WHS DOCUMENTS & TEMPLATES

DOC-OVR-TPL · Occupational Violence and Aggression Risk Assessment

Product Overview

For: NDIS, disability, aged care, mental health and community services providers whose workers may face aggression from the people they support

Version 1.0 · 21 November 2026

For services where aggression can come from the people you support: assess the risk by client, setting and task, put a safety plan in place for each client with a known risk, and review it after every incident.

The risk assessment looks at the client, the setting and the task together, rates each scenario on a 5x5 risk matrix, and chooses controls working down the hierarchy. The Client Behaviour Risk Profile and Safety Plan puts what workers need on one plan: what is known, triggers, early warning signs and what helps at each stage, staffing and environment controls, and when and how to leave.

The Risk Assessment Review Record lists when to review, records each review, and tracks trends. All three are in Word, with PDF copies. Use it with your occupational violence and aggression policy and procedure, which covers what to do during and after an incident and the debrief.

Written to work in any country, with Australian law as the worked example. The guide says what to check where you work. In Australia, its state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

What is included

Item	File
Risk assessment by client, setting and task, rated on a 5x5 risk matrix	02_TEMPLATE/Occupational Violence and Aggression Risk Assessment.docx and .pdf
Client behaviour risk profile and safety plan: triggers, warning signs, what helps, staffing and environment, when to leave	02_TEMPLATE/Client Behaviour Risk Profile and Safety Plan.docx and .pdf
Review record: review triggers, each review, and trends	02_TEMPLATE/Risk Assessment Review Record.docx and .pdf
How to Use This Template: how to complete and adapt it, the law in brief with Australia as the worked example, 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

- Disability, aged care and community services providers
- Supported accommodation, day programs and in-home support
- Managers, team leaders and health and safety representatives

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SAMPLE · Occupational Violence and Aggression Risk Assessment · Buy the full editable version:
training.oranaskillscentre.com/documents/occupational-violence-and-aggression-risk-assessment-and-policy

How to Use This Template

How to complete, adapt and keep the occupational violence and aggression risk assessment

1 What this template is for

In care and support services, violence and aggression towards workers often comes from the people the service supports. It is rarely anyone's fault, and it is still a serious risk to workers' physical and psychological health. This template helps you assess that risk properly, by client, setting and task, and give every worker a clear safety plan for each client with a known risk.

It sits alongside your occupational violence and aggression policy and procedure, which sets out prevention, what to do during and after an incident, support for workers and the debrief.

2 How to use it

Step	What to do
1	Fill in the placeholders.
2	Assess each client with a known risk, and each setting and task where aggression could happen, with the workers who do the work.
3	Write a Client Behaviour Risk Profile and Safety Plan for each client with a known risk, using their behaviour support plan where they have one.
4	Put the controls in place, and have every worker read the safety plan before they support the client.
5	Review the assessment and plan after every incident and at each trigger, and record each review.
6	Report the trends to management, workers and health and safety representatives.

3 Who does what

Who	What they do
Manager	Owns the assessments, resources the controls, and makes the external reports
Team leader	Writes the safety plans, briefs workers, and reviews after incidents
Workers and HSRs	Help assess the risks, follow the plans, and report every incident
Behaviour support practitioner	Shares the person's plan, and reviews it when incidents point to it

4 The law, in brief

Health and safety laws differ by country and, in some countries, by state or province. Check the law, regulator and codes or guidance that apply where you work. Some industries, such as mining, have extra laws. Section 5 shows how the law works in Australia, as the worked example. Elsewhere, start with your health and safety regulator's website.

5 The law in Australia (the worked example)

The WHS laws require a business to eliminate or minimise risks to workers' health, physical and psychological, so far as is reasonably practicable, and to consult workers. Workplace violence and aggression is recognised as a psychosocial hazard, and in most Australian jurisdictions the WHS laws and approved codes of practice on psychosocial hazards set out how such risks are managed. A serious injury may be a notifiable incident.

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Occupational Violence and Aggression Risk Assessment

Assess the risk of violence and aggression towards workers by client, setting and task, and choose the controls

Client or service (name or reference)		**Settings covered (home, group home, community, vehicle, premises)**	
Assessed by (name and role)		**Date**	
Consulted (workers, HSR, client or family, behaviour support practitioner)		**Review date**	

SAMPLE

How to use it

- Assess with the workers who do the work. Look at the client, the setting and the task together: most incidents happen when they combine.
- Use it with your occupational violence and aggression policy and procedure, which sets out what workers do before, during and after an incident, and the support and debrief that follow.
- This assessment is about the safety of workers. It does not replace a client's behaviour support plan; use that plan's information, and share what you find with the person's practitioner.
- Write each risk as a specific scenario ("the client hits out during showering"), rate it on the matrix at the end, choose controls working down the hierarchy, and rate it again. Rate the most realistic outcome, and count only the controls that are really in place and working.

1 The client

Question	Answer	Details
Has the client been aggressive towards anyone before? (To whom, how often, how serious)	☐ Yes ☐ No ☐ Unknown	
Are their triggers and early warning signs known?	☐ Yes ☐ No ☐ Unknown	
Do they have a current behaviour support plan, and do workers know it?	☐ Yes ☐ No ☐ Unknown	
Could pain, illness, medication changes, cognitive impairment, mental health or alcohol or drugs affect their behaviour?	☐ Yes ☐ No ☐ Unknown	
Could the behaviour be how the person communicates a need? Do workers know their way of communicating?	☐ Yes ☐ No ☐ Unknown	
Could other people be aggressive: family members, co-residents, visitors or the public?	☐ Yes ☐ No ☐ Unknown	

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Occupational Violence and Aggression Risk Assessment

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. For services where aggression can come from the people you support: assess the risk by client, setting and task, put a safety plan in place for each client with a known risk, and review it after every incident.

What the full product contains

- **Risk assessment by client, setting and task, rated on a 5x5 risk matrix**
  02_TEMPLATE/Occupational Violence and Aggression Risk Assessment.docx and .pdf
- **Client behaviour risk profile and safety plan: triggers, warning signs, what helps, staffing and environment, when to leave**
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  01_START_HERE/ (PDF)

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

https://training.oranaskillscentre.com/documents/occupational-violence-and-aggression-risk-assessment-and-policy

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