CODE OF PRACTICE

Prevention of ~~V~~violence and aggression at work

COSH and DMIRS logos

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Disclaimer

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Reference

Foreword

This code of practice is issued by the Commission for Occupational Safety and Health, under provisions of the *Occupational Safety and Health Act 1984* (the OSH Act). The introduction of the OSH Act enabled the establishment of the Commission. It comprises representatives of employers, unions and government, as well as experts, and has the function of developing the occupational safety and health legislation and supporting guidance material, and making recommendations to the Minister for Mines and Petroleum; Commerce and Industrial Relations for their implementation. To fulfil its functions, the Commission is empowered to establish advisory committees, hold public inquiries and publish and disseminate information.

The Commission's objective is to promote comprehensive and practical preventive strategies that improve the working environment of Western Australians. This code of practice has been developed through a tripartite consultative process and the views of employers and unions, along with those of government and experts have been considered.

Legislative framework for occupational safety and health

> **Comment [CA2]:** Mine Safety Inspection Act, Major Hazard Facilities Petroleum and Gas Act etc not referenced despite DMIRS being the author.

Occupational Safety and Health Act 1984

The OSH Act provides for the promotion, co-ordination, administration and enforcement of occupational safety and health in Western Australia. It applies to all workplaces with the exception of mining and petroleum.

With the objective of preventing occupational injuries and diseases, the OSH Act places certain duties on employers, employees, self-employed people, manufacturers, designers, importers and suppliers. These broad duties are supported by further legislation, commonly referred to as regulations, together with non-statutory codes of practice and guidance notes.

https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a555.html

> **Comment [CA3]:** Acknowledge the imminent WHS Act and how this document will align

Occupational Safety and Health Regulations 1996

The Occupational Safety and Health Regulations 1996 (the OSH Regulations) set out specific requirements of the legislation. They prescribe minimum standards and have a general application, or define specific requirements related to a particular hazard or type of work. They may allow licensing or granting of approvals and certificates.

If there is a regulation about a risk in the OSH Regulations, it must be complied with.

https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_s4665.html

> **Comment [CA4]:** Acknowledge imminent introduction of the WHS Regs and how this document will align

Codes of practice published under the OSH Act

Codes of practice published under the OSH Act provide practical guidance on how to comply with a general duty or specific duties under the legislation. Codes of practice may contain explanatory information. However, the preventive strategies outlined do not represent the only acceptable means of achieving a certain standard.

A code of practice does not have the same legal force as a regulation and is not sufficient reason, of itself, for prosecution under the legislation, but it may be used by courts as a standard when assessing other methods or practices used.

If there is a code of practice about a risk, either:

- do what the code of practice says, or

- adopt and follow another way that gives the same level of protection against the risk.

> **Comment [CA5]:** Or the risk may not be relevent

If there is no regulation or code of practice about a risk, choose an appropriate way and take reasonable precautions and exercise proper diligence to ensure obligations are met.

Note: There may be additional risks at the workplace not specifically addressed in this code of practice. The OSH Act requires identification and assessment of them and implementation of control measures to prevent or minimise risk.

Scope

The code focuses on the general principles applied to the prevention and management of violence and aggression in the workplace. The intent of this code is to provide practical guidance for workplaces where people may be exposed to various forms of workplace violence and aggression including physical assault, verbal abuse, threats, intimidation and harassment.

> **Comment [CA6]:** No reference ma to sexual violence

The guidance in this code of practice should be considered in conjunction with the general duties in the *Occupational Safety and Health Act 1984.*

> **Comment [CA7]:** See previous comment

Who should use this code of practice?

Everyone who has a duty to prevent, so as far as practicable, hazards at workplaces should use this code. This includes employers, employees, self-employed people, safety and health representatives and safety and health committees.

Using this code of practice

Violence and aggression are present in situations where employees and other people are threatened, attacked or assaulted at work. Violence and aggression are defined in section 1 of this code of practice.

This code of practice includes information on hazard identification and risk assessment for incidents involving violence and aggression.

A checklist is provided that can be used to identify areas for improvement in the way your workplace manages violence and aggression.

The appendices at the end of the code of practice provide examples of risks managed using the hierarchy of control, and list relevant legislation and other sources of information.

Definitions

For the purpose of this code of practice:

Competent person means a person who has acquired, through training, qualification or experience or a combination of those things, the knowledge and skills required to do that thing competently.

> **Comment [CA8]:** Define relevant competency related to violence and aggression?

Duty of the employee means that employees are required to take reasonable care for their own safety and health at work and to avoid harming the safety and health of other people through any act or omission at work [section 20 of the Act].

Duty of the employer means that employers must, as far as practicable, provide and maintain a working environment where employees are not exposed to hazards [section 19 of the Act].

Person in charge of a workplace means the person who has the management or control of the workplace.

The Act refers to the *Occupational Safety and Health Act 1984.*

The Regulations refers to the Occupational Safety and Health Regulations 1996.

Introduction

Violence and aggression at work

Violence and aggression are serious occupational safety and health issues. Western Australian workers' compensation data shows that, of all approved claims between 2014/15 and 2018/19, most claims came from education and training (35%), health care and social assistance (32%) and public administration and safety (15%). However, these percentages represent only the employees who have received workers' compensation. It is likely that many more incidents involving violence and aggression occur without being reported.

Workplace violence and aggression can be separated into four areas:

- external: perpetrated by someone from outside the organisation, such as during armed hold-ups or family members in working from home arrangements

- client-related: inflicted on employees by their customers, clients or their family/friends

- service-related: occurring during the delivery of a service and perpetrated by someone other than someone involved with the client, such as to ambulance officers and shire rangers

- internal: occurs between employees within the same organisation.

This code of practice is designed to help employers and employees identify and deal with external, client-related and service-related violence and aggression in the workplace. Internal violence and aggression among co-employees at a workplace is addressed under the Bullying and harassment code of practice.

Due to the effect on the safety and health of employees and others at the workplace, violence and aggression are unlawful under the *Occupational Safety and Health Act 1984* (the Act).

As part of workplace hazard management required under the Act, situations involving violence and aggression should be assessed for risks, and steps taken to minimise those risks. This also applies to situations where the potential for these situations exists. While violence and aggression cannot occur without people, the risk of violence and aggression depends on the circumstances and environments where people interact; therefore, aggressive or violent behaviours are considered as the hazard as opposed to the person exhibiting the behaviours.

Employers should develop plans and policies in consultation with employees and other stakeholders to manage and eliminate the risk of violent and aggressive behaviours.

Comment [CA9]: Were these claims related to violence & aggression at work?

Comment [CA10]: These definitions are all fundamentally the same

Comment [CA11]: Merge them together as there will be common underlying principles

Comment [CA12]: This explanation appears inadequate. Actual acts of violence can be inflicted on co-workers

Comment [CA13]: Please clarify what this means?

