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# Appendix 1

## Acknowledgements

In preparing this report I have received invaluable advice and assistance from a number of people in the course of an intensive and time constrained search for best practice literature and policies. The resultant review which is produced in this report is much enriched by this advice and assistance, but the responsibility for all that is contained within it is entirely my own.

I wish to thank in particular Michelle Whitehead, the project manager and Comcare's Co-Director Prevention and Injury Management, for her continuous and unflinching support, and the provision of a range of material to inform the search process. I am also most grateful to Anthony Vane, Acting Business Manager Workplace Health at Centrelink, for his help including arranging for me to visit several Centrelink offices in Western Sydney. At those offices I met and talked with numbers of Centrelink staff but was guided throughout by Mark Sinclair, Security Contact Officer Business and Information Protection.

Many academic and professional friends and colleagues have also provided guidance. These include Claire Mayhew, Vaughn Bowie, Paul Wilson, Bill Salter, Beverley Raphael, Garry Stevens, Doug Mackinnon, Mark Loves, Adam Dolnick, Ross Homel, Lorraine Mazerolle, Amanda King, James Robertson, Nina Ralph and Rhonda Moore.

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## Appendix 2

### Employers in the Commonwealth jurisdiction

Updated with the permission of the author as of 1/1/2009

Australian Defence Force

Army, Navy, Air Force

Australian Fisheries Management Authority

Australian Pesticides and Veterinary Medicines Authority

Australian Wine and Brandy Corporation

Cotton Research and Development Corporation

Department of Agriculture Fisheries and Forestry

Export Wheat Commission

Fisheries Research and Development Corporation

Grains Research and Development Corporation

Grape and Wine Research and Development Corporation

Land and Water Australia

Snowy Hydro Ltd

Sugar Research and Development Corporation

Rural Industries Research and Development Corporation

Administrative Appeals Tribunal

Attorney-General's Department (D Branch)

Australian Commission for Law Enforcement Integrity

Australian Crime Commission

Australian Customs Service

Australian Federal Police (AFP)

Australian Government Solicitor

Australian Institute of Criminology

Australian Law Reform Commission

Australian Transaction Reports and Analysis Centre

CrimTrac Agency

Office of the Commonwealth Director of Public Prosecutions

Family Court of Australia

Attorney-General's Department

Federal Court of Australia

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Federal Magistrates Court of Australia  
 High Court of Australia  
 Human Rights and Equal Opportunity Commission  
 Insolvency and Trustee Service Australia  
 National Capital Authority  
 National Native Title Tribunal  
 Office of Parliamentary Council  
 Australian Broadcasting Corporation (ABC)  
 Australian Communications and Media Authority  
 Department of Broadband Communications and the Digital Economy  
 Special Broadcasting Service (SBS)  
 Australian Fair Pay Commission Secretariat  
 Australian Industrial Registry  
 Australian National University  
 Comcare  
 Department of Education Employment and Workplace Relations  
 Office of the Australian Building and Construction Commission  
 Workplace Ombudsman  
 Workplace Authority  
 Army and Air force Canteen Services  
 Australian Marine Science and Technology Ltd  
 Australian Strategic Policy Institute Ltd  
 Defence Housing Australia  
 Department of Defence  
 Department of Veterans' Affairs  
 Military Superannuation and Benefits Board of Trustees  
 RAAF Veterans Residencies Trust  
 RAAF Welfare Trust Fund  
 Royal Australian Navy Central Canteens Board  
 Australian War Memorial  
 Australian Business Arts Foundation  
 Australian Film Commission  
 Australian Film Television and Radio School  
 Australian National Maritime Museum  
 Bureau of Meteorology  
 Department of Environment, Water, Heritage and the Arts  
 Environmental Research Institute of the Supervising Scientist  
 Great Barrier Reef Marine Park Authority  
 Murray-Darling Basin Commission

National Environment Protection Council Service Corporation  
National Gallery of Australia  
National Library of Australia  
National Museum of Australia  
National Water Commission  
Office of the Renewable Energy Regulator  
Sydney Harbour Federation Trust  
The Australian Council for the Arts  
Director of National Park  
Aboriginal Hostels Ltd  
Anindilyakwa Land Council  
Central Land Council  
Department of Families, Housing, Community Services and Indigenous Affairs  
Equal Opportunity for Women in the Workplace Agency  
Indigenous Business Australia  
Indigenous Land Corporation  
Northern Land Council  
Tiwi Land Council  
Torres Strait Regional Authority  
Wreck Bay Aboriginal Community  
Albury-Wodonga Development Corporation  
Australian Electoral Commission  
Australian Reward Investment Alliance (ARIA)  
Commonwealth Superannuation Administration (Comsuper)  
Department of Finance and Deregulation  
Future Fund Board of Guardians  
Future Fund Management Agency  
Medibank Private Ltd  
National Archives of Australia  
National Film and Sound Archive  
Australian Centre for International Agricultural Research  
Australian Trade Commission  
Department of Foreign Affairs and Trade  
Export Finance and Insurance Corporation  
Australian Institute of Health and Welfare  
Australian Radiation Protection & Nuclear Safety Agency  
Australian Sports Anti-Doping Authority  
Australian Sports Commission  
Cancer Australia

