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| **Site / Area:** | |  | | **Date of assessment:** |  | **Risk Assessment #:** | **019RA** |
| **Completed by (name):** | |  | | **Signature:** |  | | |
| **In Consultation with** | |  | | **Signature:** |  | | |
| **Identify / describe activity, equipment, area or event you are assessing:** | | | | | **OCCUPATIONAL VIOLENCE** | | |
| **In conjunction with this risk assessment, training / education and development of a relevant SOP may be required.** | | | | | | | |
| **Step 1:** **Identify the hazard/s:**What do you believe are the hazards?(Refer Risk Assessment Guideline (015G)) | | **Step 2: Assess the risks:**  What do you believe are the risks?  (Refer *Risk Assessment Guideline (015G)*) | | **Step 3: Reducing the risk:** What do you believe can be done to reduce the risk? (Refer *Risk Assessment Guideline (015G)*) | | |
| **What could cause harm?** | | **What could go wrong?** | | **Controls** | | |
| **Psychological**   * Handling Cash, Drugs and/or Valuables | | * Business is located in a high crime area; limited workers on site; working alone; numerous ways to exit the site; restricted observation by passers-by * Lack of visibility from outside; lack of visibility of alarms and security devices. * Those risks are increased by….. * Ready access to ways to escape; armed offender/s; frequency of incidents; lack of security measures; minimal protection. | | * Ensure the building is secure, maintained and fit for purpose * Separate the workers from the public where possible (protective barriers) * Control access to the site and vulnerable areas * Ensure workers can see who is coming into the site and can restrict access if concerned * Prevent public access to the site when people work alone or at night * Implement security measures (CCTV) * Fit communication and alarm systems (regularly maintained and tested) * Duress alarm in place that is preferably linked to security company * Limit the amount of cash, valuables and drugs held on the site; stored securely * Prevent access to dangerous implements and/or objects that could be thrown or used to injure workers * Use internal and external lighting to assist visibility * Use clear signage to direct the public and clients * Implement an identification system (workers and authorised visitors are clearly identified) * Provide a safe room/place for workers and others to retreat to * Arrange furniture and partitions to prevent people from being trapped * Implement cash handling procedures * Workplace policy states appropriate action will be taken to protect workers and others from violence * Workers are inducted on occupational violence measures prior to commencing work * Workers are trained in policies and procedures relating to occupational violence * Provide communication skills training for workers * Train workers in de-escalating aggression (signs of aggression, verbal and non-verbal communication strategies, encouraging reasoning, listening carefully, acknowledging concerns) * Provide regular support and supervision for workers | | |
| **Psychological**   * Working either alone, in isolated or remote areas, offsite, and/or in the community.   *(Note – remote or isolated work, in relation to a worker, means work that is isolated from assistance of other persons because of location, time or the nature of the work).* | | * Working in a high crime area. * Lack of information; visibility from outside; security measures. * Those risk are increased by….. * Armed offender/s; frequency of incidents. | | * Ensure the building is secure, maintained and fit for purpose * Where possible separate workers from the public\prevent public access to the premises when people work alone or at night * No public access to the premises when people work alone or at night * Internal and external lighting assists visibility * Communication and alarms systems are in place, regularly maintained and tested * Duress alarm in place that is preferably linked to security company * Procedures and back up are in place for workers working alone or in isolation * Monitor workers when working in the community or away from the workplace (workers check in regularly with Officer throughout shift) * Rotate workers into alternate duties to reduce exposure * Workers are inducted on violence prevention measure before commencing work * Workers are trained in policies and procedures (including emergency response) * Understanding client condition/disability/triggers/care and behaviour management plans) * Workers are trained in situational risk assessment (for visiting homes or working of-site) * Workers are trained in de-escalating aggressive behaviours (signs of aggression, verbal and non-verbal communication strategies, encouraging reasoning, listening carefully, acknowledging concerns) * Workers receive communication skills training * Workers receive regular support and supervision. | | |