Comment [CA14]: It cannot always be eliminated so we need to reference ALARP/SFARP

Comment [CA15]: Plans and Policies will not eliminate violence. Sometimes we will need to identify sources of violent behaviours and control them "at the door"

1 What is violence and aggression?

Violence and aggression are actions or behaviours that may physically or psychologically harm another person. Violence and aggression are present in situations where employees and other people are threatened, attacked or physically assaulted at work.

Violence and aggression can be:

- physical, psychological, verbal or written
- one off or repeated incidents
- minor behaviours through to more serious acts, including criminal offences, which require the intervention of public authorities
- in person or can include threats by correspondence, electronic means or by social media.

A workplace is any place where an employee works. It can include:

- private vehicles used to transport clients
- a work vehicle in a public carpark
- private home and other community settings where clients are based
- accommodation camps for FIFO workers.

Employees who work from home may be exposed to family and domestic violence. Further information on how employers can assist in controlling this risk is available in Appendix 3.

SafeWork Australia defines work-related violence as any incident where a person is abused, threatened or assaulted in circumstances relating to their work.

Work-related violence covers a broad range of actions and behaviours that create a risk to the health and safety. Examples include:

- any form of assault, such as biting, spitting, scratching, hitting, kicking, punching, pushing, shoving, tripping, grabbing or throwing objects
- any form of indecent physical contact such as sexual assault
- intimidating behaviour that creates a fear of violence, such as stalking or threatening to do any of the above.

Whether the violence was intended or not, or whether the perpetrator has the capacity to recognise that their actions could cause harm, does not reduce the risk of harm from the violence.

1.1 Who is at risk?

All employees and other people at workplaces are potentially at risk of experiencing some form of violence or aggression. Employees most at risk are those who have regular contact with the general public or provide direct services to clients.

External violence and aggression covers behaviours exhibited by any person in a workplace that isn't a colleague or employee. It normally covers the service and client categories and includes clients, patients, customers, students or other people in the workplace. Sub-contractors can also be involved. In home-based situations, it can include family members of the client, or in home-based work, the family members of the employee.

Internal violence can occur between staff members and may involve managers and supervisors or co- employees. Internal violence can be addressed using the Bullying and harassment code of practice.

People from different cultural backgrounds, people with different religious or political views, and apprentices or trainees may be particularly at risk.

Comment [CA16]: This definition is too restricted. It can be subversive to such as making people feel inferior relative to others or through passive-aggressive means

Comment [CA17]: It would be clearer if the "working from home" te was used.

Comment [CA18]: Disagree with th approach.

Comment [CA19]: Why is this? Is because the workplace may replicate greater political conflict?

They may work in:

- schools and other education facilities
- health sector
- aged care, disability and community services sectors
- community and home-based services
- justice system
- service industries
- emergency services
- retail outlets
- premises licensed to sell alcohol

Employees may be at increased risk if they also:

- work alone
- work from home
- have limited comprehension of English
- have limited communication skills
- be new employees

1.2 Why is it important to reduce the risk of violence and aggression?

Violence and aggression are workplace hazards. They may cause physical and psychological injury or harm and may result in permanent disability or death. There can also be considerable direct and indirect costs for the organisation, including lost productivity while people are not working, repairing property damage, and medical and legal expenses.

The injuries and harm to health can be cumulative. The incident that results in the employee complaining or taking time off work may be minor in nature, but may result in significant injury after cumulative exposure.

Employers have a responsibility to protect employees and other people in the workplace from situations that may cause injury or harm.

The Act contains general duties and responsibilities placed upon people to ensure their own safety at work, and that of others who are at the workplace or who might be injured by the work.

The Act and the Occupational Safety and Health Regulations 1996 (the Regulations) should be read in conjunction with this code of practice.

Violent or aggressive behaviour can attract criminal charges, and can also be unlawful under State and Federal equal opportunity legislation.

Comment [CA20]: Who is the "the — are these high-risk categories of workers?

Comment [CA21]: Are they hazard or incidents? The threat might be a hazard or risk?

Comment [CA22]: Reputational damage, damage to culture or trust should be included.

2   What should employers do?

Because it can affect the safety and health of employees, violence and aggression should be treated like any other hazard.

Senior management should provide positive role models and strong leadership to address violence and aggression.

A preventative approach can be adopted towards violence and aggression in the workplace. However, it is equally important to establish a systematic response to violence and aggression for when it might occur.

Table 1   Actions employers should take to prevent and respond to incidents involving violence and aggression

Prevention	Responding to incidents
Consult with employees and safety and health representatives	Response planning
Develop a prevention plan	Immediate response and investigation
Manage the hazard and the risks	Physical and/or psychological recovery
Provide information and training	Emergency procedures
Monitor effectiveness of action taken	Review

3   Prevention

3.1 Consult with employees and safety and health representatives

Discussion between employers, employees and their representatives is important for the successful implementation of violence and aggression prevention policies and programs.

The methods of consultation may vary from one workplace to another. Where safety and health representatives and/or safety and health committees exist in the workplace, they are a formal means to exchange information and ideas. A more informal approach can be used where no formal structures exist. This may involve workplace meetings, surveys and direct discussion with employees. It may also be necessary to consult with specialists in security or violence prevention.

More information can be found in Appendix 4: Other sources of information.

3.2 Develop a prevention plan

A plan to prevent and eliminate violence and aggression in the workplace should be developed by employers in consultation with employees and safety and health representatives.

The plan should include a violence and aggression prevention and management policy. The policy can be developed on its own, or may be included in an occupational safety and health policy. Internal workplace violence and aggression could also be addressed in a code of conduct.

Employees should be aware of policies and the need to follow them.

In workplaces at risk of external (i.e. service or client –related) violence and aggression, a workplace policy and plan may be developed to respond to violence and aggression in the workplace. The plan must be developed in consultation with employees, safety and health representatives and committees. It may consider:

Comment [CA23]: Please clarify what this mean?

Comment [CA24]: 'Should' but it is not always possible

Comment [CA25]: I don't think it is "equally" important

Comment [CA26]: Where is design of workplaces and work organisation covered? Safe Work Australia's Principles of Good Work Design should be the starting point here – reference and provide some good examples of how those principles can be applied to prevent workplace aggression and violence

Comment [CA28]: Not very clear what this means – Emergency Response Plan?

Comment [CA27]: Less relevant if this code only focuses on external contributors, e.g. service providers

Comment [CA29]: This isn't an action, it is too vague

Comment [CA30]: This is the million dollar question that anyone reading the CoP will want to know *how* they can achieve this

Comment [CA31]: What kind of information and training?

Comment [CA32]: These are not prevention strategies. These are just tools to identify methods of prevention

Comment [CA33]: Suggest revise this whole table to be more action/prevention oriented.

