



Occupational Violence Prevention Training for Health Care Workers

Occupational Violence Prevention Training for Health Care Workers

The training will cover:

- ▶ How to recognise and reduce risk
- ▶ How to understand human behaviour in this setting
- ▶ Implementing positive interactions and choices
- ▶ De-escalation tips and techniques
- ▶ Personal safety awareness training
- ▶ Workplace implications for the practice

Health Industry Employment Services Pty Ltd (HIES) has been created with the passion of educating and supporting business's through the complex employment framework in Australia. We believe that all businesses will require professional support by an Industry Specialist from time to time. Our purpose at HIES is to understand the running of your practice and provide tailored employment advice and training.

The team now offers Occupational Violence Prevention training that will be extremely beneficial for anyone who works in the health care sector and deals directly with patients.

The skills learnt in this training session will better equip you and your staff for any challenging behaviours and interactions that may come your way, whether it's via phone or in person. Be prepared for any situation and ensure you and your staff have the tools to be resilient in an industry that can often be very stressful for all involved.

About the presenter



TRACEY GARDINER

Tracey has been a registered nurse for almost 30 years, working in Mental health and emergency departments in several countries including New Zealand, the United Kingdom, Australia, and Saudi Arabia. Her specialty is working with children, adolescents, and young adults in acute mental health settings.

Tracey has a graduate diploma and master's degree in mental health and has worked for Queensland Health as an aggressive behaviour management instructor. Her role saw her training high risk staff, providing scenario-based training in de-escalation and providing communication & self-defence techniques.

In Australia, violence and aggression is on the rise, with unemployment, a growing drug problem, and societal changes resulting from COVID-19, particularly in rural, remote, and regional areas and staff are not equipped to deal with this growing violence.

The training packages HIES offers assist attendees with helpful practical skills such as:

- Using body language to calm and de-escalate a situation
- How to assess the level of aggression/anger from the subject
- Helpful phrases and words to use to de-escalate rather than escalate a situation
- Communication and de-escalation techniques
- What is considered self-defence, and how staff can legally protect themselves against violence.

There is a host of packages to suit your organisation and we can also tailor packages using targeted training related to the issues your service may be experiencing. These training packages can be found on the next pages.

To speak to Tracey about the training sessions, please email tracey@healthindustry.com.au



Patient de-escalation training

De-escalation techniques related to an aggressive consumer	Occupational Violence Prevention Masterclass	Occupational Violence Prevention Full Day Training
Face-to-face or Zoom training for your practice	Face-to-face or Zoom training for your practice	Face-to-face training in your practice
2 HOURS DURATION	2 HOURS DURATION	FULL DAY
<ul style="list-style-type: none">• Being aware of our own communication styles and reflect on how we can improve our communication to create effective de-escalation• How to de-escalate telephone aggression• How to deal with harassment• Scenario based training using real life situations the organisation is experiencing	<ul style="list-style-type: none">• How to decrease risk using Primary, secondary, and tertiary response controls.• De-escalation and communication techniques and being aware of the barriers to effective communication.• Levels of escalation and triggers. How to manage the escalating consumer using interpersonal skills.• Personal safety and awareness – using body language to de-escalate. When to call the police and self-defence related to the criminal code. What can we do legally to protect ourselves in the eyes of the law.	<ul style="list-style-type: none">• Includes a customised for your practice 2hr Masterclass + 1hr of scenario-based training• Gap analysis prior to Training• Occupational violence risk assessment walk around with recommendations to decrease risk• Challenging Patient Resource Pack
Members \$1,100 Non-member \$1,650	Members \$1,100 Non-member \$1,650	Members \$2,750 Non-member \$3,750

PRICING IS INCLUSIVE OF GST. *PLEASE NOTE THAT TRAVEL FEES MAY APPLY

Patient de-escalation training **ZOOM SERIES**

Introduction to Occupational Violence Prevention	De-escalation and harassment	Face-to-face de-escalation & communication techniques	Personal safety & awareness
<p>DURATION: 1HR</p> <ul style="list-style-type: none">• What is OVP?• Psychological and organisational impacts of OVP• Prevention, response, and support controls Crime Prevention through Environmental Design• How do we know when and how to de-escalate using the S.A.F.E.R risk assessment?	<p>DURATION: 1HR</p> <ul style="list-style-type: none">• Telephone aggression and de-escalation• Reflecting on our own communication styles and how these can be improved to de-escalate a situation• Supporting a suicidal patient via telephone (emergency situation)• How to deal with inappropriate comments• How to deal with harassment	<p>DURATION: 1HR</p> <ul style="list-style-type: none">• What triggers an aggressive incident?• Levels of escalation• Communication and de-escalation techniques• Using body language to de-escalate• Reducing the impact of communication barriers• Signalling non-aggression• Diffusing high risk situations	<p>DURATION: 1HR</p> <ul style="list-style-type: none">• How to verbally diffuse a situation• Understanding the stress response 'fight/flight/freeze'• Self-defence to an unprovoked assault (criminal code)• Post crisis response and how to support staff• Importance of documentation and reporting

Purchase all four packs and receive a **BONUS** Challenging Patient Pack valued at \$550

Members \$2,200
Non-member \$3,200

PRICING IS INCLUSIVE OF GST.

Patient De-escalation Training Order Form

Patient de-escalation training

De-escalation techniques related to an aggressive consumer	Occupational Violence Prevention Masterclass	Occupational Violence Prevention Full Day Training
Members \$1,100 Non-member \$1,650	Members \$1,100 Non-member \$1,650	Members \$2,750 Non-member \$3,750

Challenging Patient Resource Pack



Members \$550
Non-member \$650

Patient de-escalation training **ZOOM SERIES**

Includes **BONUS** Challenging Patient Pack

Introduction to Occupational Violence Prevention	De-escalation and harassment	Face-to-face de-escalation & communication techniques	Personal safety & awareness
Members \$2,200 Non-member \$3,200			

PLEASE COMPLETE DETAILS OVER PAGE

Customer details

☐ HIES Member ☐ Non-member

Title: Dr Mr Ms Mrs Miss

Name: _____

Practice Name: _____

Position Title: _____

Office Phone: _____

Mobile: _____

Email: _____

☐ Please add me to the HIES Mailing list

Postal address: _____

Postcode:

Payment Details

☐ Direct Debit ☐ Credit card ☐ Invoice

Credit card: Visa Mastercard AMEX

Credit card and AMEX payments incur the following processing fee: 3.5%

I acknowledge that I will be charged a 3.5% processing fee

Amount \$ _____

Card number _____

Expiry Date / CVC _____

Cardholder's Name: _____

Signature: _____

Direct Debit Details Health Industry Employment Services
BSB: 084 447 **ACC:** 51 405 2027
**Please quote participant name within transfer description*

**HEALTH
INDUSTRY**
EMPLOYMENT SERVICES



**Have any questions about our training options?
Please contact the HIES team.**

Phone: 07 3386 6488

Email: admin@healthindustry.com.au

www.healthindustry.com.au