



**ACT**  
Government

**Canberra Health  
Services**

Nathan Collins  
Secretary – Health Services Union

Via email: [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)

Dear HSU Secretary,

**Re: Consultation on the allocation of Occupational Violence (OV) face-to-face training**

Where there are proposals by the ACT Public Service to introduce change, the head of service will consult with the effected employees and relevant unions. This proposal relates to the updated process to allocate/assign OV face-to-face Training for Canberra Health Services (CHS) staff based on role, area of work and level of OV risk.

**Background**

The prevention and management of OV is an increasing challenge in the health sector across all Australian jurisdictions. CHS launched the OV Strategy in April 2020. Developed in partnership with an external consulting company, executive, staff, Health and Safety Representatives, Unions, Worksafe ACT and carer/consumer advocacy organisations. CHS engaged with a training provider, Resolution Education, to provide a training framework for OV as well as a certification program for OV trainers and area trained trainers that aligned with the OV strategy. Resolution provides a flexible and modular team-based learning package that can be adapted across different settings. These bespoke modules allow for integration of content from other initiatives such as Safewards. The Resolution training model commenced in 2021 with funding from the OV strategy supporting 2 dedicated OV trainers for CHS within the Workforce Capability Unit. Evaluation of the Resolution training has been positive with attendees reporting increased confidence and awareness of how to appropriately respond to OV incidents.

To ensure that appropriate staff are trained in face-to-face modules, a tiered approach to training is suggested, allocated via the Learning Management System -HRIMS based on roles, areas of work and level of OV risk, see (**Attachment A**).

**Tier 1** - All staff complete five OV *eLearning* modules on commencement.

**Tier 2** - 1-day *face-to-face* workshop; modules Awareness, De-escalation and Protect

**Tier 3** - 2-day *face-to-face* workshop; modules Awareness, De-escalation and Protect and Restraint

**Objectives of face-to-face training allocation:**

- To define the work groups/roles that require face-to-face OV training
- To allocate the appropriate level of face-to-face training (Tier 2 or 3) to staff via HRIMS
- Improve data and reporting

**Proposal**

The plan is to allocate (via HRIMS) levels (tiers) of training to staff based on roles and areas of known risk, which is achievable with current training resources. This approach was supported by the CHS Education and Training Committee in May 2023. This committee includes an active member of the healthcare consumers association.

CHS staff and unions are invited to review and provide feedback during this round of consultation. An explanation of the OV training tiers, and proposed staff allocation is located at (**Attachment A**) for reference.

#### Issues

- There is no capacity with current and emerging training resources to train all 8500+ CHS staff in face-to-face OV training. Careful consideration has been given to multidisciplinary staff across the service and who requires a level of face-to-face training based on known risk.
- The current assignment/completion of face-to-face training does not allow for concise reporting

#### Benefits

- Assigned training via HRIMS informs teams who needs which level of training. Tier 1 eLearning is already auto assigned to *all* staff on commencement.
- Improved reporting/data. HRIMS will provide data about who has and has not completed required training.
- Trained area OV trainers will support training and refreshers across the Service.

#### Next steps?

To allow staff and unions a genuine opportunity to provide feedback, the consultation period for the proposal will be two weeks. We ask you to note the consultation document attached (link provided in the email) and add your feedback.

The consultation period for the proposal to consult changes will be open until 25 July 2023. However, if you need further time, don't hesitate to ask. If you have any further questions regarding the proposed changes, please contact me by phone on (02) 51247057 or by email [Deborah.moore@act.gov.au](mailto:Deborah.moore@act.gov.au).

Yours sincerely,



Deborah Moore  
Senior Director, Workforce Capability  
People & Culture  
Canberra Health Services  
11 July 2023