TOOLBOX TALK AWARENESS PACKAGES

HAZ-VIO · Workplace Violence and Aggression Awareness

Product Overview

Audience: All workers · Duration: 20–30 minutes

Version 1.0 · 8 November 2026

For workers who deal with customers, clients, patients or the public: recognising warning signs, staying safe, and reporting every incident.

Violence and aggression at work includes physical assault, threats, abuse, intimidation and throwing objects, by customers, clients, patients, members of the public or co-workers. It is a psychosocial hazard that WHS or OHS laws require businesses to manage like any other risk. It is not part of the job.

This talk covers what counts as violence and aggression, the warning signs, basic de-escalation and getting to safety, the controls in the work design, and why reporting every incident matters even when nobody was hurt.

Learning outcomes

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

- Describe what workplace violence and aggression includes, from verbal abuse and threats to physical assault
- Explain that it is a hazard the business must manage, and is not an acceptable part of any job
- Recognise warning signs of escalating aggression
- Use basic de-escalation and know when to leave, get to a safe place and call for help
- Describe workplace controls such as layout, staffing, cash handling, duress alarms and procedures for high risk situations
- Report every incident, including verbal abuse, and know where to get support afterwards

What it covers

Module	Covers
What it is	Abuse, threats, intimidation and assault; Who it comes from; A hazard to be managed, not tolerated
Controls in the work	Workplace design and layout; Staffing, cash handling and lone work; Alarms, procedures and refusing service
In the moment	Warning signs; Keeping calm and creating distance; Leaving and calling for help
Afterwards	Reporting every incident; Support and debriefing; Police involvement

Activities

- Warning signs: workers identify escalation signs in three short scenarios and choose their response
- Our controls: workers list the controls in their own workplace and where they fall short

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · HAZ-VIO Workplace Violence and Aggression Awareness v1.0 · The full package contains the complete materials.

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 self-defence or restraint training? No. It covers recognising aggression, keeping distance, de-escalation and getting to safety. Physical intervention and restraint need specialist training and should only be part of a planned control where your risk assessment requires it.

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.

Version 1.0 · 8 November 2026 · Orana Skills Centre. © 2026 Orana Skills Centre. All rights reserved.

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · HAZ-VIO Workplace Violence and Aggression Awareness v1.0 · The full package contains the complete materials.

TOOLBOX TALK

Workplace Violence and Aggression Awareness

Recognise the warning signs, get to safety, and report every incident

20–30 minutes · All workers

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

VIO

SAMPLE · HAZ-VIO Workplace Violence and Aggression Awareness v1.0 · The full package contains the complete materials.

What this talk is, and is not

This talk covers

- ✓ What violence and aggression include
- ✓ The controls in the work
- ✓ Warning signs, de-escalation and getting to safety
- ✓ Reporting every incident, and support

This talk is not

- ✕ Self-defence or restraint training
- ✕ Security or crowd control work
- ✕ Counselling
- ✕ Our procedure: **[Your violence and aggression procedure]**

Awareness only. Physical intervention and restraint need specialist training. Security work needs a licence.

SAMPLE · HAZ-VIO Workplace Violence and Aggression Awareness v1.0 · The full package contains the complete materials.

What it is

Any incident where a worker is abused, threatened or assaulted in a situation arising out of, or in the course of, their work.

- Verbal abuse, yelling, swearing and insults
- Threats, intimidation, stalking and following, in person, by phone or online
- Throwing objects, damaging property, spitting
- Pushing, hitting, kicking, biting and assault with a weapon
- From customers, clients, patients, the public, co-workers, or someone's family member at work

A composite example

- A receptionist is sworn at most days by people waiting. It is treated as normal: 'that's the job'.
- Nobody reports it. One afternoon a man waiting an hour comes over the counter. There was no screen, no alarm and no plan.

It is not part of the job, whoever it comes from.

SAMPLE · HAZ-VIO Workplace Violence and Aggression Awareness v1.0 · The full package contains the complete materials.

Duties under WHS or OHS laws

The business must

- Manage violence and aggression like any other risk: eliminate it, or minimise it
- Design the work, layout and staffing to prevent it
- Provide alarms, procedures, training and support
- Consult workers, and act on incident reports

