vic.gov.au/Documents/school/principals/infrastructure/BuildingQualStandHdbk%202018.pdf) includes considerations for the design of new school buildings that are aimed at strengthening security in schools and reducing the risk of work-related violence.The Security Unit undertakes security assessments at schools and provides advice on security measures to be implemented to improve security in and around schools.Emergency and Critical Incident Management Planning and specialist advice from the Security and Emergency Management Division assists schools to have appropriate procedures in place for an emergency.[Employee Health Safety and Wellbeing](https://www.education.vic.gov.au/hrweb/safetyhw/Pages/healthworksafe.aspx) policies and resources to promote and protect employee health safety and wellbeing, with specific guidance around preventing and managing the impacts of violence and aggression on school staff.The individual needs of students should be considered in the setup of teaching spaces and playground areas to effectively support safe engagement. |
| **Resourcing and workflow management** | There are appropriate staffing ratios/supervision arrangements in place.There are appropriate resources to allow staff to undertake WRV related planning/management/reporting tasks. | Employee Wellbeing Response Team connects schools with training, supports and services they need for complex employee safety and wellbeing issues. |

*Last Updated: 12 August 2021*

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| **Workplace factor** | **Examples of risk controls** | **Resources and supports** |
| **Challenging student behaviours - management plans and supports** | Individualised management plans and supports are implemented where individuals present with known challenging behaviours that pose a safety risk.Individual plans may include:* A [Behaviour Support Plan](https://www.education.vic.gov.au/school/teachers/behaviour/student-behaviour/Pages/teachplans.aspx) (BSP) is required for all students with known challenging behaviours. It is a document designed to assist schools to provide additional support and guidance to identified students. BSPs are function based and include preventative strategies to reduce triggers leading to challenging student behaviours and are reviewed regularly to ensure students and staff are receiving the best support. If a student has particularly challenging behaviour, it may be useful to engage a Board-certified Behaviour Analyst to conduct a formal functional behaviour assessment to inform the student’s BSP.
* A Risk Management Plan for students with challenging behaviours assists the principal and school staff, with the support of the Employee Wellbeing Response Team, to define the range of actions that have been identified to ensure staff can safely provide teaching and support to a student whose behaviours may pose a risk to the health, safety and wellbeing of staff, students and others at the school. If the student has a BSP, the Risk Management Plan for students with challenging behaviours will support and reference the BSP and should be reviewed whenever the BSP is reviewed/updated.
 | [Student Support Services](https://www.education.vic.gov.au/school/principals/spag/safety/Pages/studentsupport.aspx) (SSS) which include psychologists, speech pathologists and social workers assist children and young people facing a range of barriers to learning to achieve their educational and developmental potential.When challenging behaviours are ongoing and difficult for school staff to manage, schools are encouraged to lodge a request through the Student Online Case System (SOCS) for support from SSS. SSS also provide support developing, implementing, reviewing and troubleshooting BSPs.For support on significant risks to staff safety (including where a BSP is in place but additional support is required) the Employee Wellbeing Response Team can be contacted on Employee.Wellbeing.Response.Team@education.vic.gov.au Contact the Employee Wellbeing Response Team to get advice on whether a Risk Management Plan for students would be appropriate for your school in managing safety risks.The [Restraint and seclusion](https://www.education.vic.gov.au/school/teachers/behaviour/restraint/Pages/default.aspx) Policy outlines the legal requirements relating to physical restraint and seclusion, including when restraint and seclusion are permitted and the reporting requirements when this occurs. |
| **Incident management systems** | The school has an emergency and critical incident management plan |  |

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| **Workplace factor** | **Examples of risk controls** | **Resources and supports** |
| As part of their critical incident planning, the school has undertaken **leadership contingency planning** for what staff will do when the principal is temporarily unable to perform duties following an WRV incident. |
| ***Capability and culture*** |
| **Organisational culture /****school climate** | School values and expectations are clearly communicated to the school community, and the school community understands that aggressive and inappropriate behaviours towards school staff will not be tolerated.Schools are committed to creating a positive, inclusive and supportive school climate.Parents, carers and family are actively involved in their child’s learning, in the school community and at school events. | The Respectful Behaviours in the School Community policy outlines behavioural expectations and provides the parent/carer with options to raise concerns in ways that are consistent with those expectations. [Communication with School Staff](https://edugate.eduweb.vic.gov.au/edrms/keyprocess/cp/SitePages/SchoolPoliciesDetail.aspx?CId=16) Policy Template can be used to explain to parents and carers who they should contact at school for common queries and may be useful to help to manage excessive correspondence and set reasonable expectations for response time frames.[Behaviours – Students](https://www2.education.vic.gov.au/pal/behaviour-students/guidance) provides guidance on key student wellbeing interventions and [supports](https://www.bing.com/search?q=workplace%2Bdesign&qs=n&form=QBRE&sp=-1&pq=workplace%2Bdesign%2Bohs&sc=1-20&sk&cvid=0884AA4A76404EF79B5AA8B9099C317D) such as School Wide Positive Behaviour Support, a tiered response approach for student behaviour, responding to challenging behaviours and professional learning opportunities for school staff. |
| **Education and training** | Staff have the right training to understand, prevent and manage WRV related risks.This may include:* [Supporting Student Behaviour Course:](https://www.deafeducation.vic.edu.au/professional-learning/template?eventtemplate=51-supporting-student-behaviour&event=625)  This facilitator-led blended learning course has been co-designed by the Department and the University of Melbourne to:
 | [Supporting Student Behaviour Course](https://www.deafeducation.vic.edu.au/professional-learning/template?eventtemplate=51-supporting-student-behaviour&event=625)[Protective Intervention Training Panel](https://www.education.vic.gov.au/hrweb/safetyhw/Pages/ohstrainingprog.aspx) Employee Wellbeing Response Team [Restraint and Seclusion](https://www.education.vic.gov.au/school/teachers/behaviour/restraint/Pages/default.aspx) Policy[Sensory Room Policy](https://www2.education.vic.gov.au/pal/sensory-rooms/policy) |

