

Work environment – **General information**

15.01.02

Violence management checklist >

This information bulletin provides a guide for testing if potential causes of violence in the workplace are successfully identified, assessed and controlled. Few workplaces would score a possible 50. For more information see NT WorkSafe information bulletin [15.01.07](#) Violence in the workplace.

The workplace

	Yes	No
Are money/valuables/drugs kept at the workplace?	<input type="checkbox"/>	<input type="checkbox"/>
Are violent situations fairly frequent?	<input type="checkbox"/>	<input type="checkbox"/>
Are people affected by alcohol or other drugs?	<input type="checkbox"/>	<input type="checkbox"/>
Are people or patients sick or disturbed?	<input type="checkbox"/>	<input type="checkbox"/>
Are customers likely to be angry, disgruntled?	<input type="checkbox"/>	<input type="checkbox"/>
Are staff relationships stressed or tense?	<input type="checkbox"/>	<input type="checkbox"/>
Total points (One point for each NO answer)		

Employees

	Yes	No
Are certain employees likely to become violent?	<input type="checkbox"/>	<input type="checkbox"/>
Do staff have to work alone or at night?	<input type="checkbox"/>	<input type="checkbox"/>
Do inexperienced staff deal with customers?	<input type="checkbox"/>	<input type="checkbox"/>
Are employees bored, stressed, unhappy at work?	<input type="checkbox"/>	<input type="checkbox"/>
Are employer/employee relationships strained?	<input type="checkbox"/>	<input type="checkbox"/>
Total points (One point for each NO answer)		

putting safety first >



Training

	Yes	No
Have staff been trained to diffuse violence?	<input type="checkbox"/>	<input type="checkbox"/>
Do staff have interpersonal skills training?	<input type="checkbox"/>	<input type="checkbox"/>
Are there safe procedures for violent situations?	<input type="checkbox"/>	<input type="checkbox"/>
Do staff understand the violence management plan?	<input type="checkbox"/>	<input type="checkbox"/>
Are staff trained to report violent incidents?	<input type="checkbox"/>	<input type="checkbox"/>
Total points (One point for each YES answer)		

Violence management plan

	Yes	No
Does your workplace have one?	<input type="checkbox"/>	<input type="checkbox"/>
Was it drawn up in consultation with employees?	<input type="checkbox"/>	<input type="checkbox"/>
Does it cover identification, assessment, control?	<input type="checkbox"/>	<input type="checkbox"/>
Does it cover induction and training?	<input type="checkbox"/>	<input type="checkbox"/>
Does it set safe procedures for hazardous tasks?	<input type="checkbox"/>	<input type="checkbox"/>
Is there an action plan for violent situations?	<input type="checkbox"/>	<input type="checkbox"/>
Does it include first aid and medical support?	<input type="checkbox"/>	<input type="checkbox"/>
Does it include back-up from police, emergency?	<input type="checkbox"/>	<input type="checkbox"/>
Do staff understand the violence management plan?	<input type="checkbox"/>	<input type="checkbox"/>
Does it include de-briefing and victim support?	<input type="checkbox"/>	<input type="checkbox"/>
Is the plan reviewed after each violent situation?	<input type="checkbox"/>	<input type="checkbox"/>
Total points (One point for each YES answer)		

Identify, assess and control

	Yes	No
Are all workplace violence reports analysed?	<input type="checkbox"/>	<input type="checkbox"/>
Are employees asked about risk of violence?	<input type="checkbox"/>	<input type="checkbox"/>
Are potentially violent people identified?	<input type="checkbox"/>	<input type="checkbox"/>
Are causes of potential violence identified?	<input type="checkbox"/>	<input type="checkbox"/>
Have risks of injury or harm been assessed?	<input type="checkbox"/>	<input type="checkbox"/>
Are there controls for averting violence?	<input type="checkbox"/>	<input type="checkbox"/>
Have they been used successfully?	<input type="checkbox"/>	<input type="checkbox"/>
Are employees happy with the controls?	<input type="checkbox"/>	<input type="checkbox"/>
Total points (One point for each YES answer)		

Consultation and co-operation

	Yes	No
Is the health and safety committee and/or HSR involved?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a procedure for reporting incidents?	<input type="checkbox"/>	<input type="checkbox"/>
Are all changes discussed with employees?	<input type="checkbox"/>	<input type="checkbox"/>
Are employees asked opinions on violence?	<input type="checkbox"/>	<input type="checkbox"/>
Is safety of public/customers/patients considered?	<input type="checkbox"/>	<input type="checkbox"/>
Total points (One point for each YES answer)		

When violence occurred

	Yes	No
Did employees act according to management plan?	<input type="checkbox"/>	<input type="checkbox"/>
Did anyone get injured or harmed?	<input type="checkbox"/>	<input type="checkbox"/>
Were other employees quickly alerted?	<input type="checkbox"/>	<input type="checkbox"/>
Were police/emergency services promptly called?	<input type="checkbox"/>	<input type="checkbox"/>
Was first aid immediately available?	<input type="checkbox"/>	<input type="checkbox"/>
Was there prompt medical and victim support?	<input type="checkbox"/>	<input type="checkbox"/>
Was rehabilitation service provided?	<input type="checkbox"/>	<input type="checkbox"/>
Were employees asked what they thought?	<input type="checkbox"/>	<input type="checkbox"/>
Was there an incident report done?	<input type="checkbox"/>	<input type="checkbox"/>
Was there a review to do it better next time?	<input type="checkbox"/>	<input type="checkbox"/>
Total points (One point for each YES answer)		
Overall Total		

The total possible score is 50/50. The higher your score, the lower your chances of experiencing violence at work and the better equipped your management program is to deal with the situation if violence should occur.

NT WorkSafe >

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