| **Psychological**   * Working in Unpredictable Environments | | * Lack of information; working in high crime area * Those risk are increased by…. * Lack of security measures; supervision; monitoring systems; armed offender/s; frequency of incident | | * Procedures and back-up are in place for workers working alone or in isolation * Communication and alarm systems are in place (regularly maintained and tested) * Regular handover and information exchange occurs (with workers, agencies, carers and service providers) * Workplace policy states appropriate action will be taken to protect workers and others from violence * Workers are monitored when working in unpredictable environments\workers receive regular support and supervision * Workers are inducted on violence prevention measures prior to starting work * Workers are trained in workplace policy and procedures (including emergency response) * Workers are trained in de-escalating aggressive behaviours (signs of aggression, verbal and non-verbal communication strategies, encouraging reasoning, listening carefully, acknowledging concerns) * Workers receive communication skills training. | | |
| **Psychological**   * Working at Night or Outside Business Hours | | * Lack of security measures and alarms; visibility from outside. * Those risks are increased by…. * Lack of monitoring systems; supervision; ready access ways to escape; armed offender/s; frequency of incidents. | | * Buildings secure, maintained and fit for purpose * Where possible, workers are separated from the public * No public access to premises when people work at night * Internal and external lighting assist visibility * A safe room/place is provided * Communication and alarm systems are in place, maintained and tested * Furniture and partitions are arranged to prevent people from being trapped and allow clear visibility * Cash handling procedures * Workplace policy states appropriate action will be taken to protect workers and others from violence * Responsible serving of alcohol policy and practices are used * Operational procedures for opening and closing business * Skill level, training and experience of workers is appropriate for duties allocated to them * Procedures and back-up are in place for workers working alone or in isolation * Workers are inducted on violence prevention measures before starting work * Workers are trained in workplace policy and procedures (including emergency response) * Workers are trained in de-escalating aggressive behaviours (signs of aggression, verbal and non-verbal communication strategies, encouraging reasoning, listening carefully, acknowledging concerns) * Workers receive communication skills training * Workers receive regular support and supervision. | | |
| **Psychological**   * Providing Care or Services to People who may be: * Distressed * Afraid * ill * angry * incarcerated * have unreasonable expectations of what an organisation and/or worker can provide them with | | * Waiting; anxiety; overcrowding; communication difficulties; certain behavioural and/or psychiatric conditions; untreated pain; lack of information; no client compatibility assessment. * Those risks are increased by…. * Person/client is intoxicated or affected by drugs; prolonged and untreated pain; unwelcome and coercive treatment; frequency of incidents. | | * Buildings secure, maintained and fit for purpose * Facility has safe glass only (laminated, toughened, perspex) * Signage directs and assists clients and visitors to find their way * Waiting rooms and reception areas are clean and well maintained * Internal and external lighting assists visibility * Service area have good visibility for workers * Safe room place is provided * Process in place for client compatibility and suitability assessment * Client intake assessments include screening for aggression * Regular handover and information exchange with workers, other agencies, carers and service providers * Workplace policy states appropriate action will be taken to protect workers and others from violence * No access to dangerous implements and/or objects that could be thrown or used to inure workers * Structured and planned activities for clients * Communication and alarm systems are in place, maintained and tested * Furniture and partitions are arranged to prevent people from being trapped and allow clear visibility * Workers are trained in positive behaviour strategies and managing behaviours of concern * Work practices are evaluated to see if they contribute to aggression * Behaviours and triggers are identified – strategies to avoid/address behaviours and triggers are implemented * Behaviour and treatment programs are reviewed after incidents and/or changes in behaviour * Where a client is known to have a history of aggression, a management plan is in place that has been developed in consultation with appropriate qualified people * Policy on the ongoing treatment of clients known to be aggressive or abusive e.g. treatment contracts * Workers are trained in de-escalating aggressive behaviours (signs of aggression, verbal and non-verbal communication strategies, encouraging reasoning, listening carefully, acknowledging concerns) * Workers are trained in a situational risk assessment (working off site) * Ration of workers to clients is adequate for the level of care needed and taken into account the range of activities undertaken e.g. peak periods, transfers, meal times, night work, sleep overs, emergency responses, acute care/crisis, respite * Where possible workers are permanent or regular workers who are known to the clients and workplace * Workers are inducted on violence prevention measures before starting work * Workers are rotated into alternate duties to reduce exposure * Procedures and back-up are in place for workers working alone or in isolation * Workers are trained on workplace policy and procedure (including emergency response) * Workers receive communication skills training * Workers receive regular support and supervision. | | |
