### Occupational Violence and Aggression in Schools – OHS Risk Management Flowchart – Accessible Version

This document provides information to school staff on how to manage an occupational violence and aggression (OVA) related hazard, issue or incident in school settings.

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Section 1 – Occupational Health and Safety (OHS) responsibilities

This section outlines the four different roles and responsibilities involved in identifying and managing OVA related hazards and issues in schools.

**The Department**

As an employer, the Department of Education and Training is required by the OHS Act 2004 to provide and maintain systems of work and a working environment that are – so far as is reasonably practicable – safe and without risks to health.

**School staff**

School staff are required by the OHS Act 2004 to take reasonable care for:

* their own health and safety
* the health or safety of others who may be affected by their actions or omissions while at work.

**Principals or delegates**

The Principal or delegate have obligations and responsibilities as outlined on this page in accordance with the OHS Act 2004.

**Health and Safety Representatives (HSRs)**

HSRs are the elected health and safety representative of the workplace and are obligated to take action in accordance with the requirements of the OHS Act 2004. HSRs are to be consulted by principals and their delegates at certain stages outlined on this page.

Section 2 – OVA related hazards and issues

If there is an OVA related hazard or issue, this section describes the actions that need to be taken by the responsible parties.

**School staff**

Notify the principal if you identify an OVA hazard or issue.

**Principals or delegates**

Conduct a workplace risk assessment for OVA hazards and issues in consultation with HSRs and school staff.

Log any OVA related hazards or risks in the Risk Register.

Implement, review and revise risk controls in consultation with HSRs and school staff. Refer to Section 6.0 – OVA in Schools Procedure for further guidance.

Schools can seek support and advice by accessing Department central and regional supports. Further guidance is in the OVA in Schools Policy and Procedure including:

* Employee Wellbeing Response Team – for significant and ongoing risk to staff safety
* Complex Matters Support – for complex matters involving parents
* Section 6.0 in the OVA in Schools Procedure.

**If the OVA related hazard or issue has been resolved between the Principal and any affected staff, in consultation with the HSR, and within a reasonable timeframe:**

Continue to monitor and regularly review the situation in consultation with the HSR and school staff.

**If the OVA related hazard or issue has not been resolved**

If the OVA related hazard or issue has not been resolvedbetween the Principal and any affected staff, in consultation with the HSR, and within a reasonable timeframe, HSRs must issue a Provisional Improvement Notice(PIN).The next step is for the Department to provide elevated support to resolve at Department level.

If the OVA related hazard or issue has been resolved in line with the PIN, the Principal or delegate is to continue monitoring and regularly reviewing the situation in consultation with the HSR and school staff.

If the OVA related hazard or issue has not been resolved in line with the PIN, the Principal or delegate is to contact WorkSafe on 1800 136 089.

Section 3 – OVA incidents

If there is an OVA incident, this section details the actions that need to be taken by the responsible parties.

**Principals or delegates**

If there is an emergency or ongoing threat:

* Enact the Emergency Management Plan
* Call 000.

For non-emergencies or incidents where these is no ongoing threat, follow these incident management procedures:

* Consult ISOC if appropriate for advice and support (serious incidents)
* Report injuries in eduSafe, CASES21 and IRIS.
* Notify WorkSafe if it is a notifiable incident. For example, required hospitalisation or serious head injury.

Refer to the OVA Post Incident Checklist for tailored guidance on OVA incidents.

**What to do if the incident involved a new OVA hazard or issue**

Refer back to Section 1 – Occupational Health and Safety (OHS) Responsibilities

Section 4 – More information

For more information, contact the OHS Advisory Service:

* Call 1300 074 715
* Email [safety@edumail.vic.gov.au](mailto:safety@edumail.vic.gov.au)