WHS DOCUMENTS & TEMPLATES

DOC-OVA-TPL · Occupational Violence and Aggression Policy and Procedure

Product Overview

For: Australian businesses whose workers deal with clients, customers, patients or the public: owners, managers, supervisors, HR and WHS advisers

Version 1.0 · 15 November 2026

SAMPLE

A policy and procedure to prevent violence and aggression against workers by clients, customers and the public, and to respond well when it happens, with a post-incident support and debrief form.

The policy defines occupational violence and aggression in plain words, sets out the business's duties, and lists the common risk factors with controls, most effective first: the design of the workplace, staffing and lone work, clients with a known risk, waiting and cash, alcohol and distress, and getting help quickly.

The procedure tells workers what to do before, during and after an incident: keep themselves safe, raise the alarm, call 000, report, check whether the incident is notifiable, and be supported. It covers responding to the person who was aggressive.

The Post-Incident Support and Debrief Form (Word and PDF) covers support in the first hours, an operational debrief on how the controls worked, and follow-up checks over the following weeks.

Written once for Australia, to the model WHS laws, in plain terms that also work in Victoria. The guide's state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

What is included

Item	File
Occupational violence and aggression policy and procedure: definitions, duties, risk factors and controls, before, during and after an incident, support	02_TEMPLATE/Occupational Violence and Aggression Policy and Procedure.docx and .pdf
Post-incident support and debrief form: support in the first hours, an operational debrief, actions and follow-up	02_TEMPLATE/Post-Incident Support and Debrief Form.docx and .pdf
How to Use This Template: how to complete and adapt it, the law in brief, state and territory notes, records and every placeholder	01_START_HERE/How to Use This Template.pdf
Read Me First, Product Overview, Permitted Use Terms and Version Information	01_START_HERE/ (PDF)

Who it is for

- Health, community, disability, aged care and education services
- Retail, hospitality, transport, front counters and other public-facing services
- Managers and supervisors who respond to incidents and support their workers

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How to Use This Template

How to complete, adapt and keep the occupational violence and aggression policy and procedure

1 What this template is for

Violence and aggression from clients, customers and the public is a hazard that can be anticipated, like any other. It causes physical injuries and psychological harm, to the people it is aimed at and to those who see it. This policy and procedure set out how the business prevents it, how workers stay safe when it happens, and how the people affected are supported afterwards.

2 How to use it

Step	What to do
1	With your workers and health and safety representatives, list where and when violence or aggression could happen: the services, sites, times, clients and tasks.
2	Assess each risk and choose controls, most effective first: the design of the work and the workplace before training and procedures. Use the risk factors table in section 5 as a starting point.
3	Fill in the placeholders: who receives reports, and your support service.
4	Adapt section 6 to your workplace: your alarms, code words, security and the way help reaches a worker.
5	Have the owner or chief executive approve and sign the policy, then train every worker in it, with extra training for higher-risk roles.
6	After every incident, use the Post-Incident Support and Debrief Form, investigate by controls, and update the risk assessment.
7	Review the policy and the controls each year, after a serious incident, and when the work or the people change.

Make it work, not just exist

- Ask workers which clients, times and places worry them: they know before any report does.
- Test the duress alarms and check-in system on a schedule. An alarm that does not bring help is not a control.
- Under-reporting is common: make reporting quick, and show workers that reports lead to change.

3 Who does what

Who	What they do
Owner or chief executive	Approves the policy, provides what the controls need, and receives reports on incidents and trends
Managers and supervisors	Assess the risks, put the controls in place, respond to incidents and support their workers
Reporting contact	Receives reports, checks whether an incident is notifiable, and tracks the actions
Workers and HSRs	Follow the procedure, report every incident, and say whether the controls work

4 The law, in brief

The WHS laws require a business to manage the risks of violence and aggression, which can cause both physical and psychological harm, as it would any other risk: eliminate them so far as is reasonably practicable, or if that is not

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Occupational Violence and Aggression Policy and Procedure

Preventing violence and aggression against workers, and what to do before, during and after an incident

1 Our commitment

[Company name] does not accept violence or aggression against our workers. Nobody should be abused, threatened or assaulted at work, and it is never part of the job. We manage violence and aggression as a risk to health and safety: we identify where and how it could happen, control the risk, prepare our workers, respond to every incident, and support the people affected.

2 Scope

This policy covers violence and aggression against anyone who works for **[Company name]**, including employees, managers, contractors, labour hire workers, students and volunteers, by clients, customers, patients, residents, members of the public, visitors and anyone else, at our workplaces and wherever work is done: in clients' homes, in vehicles, in the community, by phone and online. Violence and aggression between workers is also covered by our bullying and harassment policy.

3 What these words mean

Term	In short
Occupational violence and aggression	Any incident where a worker is abused, threatened, intimidated or assaulted in a situation arising out of, or in the course of, their work.
Verbal aggression	Shouting, swearing, insults, threats, and abusive phone calls, messages, emails or posts, including racist or sexual comments.
Physical violence	Hitting, kicking, pushing, scratching, biting, spitting, throwing objects, using a weapon, or sexual assault.
Threatening behaviour	Intimidation, following or stalking a worker, blocking their way out, damaging property, or threats to a worker's family.
Duress	A situation where a worker is in danger and needs help straight away.

An incident does not have to cause an injury to be reported. Behaviour linked to a person's illness, disability, distress or the effects of alcohol or drugs is still violence or aggression for the worker who faces it, and the risk is still managed.

4 Our duties

Under the WHS laws, **[Company name]** must eliminate the risk of violence and aggression so far as is reasonably practicable, or if that is not possible, minimise it, starting with how the work, the workplace and the services are designed. We consult our workers and health and safety representatives on these risks and the controls, and we check the controls work.

5 How we prevent it

Risk factor	Examples of controls (most effective first)
Where work is done	Design of counters, rooms and car parks: clear sight lines, two exits from interview rooms, secure staff-only areas, good lighting, barriers or screens where needed

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Occupational Violence and Aggression Policy and Procedure

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. A policy and procedure to prevent violence and aggression against workers by clients, customers and the public, and to respond well when it happens, with a post-incident support and debrief form.

What the full product contains

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Formats

- Word (.docx), editable, with your logo and business name in the header
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

Get the full editable documents

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