

Occupational Violence Prevention in Primary Healthcare

For frontline staff working within primary care practice

Northern Queensland Primary Health Network invites practice managers, owners, and reception staff working within primary care to join an educational session on Occupational Violence Prevention (OVP).

Presented by HR in Health Senior Trainer (OVP) Tracey Gardiner, the session will provide valuable insights into identifying and managing occupational violence, understanding environmental risk factors, and implementing effective de-escalation strategies to ensure a safer workplace for both staff and patients.

Learning objectives

- Identify potential risks in your practice.
- Minimise or avoid potential risks.
- De-escalate rude or aggressive telephone calls.
- Manage aggressive behaviour, including de-escalation skills.
- Keep yourselves, and others in your practice safe.
- Importance of documentation and de-briefing.

For further details specific to your region, please visit the registration link below.

Participants are welcome to join us prior to the session at venues for nibbles and networking, starting at 5.30pm.

Dates

Mackay

Monday 12 May 2025

Townsville

Tuesday 13 May 2025

Cairns

Thursday 15 May 2025

Online

Tuesday 20 May 2025

Time

Registration: 5.30pm

Program: 6pm – 8pm

Register online

forms.office.com/r/vZNVQVx3CV

