AUSTRALIA NEEDS CARE YOU CAN COUNT ON.

Australian Nursing & Midwifery Federation

10-POINT PLAN

The ANMF's ask to end workplace violence and aggression.

Violence and aggression should not be an accepted part of providing care in the aged care sector. Instead, it should be managed as a preventable workplace hazard through systematic risk management, prevention and continuous improvement. To do this, the sector must implement a comprehensive, reliable framework which will assess compliance, identify gaps and guide improvement actions. The Workplace Violence and Aggression (WVA) 10-Point Plan and Audit Tool[1] provide this framework.

The 10-Point Plan provides a comprehensive approach to WVA prevention across aged care services, addressing security, risk identification, care planning, reporting and investigation, workplace design, workforce training, governance, post-incident support, multidisciplinary responsibility and worker empowerment. Importantly, the framework extends beyond incident response and focuses on proactive measures that identify and control risks before harm occurs.

The 'WVA Audit' is a comprehensive self-assessment framework that will assist aged care providers evaluate and strengthen their approach to preventing and managing WVA. It is structured around the '10 Point Plan' and uses a traffic-light rating system (Green, Orange, Red) to assess compliance, identify gaps, and guide improvement actions.

The audit covers all key elements of the 10-Point Plan:

i. Improve security
ii. Identify risk to workers and others
iii. Include families
iv. Report and act
v. Preventing violence through workplace design
vi. Provide education and training to healthcare workers
vii. Integrate legislation, policies and procedures
viii. Provide post incident support
ix. Apply anti-violence approach across all disciplines
x. Empower workers to expect a safe workplace

Why this is needed

Embedding this audit tool in the Aged Care Quality Standards would give aged care providers a clear and consistent framework to assess compliance, identify gaps and demonstrate continuous improvement in managing WVA. It would also promote safer workplaces, stronger reporting cultures, improved support for workers following incidents, and greater accountability at all levels of leadership.

Integrating the 10-Point Plan into the Quality Standards would help ensure that safe care for residents is supported by safe workplaces for aged care workers.

THE ASK

The Workplace Violence and Aggression (WVA) 10-Point Plan and Audit Tool must be embedded in the Aged Care Quality Standards as a practical mechanism to strengthen worker safety, resident care and organisational accountability.

[1] In Victoria the WVA 10-point plan is referred to as the Occupational Violence and Aggression (OVA) 10-point plan