

Tips for managing abuse and violence

Managing occupational violence and preventing family/domestic violence is everyone's responsibility. Whilst your employer/workplace may have specific training and policies for managing abuse and violence, here are some further tips:

- Learn more about trauma informed care
- Complete your organisation's relevant training
- Understand your organisation's relevant policies and procedures
- Identify any occupational violence risks and work with your organisation to prevent and manage these.
- Use appropriate debriefing and reporting.

Use the following links to find out more.



Managing aggression & potentially violent situations - This Youth AOD Toolkit module covers how to manage aggression and violence

<https://www.youthaodtoolbox.org.au/introduction-managing-aggression-potentially-violent-situations>



Worksafe - Understand the impact of violence and how to prevent it in the workplace

<https://www.worksafe.qld.gov.au/safety-and-prevention/mental-health/Psychosocial-hazards-and-factors/violence>



Queensland Health's DFV Toolkit - Made for healthcare workers

<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/patient-safety/duty-of-care/domestic-family-violence/healthcare-workers>



Trauma Informed Care Toolkit - Check out Insight's Trauma Informed Care Toolkit for clinicians

<https://insight.qld.edu.au/toolkits/trauma-informed-care/detail>

References

1. Skinner N, McEntee A, Roche A. Australia's Alcohol and Other Drug Workforce: National Survey Results 2019-2020. Adelaide, South Australia: National Centre for Education and Training on Addiction (NCETA), Flinders University; 2020.
2. YSAS. Introduction to Managing aggression & potentially violent situations. [cited 2022 21 Feb]. Available from: <https://www.youthaodtoolbox.org.au/introduction-managing-aggression-potentially-violent-situations>
3. Worksafe Queensland. Violence. [cited 2022 21 Feb]. Available from: <https://www.worksafe.qld.gov.au/safety-and-prevention/mental-health/Psychosocial-hazards-and-factors/violence>
4. Queensland Health. Domestic and family violence (DFV) resources to support the health workforce. [cited 2022 21 Feb]. Available from: <https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/patient-safety/duty-of-care/domestic-family-violence/healthcare-workers>.
5. Insight Centre for AOD Training and Workforce Development. Trauma informed care for Alcohol and Other Drug (AOD) practice toolkit. [cited 2020 30 Jun]. Available from: <https://insight.qld.edu.au/toolkits/trauma-informed-care/detail>.

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