Pre-incident Checklist

Opportunity	Suggested Action	
Have your people completed the OVA eLearning training?	• Ensure all staff know about the eLearning and how to access it. • Discuss key takeaways at team meetings.	☐
Walk through your working environment with different team members to get different perspectives. Are there higher risk areas where team members have been on the receiving end of challenging or aggressive behaviour?	• Are there secure access points which are only available to employees? • Are there noisy, hot/cold, isolated or uncomfortable areas on site that increase the risk of aggressive behaviour? Lack of natural light? What can be done to address/manage this? • Can the environment be made more attractive or comfortable? • Is it appropriate to install CCTV to enhance surveillance?	☐
Employees who work remotely will benefit from discussing the key issues they face or are concerned about.	• Work with your team members to get them to consider their frequent contacts. • Which ones provide the most challenges? Help them to form an action plan on how to prepare and manage those interactions and the environments in which they operate to enhance confidence and personal safety.	☐
Are the waiting areas, entrance, reception, lobby, common areas clean, safe and welcoming?	• Ensure there are no heavy or sharp objects which can be picked up and thrown or used as weapons. • Return large objects (e.g. seats) if moved. • Where possible have someone who can welcome people and keep them informed of waiting times, etc.	☐
When your team works offsite get them to consider the following before entering a facility or a private home.	• If a client meets you outside, let them lead you into their house first (i.e. always get the team member to go behind the client). • Support them to scan the environment and understand how best to assess risk within a facility or at home environment. • Do they have a duress alarm and GPS tracking available if they need to alert you or someone they are in danger? Ensure this is working prior to working off site.	☐
Where customers, clients, patients, stakeholders could become aggressive or violent, are there any objects or equipment that could be used to hurt people?	• Sharp and dangerous items are stored so that only workers have access to them. • Public counters and public areas free of equipment and clutter. • If working remotely, get team members to scan every environment for these items and understand how they would position themselves to be as safe as possible.	☐
Where customers, clients, patients, stakeholders have direct physical access to workers, consider the following:	• Duress alarm locations are known by all staff. • Personal duress alarms are carried and stored appropriately. • Internal and external exit plans are known by all staff. • When working remotely, ensuring the team has access to technology and devices and help them to alert others of their situation.	☐
Do your team members know how to use their duress devices?	• Ensure people are trained effectively in the use of safety devices and technology, including maintenance and storage.	☐
Are security systems and individual security devices tested?	• Test the security systems as per guidelines. • All faults are recorded and reported and immediate action is taken to fix them.	☐
Can employees call for immediate help when workplace violence occurs or is likely to occur?	• Internal and external numbers for workers to call are readily available and displayed clearly. For example Police & Emergency Services – 000, security _____ Emergency on call assistance _____ . • When working in a team environment, establish an internal code word to get support and let the team know there is a risk.	☐

Is there a designated safe area where employees can exit to during a workplace violence incident?	• For emergency purposes, a safe area (for example, a safe room, the business next door, staff only areas etc.) is identified – i.e. a retreat/exit plan formulated.
	• If using a safe room, it should:
	  – have clear entry
	  – have a lock that can be used from the inside, but which can also be accessed by security
	  – have a means of summoning immediate assistance.
	• Employees have a secure area to lock up their personal belongings, out of public sight.
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If applicable, are there exit doors that allow employees to make a safe exit, if necessary?	• Comply with established evacuation plans and processes and ensure all team members are aware of them. • Identify secure locations within the workplace if unable to exit. • When people are working remotely, help them to always identify their exit strategy as they enter the environment so that they have a plan should they need it.	☐
When working in closed spaces with clients, patients, customers and other stakeholders ensure the following set up:	• Set up the room or environment with an easy exit for employees in case of emergency. For example this would include the stakeholder being sat closest to the wall and staff member is closest to the door. • Where possible, ensure that furniture and other items are weighted or secured to a surface so that they cannot be used as missiles.	☐

Assess if employees work at times of increased vulnerability, such as late at night, early in the morning, or at very quiet times of day?	• Assess higher-risk times and the need for additional measures to protect workers, such as:
	  – Working alone arrangements (how do they contact help if needed?).
	  – Where possible have workers leave the building in groups.
	  – Engage / liaise with security (where available) to discuss coordinating security patrols.
	  – Is there good lighting when people are entering or exiting after hours/ night shifts?
	  – Can CCTV be installed at appropriate entry and exit points to enhance surveillance.
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Do you have procedures for workers to follow when dealing with aggressive or violent customers?	• Ensure that all team members have been trained in the following procedures:
	  – When to call for help or go to a safe area.
	  – Reporting requirements.
	  – All staff being compliant with Security & Health, Safety & Wellbeing learning requirements (including eLearning's).
	  – Where to get support after an incident.
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Are all employees trained in all relevant measures and procedures for protecting themselves from workplace violence associated with customer, client, patient, stakeholder contact?	• Ensure all team members have reviewed relevant policies and procedures. • Ensure all team members have completed relevant training at onboarding and refreshers annually.	☐

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For more information and resources regarding managing OVA in the workplace, visit **www.eml.com.au/resources**

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