Comment [CA34]: This fails to acknowledge the underlying cause of violence and aggression focused on this CoP, which is third parties outside the organisation. This information is more relevant to internal sources of violence and aggression which is apparently covered in the Bullying and Harassment CoP. We feel that the two CoP should remain combined as they has sufficient overlap.

- the nature of the violence and aggression, the people involved and the overlap between internal, external, service and client-related
- measures and procedures to control the risks identified in the assessment as likely to expose an employee to injury
- measures and procedures for dealing with workplace violence and aggression immediately it occurs or is likely to occur, including communicating risks and the need for assistance
- measures and procedures for employees to report incidents of workplace violence and aggression to the employer or supervisor
- how the employer will investigate and deal with incidents or complaints of violence and aggression

All employees must be made aware of policies and procedures in place to manage violence and aggression in the workplace.

3.3 Manage the risks

Employers have a duty to ensure, as far as practical, that employees and other people at the workplace are not exposed to hazards. They can do this by identifying hazards and assessing and controlling risks.

Comment [CA35]: practicable

More information can be found in the WorkSafe publication *The First Step.*

Figure 1 shows that risk management is a continual process that does not end with the implementation of controls. The following sections describe each step.

Figure 1. Risk management (Source: Safe Work Australia)

3.3.1 Identify the hazards

The first stage in the hazard management process is to identify the hazard. In this context, the hazard is the behaviour; i.e. the violence and aggression.

Employers should establish whether violence or aggression exists in their workplace or whether there is the risk for them to occur.

There are a number of ways to identify situations where violence and aggression may occur. Choosing an appropriate process or procedure for identifying violence and aggression risks will depend on the nature of the work environment and the specific violence and aggression-related behaviours involved.

Examples include:

- consult with workforce about violence and aggression risks in their work area
- conduct confidential staff surveys about incidents that have caused discomfort and situations that had the potential to become more violent
- conduct surveys of clients to identify problems with service delivery
- review reported incidents of violence and aggression
- check accident reports, injury records or client histories to find out about previous incidents
- conduct workplace inspections to identify risks of exposure (e.g. controlled access, natural surveillance, duress alarm and communication systems)
- review working arrangements; e.g. review workplace design, working alone, contact with public, working after hours
- review means of access and egress for employees before/after day

Comment [CA36]: The CoP completely overlooks drugs and alcohol (D&A) and other "potentiators of aggression and violent behaviours. A potentiator is something that either makes the hazard manifest more strongly or more frequently. These must be addressed.

Comment [CA37]: It may also be a underlying condition that promotes the behaviour. E.g. lack of visible and practical security, lack of enforcement etc. Violence and aggression might n simply appear for no reason, but if the deterrents aren't there the likelihood it may increase.

Opportunities must be closed down

Comment [CA38]: What are the causes? This CoP should provide thi information.

Comment [CA39]: How should we address non-traditional working arrangements like Uber drivers

Comment [CA40]: If situations are related to the behaviours of people, then there should be recommended controls that deal with the recruitmen of personnel, including pre-employment screening e.g.. psychometric testing, police clearanc checks, etc.

Furthermore, how is ongoing "at risk" behavioural monitored and corrected Behaviour-based Safety (BBS) observations are a proven method fo identifying "at risk behaviours and modelling correct workplace behaviours. What else?

Finally, is rehabilitation appropriate f repeat offences? What should be do when aggressive and violent behaviours can't be resolved? The people should be removed from the environment.

There is a close relationships betwee OH&S, HR and Line Management here, which is not discussed in the CoP. A very mature organisation will have many of these processes in pla but small and medium enterprises (SMEs) will not, so they need better guidance.

I don't think this document, in its current form, should be considered a CoP. It provides incomplete guidanc and does not represent good industr practices

- working hours
- establish an incident reporting system if there is not one already in place
- if appropriate, seek advice from people with security knowledge (e.g. WA Police)
- Consult other similar organisations or industry bodies .

In a workplace where it is known that a person has a history of violent behaviour towards employees or others in that workplace, employees should be provided with this information, including triggers and responses.

A checklist at section 6 is provided to help identify the potential for violence and aggression in the workplace.

3.3.2 Assess the risks

The second stage in the risk management process is to assess the risks of injury or harm occurring. The risk assessment is a way of understanding the causes of the violence and aggression and prioritising the hazards to be addressed. Prioritising involves looking at the chance or likelihood of violence or aggression occurring and, if it does occur, the extent of any harm or injury; i.e. the consequences.

It is necessary to make decisions about whether something should be done and if so, the type of action to be taken. If something can be done to fix a problem, it should be dealt with immediately, and the relevant people should be informed of any action taken.

A risk profile considers the hazards from a consequence and likelihood perspective. To determine the level of risk, use the following steps:

1. Gather information about each identified hazard.
2. Determine the potential causes/triggers for violence and aggression in the work area.
3. Work out the likelihood of aggression occurring and the injury or harm that might occurring, and occur and consider how many people are likely to be exposed to each hazard and for how long. Take into account different situations/conditions that may exist in the workplace that could increase risk.
4. Assess the consequences. Use the information you have gathered to assess the potential consequences of each hazard.

A risk assessment worksheet may assist in identifying violence and aggression problems. Example risk assessment worksheets at the end of this section show how hazard identification and risk assessment can cover employees and other people who may be at a workplace. The examples are a teacher's aide, a community worker and a 24-hour supermarket employee.

After the risks have been assessed they should be prioritised according to the likelihood of the violence and aggression occurring, the likely extent of the harm and the number of employees involved.

3.3.3 Control the risk

The third stage is to implement control measures to eliminate or reduce the risk of the violence or aggression occurring and to ensure those measures are monitored and reviewed on an ongoing basis.

There is a preferred order of control measures ranging from the most effective to the least effective in eliminating or reducing the risks of injury or harm. This is known as the hierarchy of control.

Applying the hierarchy of control in a risk management approach to violence and aggression could look like the examples provide in Table 3. Case study examples using this approach are

provided in Section 5, and the principles of the hierarchy of control are explained more fully in Appendix 1.

Table 3   *Applying the hierarchy of control*

Level of hierarchy	How it applies here
LEVEL 1 – ELIMINATION Can you eliminate the risk of the behaviour in the workplace?	Use online systems instead of in-person services Address customer service issues (e.g. waiting times) Have access control to building entry
LEVEL 2 – SUBSTITUTION, ISOLATION/SEPARATION, ENGINEERING CONTROLS Can you address exposure to the behaviour when it occurs through substitution, separation or engineering solutions?	Reduce amount of cash, drugs, etc. on the premises Improve natural surveillance Create barriers, such as screens and counters
LEVEL 3 – ADMINISTRATIVE CONTROLS, PERSONAL PROTECTIVE EQUIPMENT (PPE) Can you minimise the risk of harm from the behaviour using administrative controls such as procedures and signage and/or PPE?	Have signage regarding appropriate behaviour, customer complaints, etc. Have clear response procedures, train staff in evacuation and breakaway techniques Use face shields where spitting is a risk

3.3.4 Review

Risks and the effectiveness of control measures need to be monitored to ensure changing circumstances do not alter risk priorities or introduce new hazards.

