

Right to Information Application (RTI 2241/21)

Scope of application

- 1. The number of Occupational Violence incidents for each of the two past financial years (20/21 inclusive)**
- 2. A breakdown of the types of Occupational Violence incidents by HHS for the past financial year, ie. number of verbal, number of physical, number of physical and verbal, number which resulted in referral to police**

Important information

Referral to Police

Data regarding referral to Queensland Police Service (QPS) following an occupational violence incident, is not available. Reporting an assault requires individuals to make a complaint to the Queensland Police Service. While employees are encouraged and supported to report all incidents of assault to the Queensland Police Service, they are not obliged to notify Queensland Health.

RiskMan incident data is reported relative to individual worker report therefore the Grand Total figures below will include incidents which include one or multiple workers reporting a single incident. Data cleansing in relation to worker report and incident is a manual task and a HHS responsibility (the activity is cloning where data is matched by date, time and location), and not resourced within current terms of the RTI application.

Data source

- Data was retrieved from the RiskMan database
- RiskMan is a single state-wide integrated information system to collect, integrate, manage and report clinical incidents, workplace incidents, consumer feedback and risk.
- All data presented for the current RTI application 2241/21 was extracted from RiskMan and has been entered by Hospital and Health Service staff.
- The data for RTI 2241/21 is current in RiskMan as of 01.10.2021.
- Between February 2017 and May 2018, the state-wide system for reporting and recording Work Health and Safety (WHS) incidents was changed from IMS.Net (paper-based reporting) to RiskMan (online reporting). This change resulted in an expected increase in reporting across all types of Work Health and Safety incidents.

Search Criteria and Methodology

- RiskMan data was extracted based on the following search criteria:
 - Worker incidents are included.
 - Information was extracted from Riskman on 1 October 2021.
 - Information includes any incident occurring between 1 July 2019 and 13 July 2021.
 - Primary Incident Classification = occupational violence.
 - Queensland Health Hospital and Health Service only.
 - Only Posted or Previously Posted Incidents are included (Unposted and deleted Incidents are excluded).

Search Results

- 25,507 records were identified using the above search criteria.
- The breakdown is attached

RTI Release

Occupational Violence entries in the RiskMan System (DoH RTI 2241/21)**Statewide figures**

	2019-20	2020-21	2021-22*	Grand Total
1. Occupational Violence	12,432	12,576	499	25,507
1a. Physical aggression - actual	6326	6620	260	13,206
1b. Physical aggression - threatened	1987	1908	91	3986
1c. Verbal aggression	4103	4039	148	8290
1d. Not further defined	16	9	0	25
Breakdown of entries across Queensland Health Hospital and Health Services				
Queensland Health, reported Occupational Violence incidents FY2019-20 to FY2021-22				
*up to 13 July 2021				
Cairns and Hinterland HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	467	393	26	886
Physical aggression - threatened	116	111	4	231
Verbal aggression	196	281	13	490
Not further defined	3	1	0	4
Central Queensland HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	254	195	6	455
Physical aggression - threatened	95	78	1	174
Verbal aggression	144	124	4	272
Not further defined	1	0	0	1
Central West HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	2	10	0	12
Physical aggression - threatened	3	5	0	8
Verbal aggression	20	24	1	45
Not further defined	0	0	0	0
Childrens Health Queensland HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	170	151	5	326
Physical aggression - threatened	18	30	2	50
Verbal aggression	75	79	3	157
Not further defined	1	3	0	4
Darling Downs HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	437	457	11	905
Physical aggression - threatened	126	107	2	235
Verbal aggression	288	253	16	557
Not further defined	0	0	0	0

Gold Coast HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	451	459	19	929
Physical aggression - threatened	132	148	3	283
Verbal aggression	235	269	5	509
Not further defined	4	4	0	8
Mackay HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	239	204	3	446
Physical aggression - threatened	67	53	2	122
Verbal aggression	152	164	5	321
Not further defined	0	0	0	0
Metro North HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	872	1,071	55	1998
Physical aggression - threatened	219	296	16	531
Verbal aggression	585	748	32	1365
Not further defined	7	0	0	7
Metro South HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	1,739	1,908	82	3729
Physical aggression - threatened	565	473	38	1076
Verbal aggression	938	732	23	1693
Not further defined	0	0	0	0
North West HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	20	38	1	59
Physical aggression - threatened	30	24	1	55
Verbal aggression	64	47	1	112
Not further defined	0	0	0	0
South West HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	36	59	2	97
Physical aggression - threatened	17	10	1	28
Verbal aggression	46	33	0	79
Not further defined	0	0	0	0
Sunshine Coast HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	375	377	16	768
Physical aggression - threatened	84	95	2	181
Verbal aggression	133	154	5	292
Not further defined	0	1	0	1
Torres and Cape HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	30	15	3	48
Physical aggression - threatened	22	24	0	46
Verbal aggression	27	55	0	82

Not further defined	0	0	0	0
Townsville HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	590	725	11	1326
Physical aggression - threatened	251	270	14	535
Verbal aggression	691	589	17	1297
Not further defined	0	0	0	0
West Moreton HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	421	358	11	790
Physical aggression - threatened	170	133	2	305
Verbal aggression	357	325	14	696
Not further defined	0	0	0	0
Wide Bay HHS	2019-20	2020-21	2021-22*	Totals
Physical aggression - actual	223	200	9	432
Physical aggression - threatened	72	51	3	126
Verbal aggression	152	162	9	323
Not further defined	0	0	0	0