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| **Workplace factor** | **Examples of risk controls** | **Resources and supports** |
| * investigate ways to support student behaviour from a behavioural science lens
* introduce evidence-based approaches to supporting students at the whole-school, classroom, and individual levels
* develop your knowledge and skills with implementing data-informed interventions.
* [Protective intervention training:](https://www.education.vic.gov.au/hrweb/safetyhw/Pages/ohstrainingprog.aspx) Protective Intervention Training covers strategies for the prevention, de-escalation and management of challenging behaviours and strategies for reflection, analysis and debriefing following the behaviour. Program content may be tailored to a school’s local context in consultation with the provider. Schools may apply to access quality assured, centrally funded training through the Department’s Protective Intervention Training Panel.
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| **Consultation and information sharing** | Staff are proactively engaged in risk management planning, through Health and Safety Representatives or through other consultative forums such as Health and Safety committees.Up to date information on WRV risks is regularly shared with staff, including through staff debriefings after WRV incidents. | [OHS Regional Support Officers](https://www.education.vic.gov.au/hrweb/safetyhw/Pages/ohsworksafecontacts.aspx)[OHS Consultation and Communication](https://www.education.vic.gov.au/hrweb/safetyhw/Pages/ohscomms.aspx) webpage |
| ***Supporting our people*** |
| **Incident response** | Appropriate procedures and supports are in place to respond to and manage the health, safety and wellbeing impacts of WRV incidents. | [eduSafe:](https://edusafe.eduweb.vic.gov.au/login.aspx?ReturnUrl=%2fDefault.aspx%3fRedirect%3d1&Redirect=1) all incidents, injuries and hazards relating to violence and aggression in schools must be reported in accordance with the Department’s [Reporting and Managing School Incidents Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy), including reporting on eduSafe Plus. |

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| Post incident support resourceEmployee Assistance Program (EAP) is a free, short-term, and strictly confidential counselling service that is available to employees 24 hours a day, seven days a week. This service is also available to School Council employees, Casual Relief Teachers and immediate family members of Department staff. |
| **Department supports** | Central and regional supports are known to school staff, accessible when they need them and effective in supporting schools to prevent, remove, manage and reduce WRV related risk. | Legal Division provides advice to principals on powers to respond to parent behaviour such as issuing trespass warning notices and implementing communication protocols.A guide on Managing Conflict in schools is available for Principals and school staff.Parent complaints policies and resources assist schools in managing parent complaints, including seeking support from the Region, through theDepartment’s central complaints team, and, where necessary, the [Independent](https://www.schoolresolution.vic.gov.au/Pages/default.aspx) [Office for School Dispute Resolution.](https://www.schoolresolution.vic.gov.au/Pages/default.aspx)[Complex Matters Support](https://edugate.eduweb.vic.gov.au/sites/i/Pages/production.aspx#/app/content/3023/support_and_service_(schools)%252Fhuman_resources%252Fprincipal_health_and_wellbeing%252Fcomplex_matters_support_team) helps schools respond to issues that involve frequent or complex contact with parents or advocates and need coordinated support from across the Department to be effectively managed.[Managing Trauma](https://edugate.eduweb.vic.gov.au/sites/i/_layouts/15/WopiFrame2.aspx?sourcedoc=/sites/i/Shared%20Documents/Managing%20Trauma.pdf&action=default) supports schools to manage the impacts of traumatic events on staff and students. While not all behaviours that are aggressive or violent will constitute an emergency, major events involving violence and aggression, such as a violent intruder on school grounds or a significant fight between students, may require an emergency response and planning to manage trauma following an incidentEmployee Wellbeing Response Team connects schools with training, supports |

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| and services they need for complex employee safety and wellbeing issues. The team are contactable on Employee.Wellbeing.Response.Team@education.vic.gov.au  |