Ongoing review is essential to ensure that the prevention plan remains relevant. Factors that affect the likelihood of an unwanted event and its consequences may change.

Conduct post incident reviews looking at whether or controls were applied, their effectiveness, and whether they need altering, amending or replacing.

Often low level violence and aggression goes unreported. Periodic surveys of staff can assist in the identification and management of work areas at risk.

3.4 Provide information and training

Employers, in collaboration with safety and health representatives, should make information on workplace violence and aggression available to all employees, supervisors and managers. This information should also be included in induction training for new employees.

Employees need to know what the procedures are for managing and responding to violence and aggression in the workplace. Training can be preventative (e.g. positive communication

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Comment [CA43]: This table is useful but needs to be developed further. Some earlier guidance should just refer to this table. Redundancy should be removed.

Comment [CA44]: At this point it might be too late. Design the workplace, tasks and organisation, control hiring through screening, eliminate blind spots. Build a protective culture, where a potential perpetrator is unable to exploit openings.

Should we shut them down permanently?

Comment [CA45]: Hiring practices, screening, etc should be here to reduce the number of perpetrators. Should take into account anti-discriminatory principles, applying an equal and just culture.

Comment [CA46]: What about deterrent systems? E.g. CCTV at hotspots. E.g. customer-facing roles

Comment [CA47]: Flag D&A as a potentiator of "at risk" behaviours in the workplace. This should include steroids as well and hormonal treatments (chemical messengers)

BBS program

Cultural training program (create a lasting culture of care and support and drive domineering cultures out the door)

Retribution-free reporting (incl. Peer reporting)

Fitness for Work (FFW) program

Security presence – check-ins

Lone working procedures

skills, live risk assessment), focussed on management of aggressive behaviours (e.g. conflict resolution and de-escalation) or post-incident response (e.g. evacuation and incident communication). It may be formal, informal or on the job. If necessary, information should be provided in languages other than English.

There may be times when employees will have to assess the level of risk in a particular situation and choose the most appropriate procedure. Employees should be trained to make reasonable decisions in the circumstances and to balance the actions needed to maintain their own safety and the safety of others who may be in their care.

It is not sufficient to train employees to respond to violent incidents and hope they apply it when they return to their workplaces. The training should be evaluated to ensure employees have acquired the skills they need to work safely.

 Managers and supervisors should analyse reported incidents to work out whether additional training or information should be provided to employees.

More information is available at Appendix 3: Other sources of information.

Information to staff could include:

- the nature and causes of violence and aggression in their organisation or industry sector, including potential triggers

- suggested measures to prevent such problems occurring, and best practices for their reduction and elimination

- the laws and regulations covering violence and aggression, both specifically and generally

- how to report incidents and how they will be investigated

- the services available to assist victims of workplace violence and aggression.

3.5 Monitor the effectiveness of action taken

The violence prevention plan and hazard management procedures should be regularly evaluated to ensure that they remain appropriate and actually prevent violence and aggression at the workplace. Monitoring and evaluation should be carried out in consultation with employees and their representatives.

Workplaces are usually constantly changing environments with new risks being introduced. Risk management should be conducted as an ongoing process, using information gained from reviews.

Once the prevention plans are established they should be periodically reviewed, either to specifically monitor violence and aggression, or as part of the overall process of reviewing safety management and risk assessments.

There should also be ongoing analysis of reported incidents to work out whether additional measures such as training or information should be provided to employees.

4 Responding to incidents

The management of workplace violence and aggression incidents can be separated into three phases, "before, during and after" as outlined in Table 4.

Table 4   Responding to incidents

BEFORE	Planning and implementation	Plan to eliminate or reduce the impact of workplace violence. Introduce measures to reduce risk.
DURING	Immediate response	Follow the plans and procedures that are in place. Take action to contain violent incidents.
AFTER	Recovery and review	Restart the work processes. Provide support and counselling to employees to minimise the impact of the incident. Consult with employees to identify contributory factors to incident (e.g. design, service delivery, communication systems) and consider controls. Review management of violent/aggressive incidents to identify areas in need of improvement in terms of response.

Comment [CA48]: We disagree. Prevention is about preventing the exposure to the hazards, NOT managing the consequence.

This needs to start with design – Saf Work Australia and better alignment with the current industry guidance, FIFO CoP, etc. Prevent exposure – Manage the residual risk – Recovery treatment and return to work

4.1 Response planning and implementation

A systematic approach is needed to establish safe systems of work so workplace violence and aggression is well controlled if it occurs. Preventing violence and aggression in the workplace is the best way of ensuring employees and others at the workplace are not harmed. However, it may not be possible to completely eliminate or reduce risk associated with all situations where violence and aggression could occur.

When violence or aggression occurs in a workplace, ideally the planning should result in a well-coordinated response, with agreed procedures followed in accordance with the training provided. The response plan should also include reporting and investigation procedures.

4.2 Immediate response

Individual reactions to workplace violence and aggression can continue for a long time after the incident. If the incident and employees' reactions are not actively managed, the impact of the incident on the organisation and the individual can be more damaging. It is essential that there are procedures to be followed for an effective immediate response that controls and defuses the situation. Where the employee has reasonable grounds to believe that aggression or violence poses an imminent and serious risk of harm, they have the right to retreat or remove themselves from the situation.

When violent incidents occur, employees should know who has the authority to take charge of the situation. That person should be trained to coordinate the response, including taking care of employees who may be injured, in shock or affected by the incident in other ways.

Assistance should be available as part of the immediate response and the recovery phase of violent or aggressive incidents to minimise the effects of trauma. While support services should be available to people who are affected by workplace violence or aggression, people vary in the way they react to certain situations and may not require these services.

Consider if a multi-agency response is required. There may be organisations who can share information, control strategies and emerging risks depending on the industry, employees and clients.

Physical assault or the threat of physical harm of any form is a criminal act. If a criminal act has been committed, the appropriate response is a direct complaint to the police.

4.3 Recovery and review

- Provide clear and efficient reporting systems and time for employees to report incidents
- Consult with safety and health representatives to investigate the incident
- Review safety management to reduce the risk of injury or harm in the future
- inform all employees about the action that will be taken
- provide ~~ongoing support~~ongoing support services for employees and their families
- allow employees time to recover and manage early return to work (where possible) as part of the recovery process
- if necessary, support employees who wish to press charges to apply for restraining orders or other court actions

4.4 Emergency procedures

An emergency management system should be in place. The management of an incident that results in workplace violence and aggression should be a part of a response system set up to deal with emergencies of all kinds.

