TOOLBOX TALK AWARENESS PACKAGES

HAZ-ROB · Armed Robbery and Theft Response Awareness

Product Overview

Audience: Checkout, counter, service station, pharmacy and other retail staff, and managers who handle cash, open and close or work alone · Duration: 20–30 minutes

Version 1.0 · 17 November 2026

For checkout, counter and service station staff: making robbery less likely, what to do during an armed robbery, never chasing a shoplifter, what to do once it is over, and support afterwards.

Shops, service stations, convenience stores, pharmacies and other businesses that hold cash or valuable stock can be robbed, sometimes by a person with a weapon. Staff are also hurt every year trying to stop shoplifters. Cash and stock can be replaced; people cannot. WHS or OHS laws require the business to manage the risk like any other, starting with how much cash is held, the layout and the staffing, not just telling people what to do on the day.

This talk covers how the store makes robbery less likely and less rewarding, what to do during an armed robbery (comply, do not resist, notice what you safely can), never chasing, detaining or searching a shoplifter, what to do once the robber has gone, and the debrief and support that help people recover. It is awareness, not security or cash-in-transit training.

Learning outcomes

By the end of the session participants will be able to:

- Explain why robbery and theft put workers at risk, and why cash and stock are never worth an injury
- Describe the controls that make robbery less likely and less rewarding: little cash, time-delay safes, layout, lighting and staffing
- Respond to an armed robbery safely: stay calm, comply, do not resist, and notice what you safely can
- Never chase, detain, search or physically stop a shoplifter, and report theft to the manager instead
- Know what to do once the robber has gone: lock up, call 000, keep the scene and witnesses
- Recognise common reactions after a robbery, take part in a debrief, and know the support available

What it covers

Module	Covers
Why it matters	Robbery and hold-ups; Shoplifting and confrontation; Cash and stock can be replaced
Controls that work	Little cash, less reward; Layout, lighting and staffing; Never chase or detain
Your part	During a robbery; Once it is over; Debrief and support

Activities

- Comply and notice: workers talk through what to do, and what to notice, during a robbery at the counter

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- Let it go: workers decide what to do in four theft and robbery situations, from a shoplifter to a threat after closing

What is in the package

Item	File
Editable PowerPoint presentation with speaker notes, plus PDF	02_TRAINING_PRESENTATION/Training Presentation.pptx and .pdf
Facilitator guide with a running sheet, discussion prompts and model answers	03_FACILITATOR_GUIDE/Facilitator Guide.docx and .pdf
Participant handout with the key points to take away	04_PARTICIPANT_HANDOUT/Participant Handout.docx and .pdf
Attendance record form, to capture who attended, when, and who facilitated	06_RECORDS/Attendance Record.docx and .pdf
Excel attendance register	06_RECORDS/Attendance Register.xlsx
Multiple-choice theory assessment, to record understanding if your business wants to	05_ASSESSMENT/Theory Assessment.docx and .pdf
Answer key for the assessment	05_ASSESSMENT/Assessment Answer Key.docx and .pdf
Certificate template	06_RECORDS/Certificate Template.docx
Start here: Read Me First, Product Overview, Permitted Use Terms, Version Information	01_START_HERE/ (four PDFs)

What you need to deliver it

- A facilitator such as a supervisor, leading hand or WHS adviser who has read the facilitator guide and knows your site's arrangements for the topic
- A screen or projector, or printed slides or handouts: it works in a crib room, site office or on a video call
- Your own site procedures for the topic, to point to during the session

Questions

Is this security or cash-in-transit training? No. It is awareness for everyone who works on a counter, handles cash or works alone. It does not train staff to restrain, detain or search anyone, which is security work with its own licensing, and it does not replace your store's own robbery procedure, which each worker should be shown.

Can we add our own site procedures and photos? Yes. The slides, handout and guide are editable, and the facilitator guide marks the places to add your own procedures, contacts and photos of your workplace.

Do we have to use the assessment? No. It is there if your business wants a record that each worker understood the key points. The attendance record on its own shows who attended and when.