| **Psychological**   * Service Methods cause Frustration, Resentment or Misunderstanding | | * Waiting; anxiety; overcrowding; communication difficulties; certain behavioural and/or psychiatric conditions * Those risks are increased by….. * Person/client is intoxicated or affected by drugs; unwelcome and coercive treatment; frequency of incidents. | | * Buildings secure, maintained and fit for purpose * Waiting rooms and reception areas ae clean and well maintained * Internal and external lighting assists visibility * Service area have good visibility for workers * Signage directs and assists clients and visitors to find their way * Safe room place is provided * Regular handover and information exchange with workers, other agencies, carers and service providers * Communication and alarm systems are in place, maintained and tested * Furniture and partitions are arranged to prevent people from being trapped and allow clear visibility * Workplace policy states appropriate action will be taken to protect workers and other from violence * Work practices are evaluated to see if they contribute to aggression * Skill level, training and experience of workers is appropriate for duties allocated to them * Workers are trained in positive behaviour strategies and managing behaviours of concern * Work practices are evaluated to see if they contribute to aggression * Workers are inducted on violence prevention measures before starting work * Skill level, training and experience of workers is appropriate for duties allocated to them * Workers are rotated into alternate duties to reduce exposure * Workers are trained on workplace policy and procedure (including emergency response) * Workers are trained in de-escalating aggressive behaviours (signs of aggression, verbal and non-verbal communication strategies, encouraging reasoning, listening carefully, acknowledging concerns) * Workers receive communication skills training * Workers receive regular support and supervision | | |
| **Psychological**   * Enforcement activities | | * Working in unpredictable environments * Those risks are increased by…. * Lack of supervision, monitoring systems. | | * Communication and alarm systems are in place, maintained and tested * Operational procedures for working in isolation and uncontrolled environments * Workers are monitored when working in the community or away from the workplace * Procedures and back-up are in place for workers working alone or in isolation * System to map and record areas/places of concern * Workers receive regular support and supervision * Workers are rotated into alternate duties to reduce exposure * Workers are inducted on violence prevention measures before starting work * Workers are trained on workplace policy and procedure (including emergency response) * Workers are trained in de-escalating aggressive behaviours (signs of aggression, verbal and non-verbal communication strategies, encouraging reasoning, listening carefully, acknowledging concerns) * Workers are trained in situational risk assessment (for visiting homes or working off-site) * Workers receive communication skills training. | | |
| **Psychological**   * Close proximity of construction site to shared areas i.e. school play ground | | * Unauthorised access to site * Unauthorised interaction between students and contractors | | * Contractors informed during induction to not engage students * Workers and students informed that construction site is off-limits * Retrieval of balls or other toys from construction site to be arranged via site manager | | |
| **Other** | |  | |  | | |

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| **Authorised by:** |  | **Signature:** |  | **Date:** |  |

**Review hazard/risk assessment if task or circumstances change and at intervals appropriate to the level of risk (minimum 5 years).**

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| **Step 4: Monitor & review:**  (Refer to hazard sheet)  **Please tick Yes or No** | | | | | | | | |
| **Were the controls effective?** | | | | **Were there any unforeseen hazards/ incidents?** | | | | **New controls** |
| **Yes** |  | **No** |  | **Yes** |  | **No** |  |
| **DETAILS** | | | | **DETAILS** | | | | **DETAILS** |
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| **Name:** |  | **Signature:** |  | **Date:** |  |