Emergency planning should aim to:

- reduce the level of risk to lives, property and the environment
- control any incident and reduce its impact on the workplace
- provide information on emergency procedures
- provide induction and training in the emergency procedures.

Set up effective communication systems to be used in an emergency. This is especially important for people who work alone and those requiring rapid assistance.

5   Risk management examples

Hazard identification and risk assessment form

Note: these are examples only and may not address all the risks , or all the work activities, at a workplace. A combination of controls may be required, depending on the circumstances of individual workplaces.

The following example reflects employee exposure to unpredictable behaviours from clients, family or visitors in the client's home. The source of risk may the client being unable to communicate their needs effectively, an unpredictable reaction or risks posed by other persons in this workplace. As the employer has limited control over the client home, the risk is managed through communication systems, live risk assessment and clear procedures.

The following risk profile summarises the risk assessment and controls for the hazard "community service worker alone with client in community"				
Location: Client Home				
Prepared by: D. Brown		**Position:** J. Smith – Staff Supervisor	Date prepared:	
Task #: 1 visiting client with a disability and known history of unpredictable or challenging behaviours in their home to complete personal care tasks		Worker alone with client and other residents	**Hazard:** physical or verbal assault	
Task frequency: daily		Risk level: High	**Comment:** Restrictive practices such as physical restraint are not permitted	
Preferred order of controls	**Risk control** What can be done to make the job safe	**Person responsible** Who makes sure it happens?	**Completion**	
			Date	**Sign off**
Elimination	Clients who continue to exhibit threatening behaviour towards community support workers refused service	D. Brown (manager)		
Substitution	N/A			
Isolation	Greet client from behind screen door and observe/listen for risks before entering (live risk assessment)	K. Smith (community support worker)		

	Complete pre-service environmental risk assessment of client home to identify safe places to retreat. Ensure this information is shared in client record management phone app for easy access	J. Smith (community service coordinator)		
Engineering	Install mobile phone app on all community support worker mobile phones (App tracks worker location, provides client behaviour plan, risk assessment detail including history of aggression for residents, and acts as duress alarm in emergencies)	D. Brown (manager)		
	Provide equipment to all community support workers allowing them to carry mobile phone, car keys etc. for effective emergency egress	D. Brown (manager)		
	Provide rostering app			
Administration	All employees provided emergency response procedure and communication protocol outlining who to contact and when	J. Smith (supervisor)		
	Provide de-escalation training to all community support workers	D. Brown (manager)		
	Conduct environmental risk assessment of client home every 3 months to identify emerging trends	D. Brown (manager)		
	Provide regular refresher training on responding to aggression from client, family or visitors	J. Smith (supervisor)		
Personal protective equipment (PPE)	Buddy belt/nurses pouch (to ensure mobile phone is on person at all times) Mobile phone charger for vehicles	J. Smith (supervisor)		

Comment [CA49]: Provide security guard to intervene, if necessary, to protect care worker

The following example reflects exposure to client-related violence in a classroom. The source of risk may be unpredictable behaviours from students with a history of violence and aggression. As the employer has minimal control over the student behaviour, the risk is managed through positioning the child with aggressive behaviours away from other students and

The following risk profile summarises the risk assessment and controls for the hazard "teaching assistant working with child with history of aggression in classroom"			
Location: Classroom			
Prepared by: D. Brown	**Position:** J. Smith – Staff Supervisor	**Date prepared:**	
Task #: 1 Assisting child with history of unpredictable or challenging behaviours in class	Teaching Assistant working with high risk child	**Hazard:** Physical or verbal assault	
Task Frequency: Daily	**Risk level:** High	**Comment:** Restrictive practices such as isolation or restraint not permitted	
Preferred order of controls	**Risk control** What can be done to make the job safe	**Person responsible** Who makes sure it happens?	**Completion**	
			Date	**Sign off**
Elimination	Expulsion or suspension of students with a history of violence and aggression towards others	School Principal		
Substitution	N/A			
Isolation	T.A. positions self when sitting with child on opposite side of desk Identify area where child exhibiting aggressive behaviours can be moved to which separates them from others until behaviour de-escalates	K. Smith (T.A.) J. Smilth		
Engineering	N/A			
Administration	Provide regular refresher training on evasive response to aggression	J. Smith (Coordinator)		
	Roster T.A. to work in buddy shift with high risk child	J. Smith (Coordinator)		

	Complete environmental risk assessment of classroom to identify any hazards restricting quick egress.	J. Smith (Teacher Support Coordinator)		
	All employees provided emergency response procedure	J. Smith (supervisor)		
	Provide de-escalation training and talk-down techniques to teacher assistants	D. Brown (manager)		
	Conduct environmental risk assessment of classroom annually to identify safe egress, controlled access and natural surveillance	D. Brown (manager)		
Personal protective equipment (PPE)				

In a retail environment, it may assist to identify a number of hazards and prepare a risk profile for each hazard.

Summary of tasks and hazards in a 24 hour supermarket						
Name of organisation: 24 hour supermarket			**Information collected by:** J. Smith, Staff Supervisor			**Date:** 2 April 2019
Task and location		**Hazards**	**People affected**	**How often**	**Comments**	**Level of risk (record when risk assessment complete)**
1	Handling cash at the counter	Robbery	All employees and customers present	All times	Check cash handling and alert procedures	Extreme
2	Serving customers at front counter	Counter staff and customers nearby maybe verbally abused and suffer physical violence from customers	All employees and customers present	All times		Extreme
3	Handling drunken customers from pub next door	Verbal abuse and physical violence from customers	As above	Sometimes around pub closing time		High

Comment [CA50]: The examples listed aren't hazards. They are outcomes of exposure to the hazards

4	Maintaining rosters and managing customer service staff	Customer service too slow resulting in unreasonable pressure on staff and irritated customers	Counter staff and customers waiting for service	Peak times	Need to move staff to front counter when an employee is off sick	High
5	One person rostered at night	Robbery	Night shift employees	After dark		Extreme
6	Handling cash in the office	Robbery	As above	Especially in quiet times	Need to review procedures	Extreme
7	Shoplifting	Physical violence if offenders are caught in the act	Employee who apprehends offender	At irregular times		Extreme

This form covers all employees and customers who may be affected by work in the supermarket.

The following risk profile summarises the risk assessment and controls for the task and hazard for "handling money• at the counter".

Location: 24-hour Supermarket

Prepared by: D. Brown	**Position:** J. Smith, Staff Supervisor	**Date prepared:** 24/05/19
Task #1: Handling money at the counter	**Handling money at the counter**	**Hazard:** Robbery
Task frequency: Very frequently	**Risk level:** Extreme	**Comment:** Weapons may be used in attempts to steal cash.

