Violence and Aggression – Hospitals

Facilities and support staff may face violence or aggression in clinical areas, public spaces or isolated locations. It can cause injury or psychological harm, affecting wellbeing and work.

Stop work and leave the area immediately if you feel unsafe or a situation begins to escalate.

Primary Risks & Hazards to Spot



- **Verbal abuse, threats or intimidation**
- **Distressed or frustrated family members**
- **Shouting, pacing, agitation, clenched fists or refusal to follow directions**



- **Pain, dementia, delirium, mental health conditions, drugs, alcohol or medication**
- **Working alone or entering clinical areas without knowing behavioural risks**



- **Pushing, grabbing, striking, kicking, biting, spitting or thrown objects**
- **Damage to equipment, property or work areas**

Social Infrastructure & Citizen Services

Where might this happen in our work environment?

SAFE OVER SUMMER



Emergency departments and waiting rooms: working around patients, visitors or distressed family members.



Rooms and wards: cleaning, maintenance or portering where patients may be in pain or have behavioural risks.



Car parks and service areas: working alone in isolated locations, plant rooms or public amenities.

Where else?

Where are violence or aggression risks higher in our work?

What can we check to protect?

1 Do we know the risks?

Complete hospital induction. Follow site security and occupational violence procedures and directions from clinical staff, security and management. Check surroundings, behavioural alerts and access restrictions where applicable.

2 Can we keep safe and get help?

Communicate professionally. Keep a safe distance and stay near an exit where possible. Carry approved communications and know how to call security. Never physically intervene unless specifically trained and authorised.

3 When do we leave and report?

Stop work and leave immediately if unsafe or behaviour escalates. Report all incidents, threats, near misses and aggression, regardless of severity. Access EAP, wellbeing services or peer support after an incident.

How will you get help and leave safely today?

Social Infrastructure & Citizen Services

Your safety comes first

The SI&CS Health, Safety and Wellbeing Team is here to help.

You don’t have to work through a safety concern alone.

Ask for support when:

You’re unsure

We can help you understand a hazard and discuss a safer way to work.

Something happens

We can help with hazard, incident and near-miss reporting and next steps.

You need support

We can work with you and your supervisor or manager to address health, safety and wellbeing concerns.

Do you know who is your HSW Business Partner?

Stop if the work is unsafe

Pause the task and move to a safe place. Speak up if something feels unsafe or you are unsure.

Notify your supervisor or manager

Report hazards, incidents and near misses promptly, even if no one is hurt. Explain what happened, where it is and who may be at risk.

Do not continue unsafe work

Keep the task stopped until the risk is addressed and your supervisor or manager confirms a safe way forward. Ask for help if you are unsure.