WHS DOCUMENTS & TEMPLATES

DOC-VIO-CCV · Workplace Violence and Aggression Critical Control Verification Pack

Product Overview

For: Businesses whose workers deal with the public: WHS advisers, service managers, team leaders and control owners

Version 1.0 · 15 November 2026

SAMPLE

Field-ready Critical Control Verification forms for workplace violence and aggression: one for each of the 7 critical controls that stop a worker being physically assaulted or threatened with violence, or limit the harm when it happens, with the bowtie, a verification schedule and a short guide.

Most workplaces have controls for workplace violence and aggression: secure entries, client alerts, duress alarms, paired home visits, de-escalation and low cash holdings. The question is whether they are working today. A critical control verification (CCV) is the proof: a planned check, in the field, that a control that matters most is in place, in good condition, working as designed, used properly and not bypassed.

This pack gives you one CCV form for each of 7 critical controls (5 preventing, 1 preventing and mitigating, 1 mitigating) for the unwanted event: worker physically assaulted or threatened with violence. Each form shows where the control sits on the bowtie, what it must achieve, how it fails, and a checklist scored Pass, Fail or Non-conformance. Physical controls are Pass or Fail only; Non-conformance is kept for administrative items such as records and training dates. A Fail stops the work and is escalated as a high potential incident. The last page of each form has prompts for talking to the operators, workers and supervisors who use the control.

The full bowtie shows every control on one page, the schedule sets who verifies each one and how often, and the guide explains the method. Every form is editable, so you can adapt it to your site. Made by Orana Skills Centre.

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How to Use These CCVs

Workplace Violence and Aggression Critical Control Verification Pack

What a critical control verification is

The key word here is proof. Not assumption, not guesswork. A critical control verification (CCV) is a planned check, in the field, that one critical control is doing its job. It checks that the control:

- Exist
- Are in place and in good condition
- Are functioning as designed
- Are being used properly
- Are not being bypassed or failing silently

Each CCV form tests one control against its performance requirements, item by item, grouped by those five checks and then the records. It is not a general inspection, an audit, or a maintenance check: keep those, and use the CCVs alongside them for the few controls that matter most.

The bowtie and the critical controls in this pack

Hazard: Contact with people who may become aggressive. Unwanted event: Worker physically assaulted or threatened with violence. Work with clients, customers, patients, students, residents or members of the public, in offices, shopfronts, health and care settings, schools, transport, hospitality, retail and in people's homes, where a person may become aggressive or violent.

CCV	Critical control	Type	Sits on	At your site
CCV-01	Secure workplace with controlled entry, barriers and safe exits	Preventing	T2, T5	Use at every site where the threat or consequence is present.
CCV-02	Precautions applied for every client with a known risk of aggression	Preventing	T1	Use at every site where the threat or consequence is present.
CCV-03	Duress alarms carried, working and answered	Preventing and mitigating	T4 (preventing); C1, C2 (mitigating)	Works on both sides (the owner's rule): on T4 it brings help before an assault; on C1 and C2 it brings help that limits the harm. The checklist tests both roles.
CCV-04	No lone contact with clients assessed as high risk	Preventing	T3	Use at every site where the threat or consequence is present.
CCV-05	De-escalation by trained workers, with the authority to stop and leave	Preventing	T4	Use at every site where the threat or consequence is present.
CCV-06	Cash, medicines and valuables kept to a minimum and secured	Preventing	T2	Use where cash, medicines or valuables are held.
CCV-07	Response after an incident, with first aid, medical care, support and review	Mitigating	C2, C3	Use at every site where the threat or consequence is present.

Mitigating controls can be critical too, especially when they are the last line of defence. They are just as critical as prevention, and must be resourced, practised and verified.

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[Company name]