Preferred order of controls	Risk control **What can be done to make the job safe**	Person responsible Who makes sure it happens?	Completion	
			Date	**Sign off**
Elimination	Do not handle cash – use EFTPOS, credit cards or store	D. Brown		

	cards	(manager)		
Substitution	N/A			
	Raise counter height to make jumping over more difficult and increase distance between staff and customers by placing confectionery stands in front of the counter	D. Brown (manager)		
	Install two sets of electronic doors controlled by staff	D. Brown (manager)		
Engineering	Consider the location of the shop in relation to surrounds and factors such as external lighting, other buildings, etc.	D. Brown (manager)		
	Lay out shop so staff can see out into car park and staff can easily be seen from outside; e.g. raise work area for staff	D. Brown (manager)		
	Fit closed circuit TV cameras	D. Brown (manager)		
	Restrict "straight through" access by customers; e.g. using planters, displays, etc.	D. Brown (manager)		
	Use time-delay drop safes	D. Brown (manager)		
Administration	Watch for and report all suspicious circumstances for further action as necessary	J. Smith (supervisor)		
	Employ security staff to visit branches at regular intervals to gauge security consciousness and offer advice	D. Brown (manager)		
	Appoint a staff member to maintain liaison with the local police crime prevention officer	J. Smith (supervisor) and staff member		
	Train staff in procedures to be followed if a robbery	J. Smith		

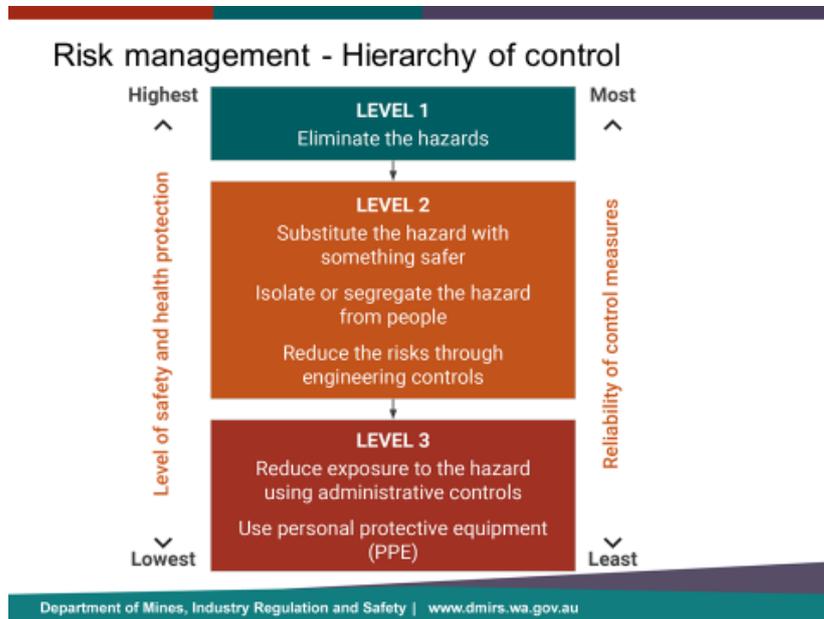|				
	occurs	(supervisor)		
Personal protective equipment (PPE)	PPE not appropriate for supermarket store staff			
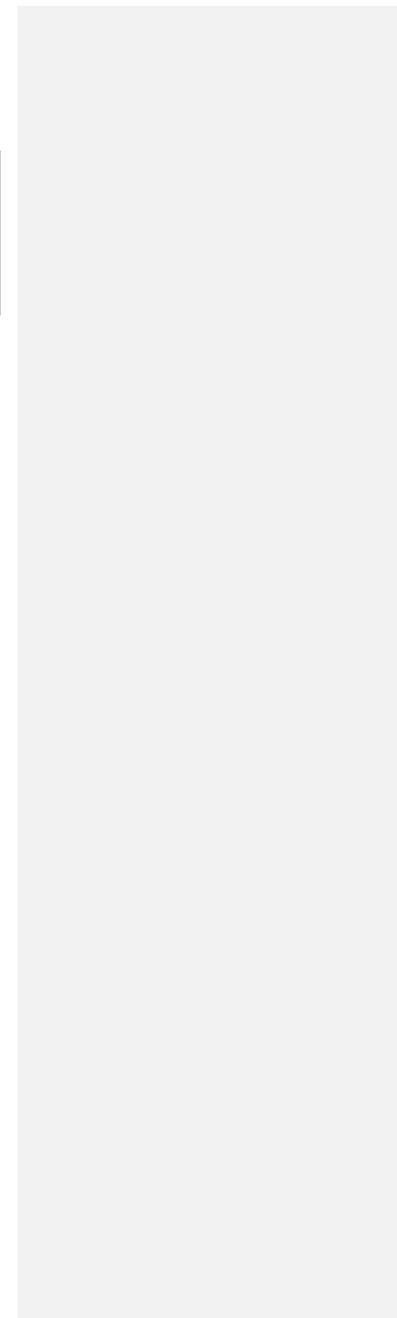
6 Checklist

This checklist can be used to find problem areas in the way your workplace manages violence and aggression. You may need to adapt this checklist to your workplace.

1. THE WORKPLACE (Each YES answer indicates an increased risk of violence and aggression)	
Are money/valuables/drugs kept at the workplace?	YES/NO
Has violence or aggression been an issue in the past?	YES/NO
Are people affected by alcohol or other drugs?	YES/NO
Are customers likely to be angry or disgruntled?	YES/NO
Are there any other obvious reasons why employees or clients may become violent?	YES/NO
Is the workplace offsite (e.g. at a client's home)?	YES/NO
Does the employer have control over the workplace?	YES/NO
2. EMPLOYEES (Each YES answer indicates an increased risk of violence and aggression)	YES/NO
Do staff work alone or at night?	YES/NO
Do inexperienced staff deal with customers?	YES/NO
Do employees frequently have contact with the general public or work directly with clients?	
3. IDENTIFY, ASSESS AND CONTROL (Each NO answer indicates an increased risk of violence and aggression)	
Are all employee reports of workplace violence investigated?	YES/NO
Are employees asked about risk of violence?	YES/NO
Are potentially violent people identified?	YES/NO
Are causes of potential violence identified?	YES/NO
Have risks of injury or harm been assessed?	YES/NO
Are there measures for dealing with violence immediately?	YES?NO
Are there controls for averting violence?	YES/NO
Have they been used successfully?	YES/NO
Are employees consulted when developing the controls?	YES/NO
Is the safety of public/clients considered?	YES/NO
Has an environmental risk assessment been conducted?	
4. CONSULTATION AND CO-OPERATION (Each NO answer indicates an increased risk of violence and aggression)	
Is there a forum for violence and aggression to be discussed?	YES/NO
Are safety and health representatives consulted on hazards and emerging risks?	YES/NO
Is there a procedure for reporting incidents?	YES/NO
	YES/NO

