



Inquiry into Annual and Financial Reports 2023–2024

Answer to question on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Michael Pettersson MLA

Redirected to: Yvette Berry MLA

Reference: Workplace or occupational violence/Community Services Directorate

Hearing: 18 February 2025
In relation to: Workplace or occupational violence
Question received: 18 February 2025
Answer Due: 25 February 2025

I note that exposure to workplace or occupational violence is the top risk for CSD (pages 178-9).

1. Can you advise how many incidents occurred in 2023-24 and 2024-25 ytd?
2. Where are these incidents occurring? Can you provide a breakdown by incident type and workplace it occurred in?
3. How many individuals were prosecuted for acts of violence against CSD staff in 2024?
4. What measures have you put in place since July 2024 to improve the protection of CSD staff?
5. Can you tell me about the ‘three days away’ program? Can you provide data on how many people have accessed it and what work areas they are from?

Yvette Berry MLA: The answer to the Member’s question is as follows:

1.

	FY 2023/2024	Part FY
	1 July 2023 to 30 June 2024	1 July 2024 to 24 Feb 2025
Reported Incidents of Occupational Violence CSD	205	289

2.

	FY 2023/2024	Part FY
Where are these incidents occurring	1 July 2023 to 30 June 2024	1 July 2024 to 24 Feb 2025
ACT Government Worksite	196	227
Other workplace (not specific)	2	57
Working from home	7	5
	205	289

	FY 2023/2024	Part FY
Breakdown by incident type	1 July 2023 to 30 June 2024	1 July 2024 to 24 Feb 2025
Other violence by client	0	1
Other violence by other	12	0
Physical and Verbal violence by client	1	63
Physical and Verbal violence by other	0	4
Physical and Verbal violence by student	0	1
Physical violence by client	50	92
Physical violence by other	10	1
Physical violence by student	3	2
Verbal violence by client	108	125
Verbal violence by other	20	0
Verbal violence by student	1	0
	205	289

3. Community Services Directorate (CSD) does not record this data.

4. CSD have implemented the following strategies:

- 25 Branch risk workshops to further educate, identify and manage identified risks at CSD.
- An independent consultant engaged to undertake a risk assessment of Occupational Violence management practices across CSD.
- Housing ACT are currently undertaking a project to establish rigorous risk assessment process prior to visiting client homes and when Police presence is required to identify and manage Occupational Violence proactively.
- CSD have developed and will implement their own communications plan to support Whole of Government Occupational Violence campaign.
- CSD will implement “tool box” talks for CSD staff to provide information and education on a range of topics including Psychological risk management, WHS duties and HSR roles and support.
- CSD has reviewed and identified additional avenues for staff to report hazards, in addition to the Safety Portal.

5. As part of CSD early intervention program, CSD implemented the 3 days away courtesy contact guidelines. This guidance relies on managers identifying and managing the following:

- When someone in their team has taken a period of unplanned leave for three days or more,
- If they notice a change to their attendance, behaviour or mental wellness, especially if it is in conjunction with a period of unplanned leave (generally three days or more),
- If they sustained an incident/accident, illness or had surgery/procedure that impacts their wellbeing, and
- They have disclosed that they are experiencing personal or work- related issues, particularly if it is followed by a period of unplanned leave (personal leave).

This is guidance material provided for managers to encourage contact with employees when they are absent from the workplace. The courtesy contact is recommended to assist with early identification and implementation of relevant support services with the aim of providing overall better outcomes for the employee and the workplace. Use of the guidelines is not collected or reported on.

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Approved for circulation to the Standing Committee on Social Policy

Signature:

Deputy Chief Minister, Yvette Berry MLA

Date:

4/03/25