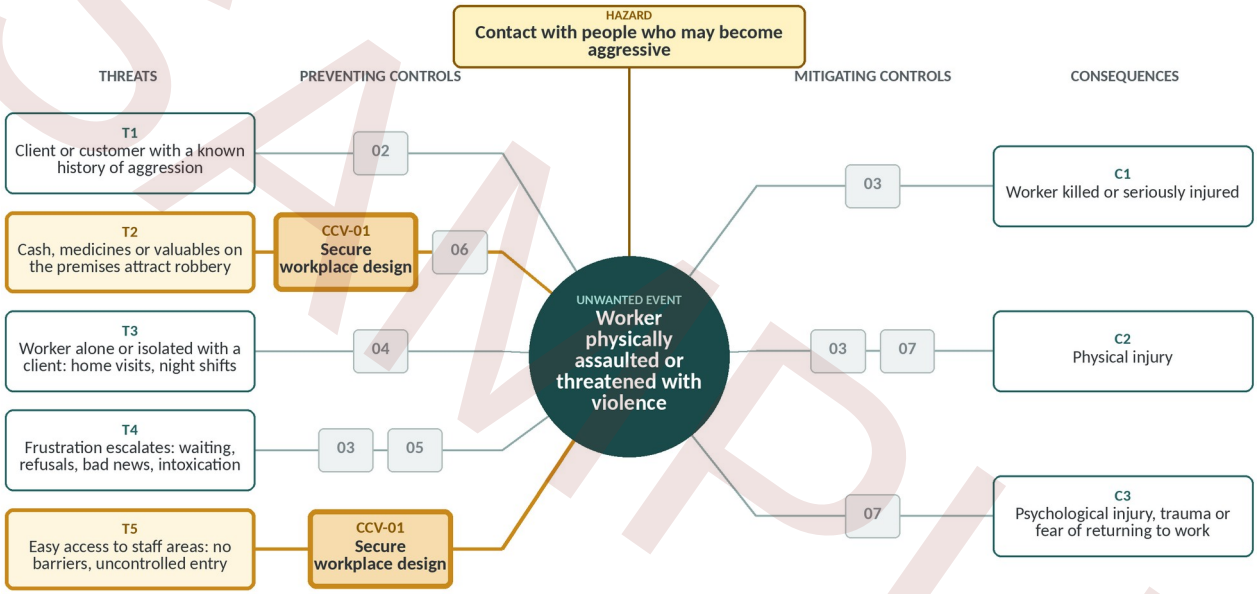
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CCV-01 Secure workplace with controlled entry, barriers and safe exits

Critical Control Verification · Preventing control · Workplace violence and aggression

Site or location		**Plant or area verified**	
Date and time		**Shift**	
Verified by (name and role)		**Control owner**	

1 Where this control sits on the bowtie



Amber: this control, CCV-01, on threat lines T2 and T5. Grey numbers: the other critical controls in this pack. Preventing controls sit left of the unwanted event and stop it happening; mitigating controls sit right of it and limit the harm.

2 The control

Control	Secure workplace with controlled entry, barriers and safe exits
Type	Preventing: it stops the unwanted event happening.
It sits on	Threat T2: Cash, medicines or valuables on the premises attract robbery; threat T5: Easy access to staff areas: no barriers, uncontrolled entry
Hierarchy of control	Isolation and Engineering
Objective	Keep aggressive people away from workers and give workers a way out: controlled entry to staff areas, counters and screens that keep distance, interview rooms with two exits or the worker nearest the door, good lighting and visibility, and a safe room or retreat.
Why it is critical	An aggressive person who can walk straight into staff areas, or a worker trapped in a room with the person between them and the door, is a set-up for assault. The layout decides whether a worker can step back and get away.

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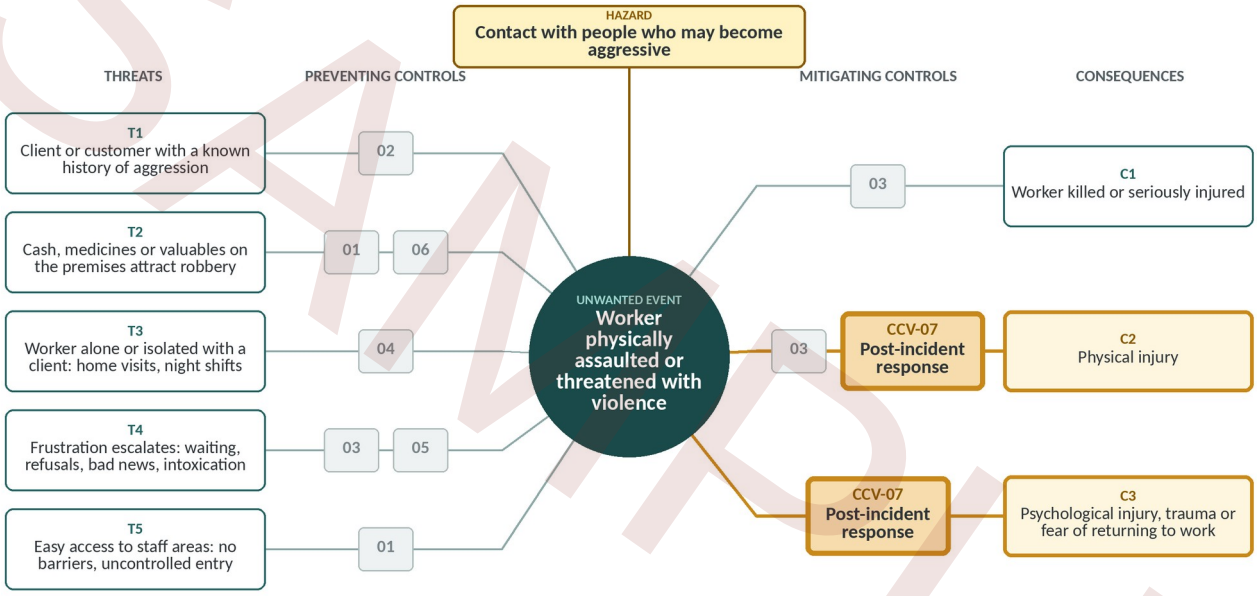
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CCV-07 Response after an incident, with first aid, medical care, support and review