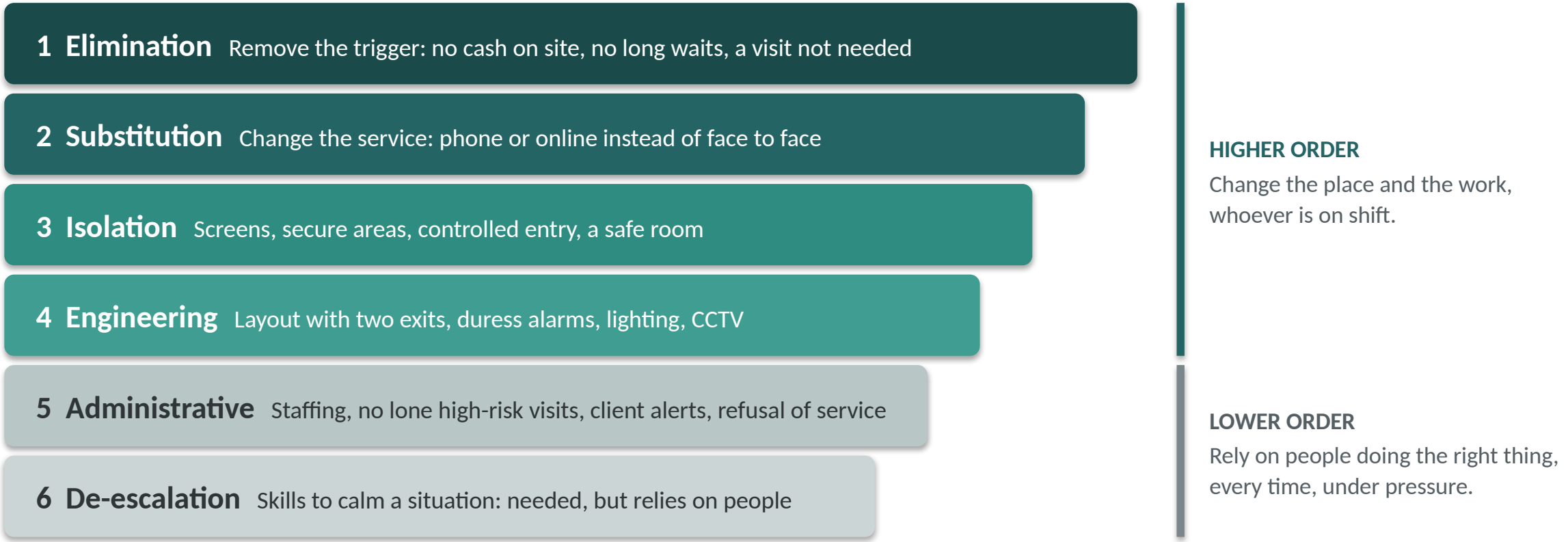
You must

- Follow the procedures and use the controls provided
- Not be violent or aggressive to anyone at work
- Get to safety, and do not put yourself or others at risk
- Report every incident, including verbal abuse

Violence and aggression is a psychosocial hazard: WHS and OHS laws require it to be managed. Some incidents must be notified to the regulator.

SAMPLE · HAZ-VIO Workplace Violence and Aggression Awareness v1.0 · The full package contains the complete materials.

The order of controls for violence



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

Start at the top. De-escalation is the last line, not the first.

SAMPLE · HAZ-VIO Workplace Violence and Aggression Awareness v1.0 · The full package contains the complete materials.

TOOLBOX TALK · HAZ-VIO

Workplace Violence and Aggression Awareness

Participant handout · keep this

Violence and aggression at work includes verbal abuse, threats, intimidation and assault, from customers, clients, patients, the public or co-workers. It is a hazard the business must manage. It is not part of the job. Keep this page.

The order of controls

1. Remove the trigger: no cash on site, no long waits
2. Change the service: phone or online
3. Screens, secure areas, controlled entry
4. Layout with a way out, duress alarms, lighting
5. Staffing, no lone high-risk visits, client alerts, refusal of service
6. De-escalation: the last line, not the first

Warning signs

- Raised voice, swearing, rapid speech
- Pacing, clenched fists, pointing, a fixed stare
- Invading your space; alcohol, drugs or great distress
- Threats, or picking up or throwing objects

Keep calm, create distance

- Speak slowly and quietly; acknowledge; offer a real option
- More than an arm's length; keep your way out clear
- Signal for help early: **[How to call for help here]**

Leave when

- De-escalation is not working, or you feel unsafe
- There is a weapon or a threat
- Let them go: never block, chase or restrain
- Your safety comes before cash and stock

Report every incident

- **[Who to report to here]**
- **[How to report an incident here]**
- Including verbal abuse, even if nobody was hurt

Support

- Employee assistance program: **[Your EAP or support contact]**
- Lifeline: 13 11 14, 24 hours
- 1800RESPECT: 1800 737 732, for sexual, domestic or family violence
- Danger now: Triple Zero (000)

It is not part of the job. Get safe, then report it.

This is awareness training. It is not a licence, a ticket, a permit or a competency. It is not self-defence, restraint or security training.

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · HAZ-VIO Workplace Violence and Aggression Awareness v1.0 · The full package contains the complete materials.