

PRACTICE UPDATE

Violence and Aggression (V&A) at Work

Scope

Applies to workers exposed to forms of violence and aggression from students, and visitors. For guidance on behaviour between workers refer to [Code of Practice: Workplace behaviour](#).

Definition

Violence and aggression can be:

- Written or verbal abuse, threats, intimidation, harassment, sexual harassment, physical assault & sexual assault.
- In person, or by correspondence, electronic means, or social media

Key Information

- Violence and aggression at work may cause physical and psychological injury and harm and may result in permanent disability or death.
- Harm to health may be cumulative. A seemingly minor incident may result in significant injury because of multiple exposures.
- Symptoms may appear some time after exposure to violence and aggression.
- **Actions** Develop a prevention plan – complete a risk assessment, identify measures and procedures to prevent V&A, and processes for the rapid management of a V&A incident should one occur.
- Develop a response and recover plan – to ensure a well- coordinated response, with agreed procedures followed in accordance with the training provided, should an incident occur.
- Clearly communicate to all stakeholders that V&A will not be tolerated and provide education and information to workers about prevention, emergency and recovery processes.
- Report incidents through the university's reporting system [CHARM](#), which includes confidential reporting. For more information refer to psychosocial [FAQ's](#).
- If you are a student on prac/fieldwork report to your supervisor. Confidential incident notifications are only sent to the Director or their delegate.

References

For more detailed information and requirements please refer to:

[Work Health and Safety \(General\) Regulations 2022](#)

[Violence and aggression at work Code of Practice](#)

Who do you call with questions?

If you have any queries, please contact Health and Safety on 9266 4900 or email healthandsafety@curtin.edu.au.

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