Are all changes discussed with employees?	YES/NO
Are employees consulted in developing procedures and trialling solutions?	
5. VIOLENCE PREVENTION PLAN (Each NO answer indicates an increased risk of violence and aggression)	
Does your workplace have a violence prevention plan?	YES/NO
Was the plan drawn up in consultation with employees?	YES/NO
Does the plan cover identification, assessment and control?	YES/NO
Does the plan cover induction and training?	YES/NO
Does the plan set safe procedures for hazardous tasks?	YES/NO
Is there a security system in the workplace?	YES/NO
Is there a communication protocol for employees in community settings?	YES/NO
6. VIOLENCE RESPONSE PLAN (Each NO answer indicates an increased risk of violence and aggression)	
Does your workplace have a violence response plan?	YES/NO
Is the plan easily accessible for employees at risk?	YES/NO
Does the plan outline how and when employees can retreat?	YES/NO
Does the plan include first aid and medical support?	YES/NO
Does the plan include backup from police and emergency services?	YES/NO
Does the plan include prompt de-briefing and counselling?	YES/NO
Is an employee assistance service provided?	
Is the plan reviewed after each violent situation?	
7. TRAINING AND INFORMATION (Each NO answer indicates an increased risk of violence and aggression)	
Have staff been provided with relevant information about violence and aggression?	YES/NO
Have staff been trained to recognise antecedents to potential violence?	YES/NO
Have staff been trained in de-escalation, break-away techniques or retreat?	
Have staff received training in conflict management or other communication skills to prevent violence?	YES/NO
Do employees receive refresher training in violence management procedures?	YES/NO
Are staff trained to report violent incidents?	YES/NO
	YES/NO

A checklist for armed hold-up risk factors is included in Armed Hold-ups and Cash Handling: A Guide to Protecting People from Armed Hold-Ups, available via WorkSafe's website.

Appendix 1   Hierarchy of controls relating to violence and aggression

Risk management - Hierarchy of control

Department of Mines, Industry Regulation and Safety | www.dmirs.wa.gov.au

Level 1

Eliminate the hazard – change the system of work

In some situations it is possible to pinpoint the exact reason or "trigger" for workplace violence and aggression. If this "trigger" could be completely eliminated, the work could be carried out without the threat of violence, robbery or attack.

Examples

- banning persons with a history of violence and aggression from venues or facilities (e.g. patrons at pubs or clients at health services)
- refusing service to clients who repeatedly expose employees to violence and aggression
- provide alternative methods of customer service to eliminate face-to-face interactions (e.g. online licence renewal, ticket dispensers at customer service counters)

Level 2

Note: there can be overlap between substitution, isolation and engineering controls.

Substitution – use a safer alternative

Replace a hazardous procedure with a less hazardous one.

Examples

- use credit facilities instead of cash

Comment [CA51]: No reference to HR, hiring and firing practices in this document. Psychometric testing?

- minimise discomfort in waiting rooms (e.g. provide televisions, water dispensers) and use signs to advise current waiting times
- use way-finding volunteers at hospitals to reduce customer frustration and encourage them away from triage nurses and front desk admin

Isolation – separate employees from the hazard

If possible, employees should move away from violent or aggressive situations to a safe area. In other situations it may be possible to move the violent/aggressive person, for example, an aggressive student could be taken to a designated area within the school.

Administrative barriers could also be used to separate employees from customers, clients or members of the public who may cause them harm. Effective barriers could be in the form of procedures that isolate employees from hazards.

Examples

Physical barriers

- electronically controlled doors with viewing panels that allow surveillance of public areas before the doors are opened from the inside
- Using furniture to create a barrier between employees and clients in interview rooms
- staircases in venues with alcohol to have appropriate barriers to protect employees
- controlled-access doors where access is via a security card or code
- screens to reduce the risk of attack from clients; e.g. on buses, at counters
- interview rooms in hospitals, community health clinics and mental health clinics designed with controlled access and separate emergency egress to isolate aggressive clients

Administrative barriers

- Service agreements that outline acceptable behaviour and consequences when clients or members of public are violent or aggressive
- procedures that prevent customers from contacting staff out of business hours, such as refusing to provide employees' home phone numbers and addresses
- posters outlining acceptable behaviours and consequences of unacceptable behaviours
- ensure workplaces with customer and client service are designed in a way to maximise natural surveillance as a deterrent to anti-social behaviour

- signs warning that cameras are in use
- roster work to minimise staff working in isolation

Engineering solutions

Building or introducing technology, plant or equipment to reduce the exposure to the hazard.

Examples

Building layout

- allow for "escape routes" and avoid dead ends where employees are unable to retreat to a safer place when necessary
- bollards outside entry points to the workplace
- barriers in vehicles used to transport patients/clients
- security doors to ensure controlled access to staff-only areas
- permanent screens
- security lighting (including for staff entry/exit and carparks if staff work late hours)
- use of fixed and portable alarm systems
- communication systems
- furniture that cannot be used as projectiles

Technology

- Closed circuit TV/surveillance/video monitoring
- audio-capture wearable cameras on security guards
- mobile phone apps for tracking workers (e.g. home-based care, community visits) and communication
- GPS tracking in vehicles used by community-based workers
- Use of rostering software that allows community workers to communicate location and potential delays in service back to head office for action
- Using devices that increase mobile phone coverage in areas where mobile phone reception is poor

Level 3

Administrative controls – managing the hazard

Administrative controls are usually procedures, training and internal processes which help to reduce the effect of the hazard. They can include "work arounds".

Examples

- training employees in appropriate systems of work, dealing with difficult clients and conflict management skills, for example in situations where cleaners work alone at night, there would be less risk of attack if cleaners worked together, cleaning one building after the other, rather than working alone in different buildings;
- job rotation to reduce the amount of time employees are in stressful situations, or working with high-risk clients especially when they are new to the job;

Comment [CA52]: Visitor sign-in verification of ID, address. The visitor will be less likely to abuse or threaten they know their ID has been verified beforehand.

- in an organisation with client contact, ensure new employees are not required to work alone until they have the competencies to do so. Assistance from more experienced staff should be available when it is needed;
- rostering to provide support for situations where it is known that the situation may be difficult
- implement regular emergency response drills for Code Black or client-related violence
- establish communication protocol for sharing information and facilitating the solution of problems related to service delivery
- implement customer feedback procedures
- ensure time is available for peer support, sharing information and problem solving and incident reporting

Personal protective clothing and equipment

Personal protective clothing and equipment (PPE) should not be the only control that is used, as it is the least effective way of dealing with workplace violence and aggression. PPE should be provided as a temporary measure whilst other risk controls are being considered, or in conjunction with other controls.