Critical Control Verification · Mitigating control · Workplace violence and aggression

Site or location		**Plant or area verified**	
Date and time		**Shift**	
Verified by (name and role)		**Control owner**	

1 Where this control sits on the bowtie



Amber: this control, CCV-07, on consequence lines C2 and C3. Grey numbers: the other critical controls in this pack. Preventing controls sit left of the unwanted event and stop it happening; mitigating controls sit right of it and limit the harm.

2 The control

Control	Response after an incident, with first aid, medical care, support and review
Type	Mitigating: it limits the harm once the unwanted event has happened.
It sits on	Consequence C2: Physical injury; consequence C3: Psychological injury, trauma or fear of returning to work
Hierarchy of control	Administrative
Objective	After an assault or threat, make sure the worker is safe, gets first aid and medical care, is offered support through **[Support service]**, is not left alone or rostered back on without a check, and that the incident is reported and reviewed so the controls improve.
Why it is critical	The harm from violence does not end when the incident does. Fast medical care, support and a fair review limit the physical and psychological injury, and help workers feel safe to come back.

3 Performance requirements

What the control must achieve. The checklist in part 5 tests each one.

No.	The control must meet this requirement
R1	The worker is moved to safety and given first aid and medical care as needed.

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END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. Field-ready Critical Control Verification forms for workplace violence and aggression: one for each of the 7 critical controls that stop a worker being physically assaulted or threatened with violence, or limit the harm when it happens, with the bowtie, a verification schedule and a short guide.

What the full product contains

- **7 Critical Control Verification forms, one per critical control (5 preventing, 1 preventing and mitigating, 1 mitigating): each with its bowtie, objective, performance requirements, failure modes, a Pass / Fail / Non-conformance checklist, the overall result, actions, a page of prompts for talking to the people who use the control, and sign-off**
  03_CCV_FORMS/ (Word and PDF)
- **The critical controls: CCV-01 Secure workplace design (preventing); CCV-02 Known-risk precautions (preventing); CCV-03 Duress alarm and response (preventing and mitigating); CCV-04 No lone high-risk contact (preventing); CCV-05 De-escalate and leave (preventing); CCV-06 Low cash and valuables (preventing); CCV-07 Post-incident response (mitigating)**
  03_CCV_FORMS/CCV-01 to CCV-07
- **The full bowtie for workplace violence and aggression on one page: every threat, consequence and critical control**
  02_BOWTIE/Workplace Violence and Aggression Bowtie.docx and .pdf
- **The CCV schedule: who verifies each control, how often by exposure, the method and the record**
  04_CCV_SCHEDULE/CCV Schedule.docx and .pdf
- **The CCV schedule workbook: suggested frequency by exposure, next due dates and status by formula, dropdowns, no macros**
  04_CCV_SCHEDULE/CCV Schedule.xlsx
- **How to use these CCVs: the method, scoring, the response to a Fail or Non-conformance, frequency, and adapting the set to your site**
  01_START_HERE/How to Use These CCVs.docx and .pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- Excel (.xlsx), editable, with dropdowns and formulas (no macros)
- PDF copies of the Word documents, for printing blank
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