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TOOLBOX TALK

Armed Robbery and Theft Response Awareness

Making robbery less likely, what to do during and after it, never chasing a thief, and support

20–30 minutes · Checkout, counter, service station, pharmacy and other retail staff, and managers who handle cash, open and close or work alone

[Company name] · [Date] · [Facilitator name]

ROB

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What this talk is, and is not

This talk covers

- ✓ Why robbery and theft matter
- ✓ Making robbery less likely
- ✓ During and after an armed robbery
- ✓ Never chasing a thief; support

This talk is not

- ✗ Security, arrest or restraint training
- ✗ Cash-in-transit training
- ✗ Aggressive customers in detail
- ✗ Our rules: **[Our robbery procedure]**

Awareness only. Detaining, searching or restraining a person is security work, with its own licensing.

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Why robbery and theft matter

Cash and stock can be replaced. People cannot.

- Armed robbery: at the counter, the safe, the back door or at closing
- Hold-ups with a knife, a syringe, a gun or a threat of one
- Shoplifters who turn violent when challenged or followed
- Late nights, working alone and cash on show raise the risk
- Harm lasts: injuries, shock, fear of coming back to work

A composite example

- A young worker sees a man fill a bag with razors and walk out. She follows him into the car park to get them back.
- He turns and threatens her with a needle. The razors were worth less than her shift's pay.

Nothing on the shelf or in the till is worth an injury.

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Duties under WHS or OHS laws

The business must

- Manage the risk of robbery and violence
- Limit cash and set up the store to deter it
- Train staff in the robbery procedure
- Support staff afterwards, and review

You must

- Follow the store's robbery procedure
- Never chase, detain or search anyone
- Not put yourself at risk for cash or stock
- Report every robbery, theft and threat

Victoria's OHS laws set similar duties in their own terms.

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The order of controls for robbery

1 Elimination No cash or high-value stock where it can be reached: card only, stock locked away

2 Substitution Little cash in tills; time-delay and drop safes; cash collection service

3 Isolation Secure counters, night pay windows, locked back doors

4 Engineering Lighting, clear sight lines, CCTV where used, duress alarms

5 Administrative Two on at night, cash procedures, training, check-ins

6 PPE Not relevant: safety comes from the controls above

HIGHER ORDER

Higher order controls remove or control the hazard at the source, or put a barrier between people and the hazard.

LOWER ORDER

Lower order controls rely on people to do a thing or wear a thing, every time, tired, distracted or rushed.

Behaviours are not on the hierarchy, but behaviours and culture decide whether every control on it actually works.

A time-delay safe is a control. 'Be brave' is not.

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TOOLBOX TALK · HAZ-ROB

Armed Robbery and Theft Response Awareness

Participant handout · keep this

Robbery and theft put workers at risk. Cash and stock can be replaced; you cannot. Keep this page.

The order of controls

1. No cash or valuable stock within reach
2. Little cash in tills; time-delay safes
3. Secure counters, night windows, locked doors
4. Lighting, sight lines, CCTV, duress alarms
5. Two on at night, cash procedures, training
6. Your own safety comes first

During a robbery

- Stay calm; comply; hands visible
- Say before you move; glance, do not stare
- No alarm they could see or hear

Never

- Resist, argue, follow or chase
- Chase, detain or search a shoplifter

Every shift

- ☐ Do I know how little cash should be in my till, and when it goes to the safe?
- ☐ Do I know where the duress alarm is, and when not to use it?
- ☐ Do I know the rule: never chase, detain or search anyone?
- ☐ Do I know what to do once a robber has gone?
- ☐ Do I know who to call, and where support is?

Once they have gone

- Lock up; first aid; call 000, then: **[Who to call after a robbery here]**
- Keep the scene and witnesses; write down what you remember

After it

- **[Who to report to here]**
- Debrief; support: **[Support service]**

Comply, do not resist, notice what you safely can, call 000 once it is safe.

This is awareness training. It is not a licence, a ticket, a permit or a competency. It is not security, arrest or cash-in-transit training.

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