

# OCCUPATIONAL VIOLENCE AND AGGRESSION: HSR RISK ASSESSMENT CHECKLIST



Use the below risk assessment checklist to help you assess the risk to employees of any identified hazard of occupational violence and aggression (OVA) at your workplace. If you have identified uncontrolled risks to OVA after completing the checklist, take the results to management and follow the issue resolution procedures if necessary. You have the right to carry out this risk assessment under s58 of the 2004 OHS Act and the right to be consulted on any measures taken to control these risks under s35 & 36 of the 2004 OHS Act.

## STEP 1

### Incident / injury records

(Remember, your employer must provide you with access to this information under s69(1)(a) of the 2004 OHS Act)

- Have there been any recorded incidents of OVA in the last 12 months?
- Have the recorded incidents of OVA resulted in serious injury or impact?
- Have employees been threatened in the past?

### Non-employee behaviour

- Are non-employees likely to be distressed?
- Are non-employees likely to be aggressive?
- Is the behaviour of non-employees unpredictable?
- Is it possible that an aggressor would have a weapon?
- Is there likely to be more than one aggressor?
- Is the aggressor likely to be under the influence of alcohol or drugs?
- Does the employer have a system in place to assess or identify potential for aggression or violence?

If you ticked a few boxes, this is an indicator that employees at your workplace is **at risk** of OVA. If you ticked all the boxes, your workplace is at a **high risk** of OVA. Proceed to Step 2 to identify what additional factors may contribute to the risk of OVA in your workplace's design and systems of work.

## STEP 2 Work environment

- Is work performed in unfamiliar environments?
- Does the building have multiple unmonitored access points?
- Is it difficult for employees to communicate to staff when threatened?
- Is external lighting inadequate?
- Are employees working in isolated locations?
- Is it easy for a non-employee to get physical access to an employee?
- Is it difficult for an employee to retreat to a safe place if feeling threatened?
- Is the environment uncomfortable for non-employees?
- Does the physical layout fail to provide privacy for non-employees?
- Would it be easy for an aggressor to break into the workplace after hours?
- Is access to alarms difficult or too obvious?

## Work practices

- Are there likely to be service delays that are not communicated to non-employees?
- Are there likely to be circumstances that would frustrate non-employees?
- Are staffing numbers insufficient at demand times?
- Are employees working alone?
- Are employees providing community outreach services?
- Would it be difficult for an employee to get immediate assistance if feeling threatened or in the event of an incident?
- Does the workplace lack effective security and emergency procedures?
- Does the workplace fail to regularly check and test security and emergency procedures?
- Does the workplace have procedures to deal with violence during and after an event?
- Does the workplace have a formal written aggression prevention and management policy for the prevention of OVA?
- Does the workplace have a written procedure for identifying situations that require assistance from, or communication with, security staff?
- Does the workplace have a written procedure for identifying situations that require assistance from, or communication with, police?

- Does the workplace have documented policies and procedures on restraint and seclusion of non-employees?
- Are the outcomes of investigations made known to the relevant HSRs and all staff involved?
- Is support offered and provided with respect for individual needs and personal support?
- Are staff guided through all WorkCover compensation processes by experienced staff?
- In the event of a WorkCover claim being accepted and processed, are staff supported in the development of a return to work (RTW) program that aligns with input from health professionals involved in their care, treatment and management?

## Employee training

- Are there inexperienced employees in front line positions?
- Have all employees received training in how to deal with aggression and/or challenging behaviour?
- Are there employees who do not have the appropriate workplace knowledge and skills to deal with non-employees?
- Are there staff who are unaware of policies or procedures about OVA?