Examples

- PPE for protection from contact with body fluids
- protective body gear or riot gear in prisons or high security detention centres

Appendix 2   Relevant legislation

Criminal Code

Disability Act 1992 (Commonwealth)

Equal Opportunity Act 1984

Human Right and Equal Opportunity Commission Act 1986 (Commonwealth)

Industrial Relations Act 1979

Mines Safety and Inspection Act 1994

Minimum Conditions of Employment Act 1993

Occupational Safety and Health Act 1984

Occupational Safety and Health Regulations 1996

Public Interest Disclosure Act 2003

Public Sector Management Act 1994 (State Government Departments)

Racial Discrimination Act 1975 (Commonwealth)

Sex Discrimination Act 1984 (Commonwealth)

Spent Convictions Act 1988

Surveillance Devices Act 1998

Worker's Compensation and Injury Management Act 1981

Appendix 3   Working from home and family and domestic violence (FDV)

What can employers do to assist employees who are at risk of family and domestic violence due to working from home?

Employers have a duty of care to ensure employees are not exposed to hazards in the workplace, as far as practicable. A workplace can include the employee's home if they are working from home. When employees are working from home, employers are required to implement controls to eliminate and reduce the risk of injury and harm, as far as practicable. As an employer, if you suspect or are aware of employees who are at risk of harm from family and domestic violence (FDV) as a result of working from home, you may wish to consider the following suggestions for practicable controls:

1.   Provide information to all employees

Send information to all employees on FDV, confidential points-of-contact within the workplace, employer-provided support services and external support services. This enables at-risk employees to receive this information without specifically singling them out. Information to encourage reporting and reduce stigma associated with FDV is available from Our Watch and White Ribbon.

2.   Recognise the symptoms

Provide training to managers and supervisors to enable them to identify the signs and symptoms of someone experiencing FDV. This includes changes in behaviour, communication style and physical appearance. For more information about the indicators of FDV refer to Department of Communities, Child Protection and Family Support – Fact Sheet 2 Indicators of Family and Domestic Violence.

3.   Communicate regularly

Managers and supervisors should communicate regularly with employees who they suspect or are at risk of FDV to reduce social isolation, provide general support and check on the employee's welfare. It is common for employees who are experiencing FDV to be isolated from family and friends due to the perpetrator's behaviour.

4.   Communicate safely

Equip managers and supervisors to have supportive conversations with employees in which they offer general support. Managers and supervisors may unintentionally expose employees to serious harm if they directly express their concerns about the employee experiencing FDV. It is common for perpetrators to monitor their partner's communication including emails, text messages and telephone calls.

If the employee has self-disclosed they are experiencing FDV, you can limit the information the perpetrator may overhear on a telephone call by asking the employee questions which require a 'yes' or 'no' answer. For example: "Do you need help?", "Do you need me to call the Police?", "Would you like me to text you the telephone number of a domestic and family violence helpline?".

Managers and supervisors can establish a safety word or phrase with the employee which they can use to enquire about the employee's welfare and the employee can use to indicate they require immediate help. For example:

Manager/supervisor: "Do you miss the café's coffee as much as I am do?"

Employee: "Yes, I do" (help required) or "Not me, I'm good" (I am okay).

5.   Adjust/develop a safety plan for working at home

If the employee has self-disclosed they are experiencing FDV, speak with them about developing or adjusting a current safety plan for working at home. Where possible, this

should be done in consultation with their treating medical practitioner or health professional (if available). Personal Safety Plan templates are available from the [Department of Communities, Child Protection and Family Support](#) and [1800 Respect](#).

6. Make reasonable adjustments to work

   While the employee is working from home, you may consider making reasonable adjustments to work. Examples include allocating self-paced work rather than work with strict timeframes, offering an alternative work location or working from the office, providing the employee with a secure computer/laptop to access emails and complete work (this reduces the potential for the perpetrator to monitor their partner's communication). Being aware of different leave requirements and sensitivity of those.

7. Maintain confidentiality

   Employers should take all reasonable steps to ensure any information disclosed by employees regarding FDV is kept confidentially and securely. Disclosure should be on a need to know basis and only to maintain safety. Where possible disclosure should only occur with the express consent of the employee.

8. Let employees know they will not be discriminated or victimised for disclosures

   Encourage reporting by advising employees they will not be discriminated against or victimised because of their disclosure of experiencing FDV. Such disclosures can be made in-confidence to their manager or confidential point-of-contact within the business.

9. No tolerance for perpetrators of FDV

   Employers should not tolerate employees perpetrating FDV in or from their workplaces. Any such conduct may constitute a breach of discipline.

Comment [CA53]: Open sections of the workplace up to them; separate the hazard from the person, if the hazard is a "home-hazard"

Appendix 4 Other sources of information

This code of practice should be read in conjunction with other relevant publications produced by the Commission for Occupational Safety and Health and WorkSafe.

Legislation

Occupational Safety and Health Act 1984

www.legislation.wa.gov.au/legislation/statutes.nsf/law_a555.html

Occupational Safety and Health Regulations 1996

www.legislation.wa.gov.au/legislation/statutes.nsf/law_s4665.html

Codes of practice and guidance

Commission for Occupational Safety and Health

- General duty of care in Western Australian workplaces
- Occupational safety and health in call centres
- Bullying and harassment at work
- Dealing with bullying at work - a guide for employees
- Working alone
- Alcohol and other drugs at the workplace
- Preparing for emergency evacuation in the workplace
- Covert operations and dangerous operations in the Western Australia Police Service
- Formal consultative processes at the workplace: safety and health representatives, safety and health committees and resolution of safety and health issues, including consultation on PINs.

WorkSafe

- The First Step – Managing hazards in the workplace
- Armed hold-ups and cash handling: a guide to protecting people from armed hold-ups
- Aggression in the workplace toolkits and information resources
- Aggression in the workplace – frequently asked questions
- Introduction to aggression in the workplace

WorkSafe Victoria Industry-specific guides

www.worksafe.vic.gov.au/occupational-violence-and-aggression

Safety Bulletins

- General duty of care
- Labour hire industry and duty of care
- Electing safety and health representatives
- Establishing safety and health committees
- Provisional improvement notice

Government agencies and organisations

Chamber of Commerce and Industry
180 Hay Street
EAST PERTH WA 6004
Tel. 1300 422 492
Web: cciwa.com/

Office of Multicultural Interests
Gordon Stephenson House
140 William St
PERTH WA 6000
Tel. (08) 6551 8700
Web: www.omi.wa.gov.au/Pages/default.aspx

UnionsWA
Level 4, 445 Hay Street
PERTH WA 6000
Tel. (08) 9328 7877
Web: www.unionswa.com.au

WA Police – assistance
Tel. 131 444
Web: www.police.wa.gov.au/Contact-Us

WorkSafe
Department of Mines, Industry Regulation and Safety
Mason Bird Building
Level 1, 303 Sevenoaks St
CANNINGTON WA 6107
Serious incident and fatality reporting line: 1300 307 877
Web: www.commerce.wa.gov.au/worksafe