Department of Health and Ageing  
 Food Standards Australia, New Zealand  
 National Blood Authority  
 National Health and Medical Research Council  
 Private Health Insurance Administration Council  
 Private Health Insurance Ombudsman  
 Professional Services Review  
 Australian Hearing  
 Centrelink  
 Health Services Australia Ltd  
 Department of Human Services  
 Medicare Australia  
 Department of Immigration and Citizenship  
 Migration Review Tribunal and Refugee Review Tribunal  
 Airservices Australia  
 ARTC Services Company Pty Ltd  
 Australian Maritime Safety Authority  
 Australian Rail Track Corporation Ltd  
 Civil Aviation Safety Authority  
 Department of Infrastructure, Transport, Regional Development and Local Government  
 National Transport Commission  
 Anglo-Australian Telescope Board  
 Australian Institute of Aboriginal and Torres Strait Islander Studies  
 Australian Institute of Marine Science  
 Australian Nuclear Science Technology Organisation  
 Australian Research Council  
 Commonwealth Scientific and Industrial Research Organisation  
 Department of Innovation, Industry, Science and Research  
 Department of the House of Representatives  
 Department of Parliamentary Services  
 Department of the Senate  
 Australian Institute of Family Studies  
 Australian National Audit Office  
 Australian Public Service Commission  
 Department of Climate Change  
 Department of Prime Minister and Cabinet  
 Commonwealth Ombudsman  
 Office of the Inspector General of Intelligence and Security  
 Office of National Assessments

Office of the Official Secretary to the Governor General  
Office of the Privacy Commissioner  
Department of Resources, Energy and Tourism  
National Offshore Petroleum Safety Authority  
Tourism Australia  
Auditing and Assurance Standards Board  
Australian Accounting Standards Board  
Australian Bureau of Statistics  
Australian Competition and Consumer Commission  
Australian Energy Regulator  
Australian Prudential Regulation Authority  
Australian Reinsurance Pool Corporation  
Australian Securities and Investments Commission  
Australian Taxation Office (ATO)  
Commonwealth Grants Commission  
Corporations and Markets Advisory Committee  
Department of the Treasury  
National Competition Council  
Note Printing Australia Ltd  
Office of the Inspector General of Taxation  
Productivity Commission  
ACT Chief Ministers Department  
Australian International Hotel School  
ACT Government  
Australian Air Express Pty Ltd  
Australian Postal Corporation  
Asciano (Formerly Pacific National (ACT) Ltd)  
Avanteos Pty Ltd  
BIS Industries Ltd  
Border Express Pty Ltd  
Chubb Security Services Ltd  
Colonial First State Property Management Pty Ltd  
Colonial Services Pty Ltd  
Commonwealth Bank of Australia Ltd  
Commonwealth Insurance Ltd  
Commonwealth Securities Ltd  
CSL Ltd  
John Holland Pty Ltd  
John Holland Group Pty Ltd

John Holland Rail Pty Ltd  
K&S Freighters Pty Ltd  
Linfox Armaguard Pty Ltd  
Linfox Australia Pty Ltd  
National Australia Bank Ltd  
National Wealth Management Services Ltd trading as MLC  
Optus Administration Pty Ltd  
Reserve Bank of Australia  
Telstra Corporation Ltd  
Thales Australia (formerly ADI Ltd)  
Visionstream Pty Ltd  
TNT Australia Pty Ltd  
Transpacific Industries Pty Ltd



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# Appendix 3

## Item one: Risk Identification Checklist

from Health Care Facility/Service Safety Management System, Workplace Health and Safety Queensland, Element – Aggressive Behaviour Prevention and Management

The following checklist is intended to assist employers and workers to identify risk factors associated with workplace aggression. The list of items in this Checklist are not exhaustive, nor may all of the factors described below be relevant to all circumstances where workplace aggression is a hazard at this health care facility/service. N.B. if a risk factor is identified a risk assessment should then be conducted and where necessary appropriate risk controls implemented.

Key Risk Areas to Assess	Name of work area: Members of assessment team: Date of Assessment:	No	Yes	Are controls adequate? Y/N
Risk Identification	Have there been any recorded incidents of workplace aggression in the last 12 months?			
	Have workers been threatened in the past?			
	Have the recorded incidents of workplace aggression resulted in serious injury or impact?			
	Has a risk identification/assessment been conducted and documented within last 12 months for this work area?			
Work Environment	Is work performed in unfamiliar environments?			
	Is it easy for an aggressor to get physical access to a worker?			
	Are workers working in isolated locations?			
	Can worker/s retreat to a safe place?			
	Is it difficult for workers to communicate when threatened?			
	Is emergency communication equipment such as duress alarms, telephones available and accessible to staff?			
	Does the building have multiple access points? <ul style="list-style-type: none"> <li>• Assess: building access and egress points are controlled especially after hours, for example: <ul style="list-style-type: none"> <li>– locking of some access points</li> <li>– monitoring devices designed to detect unauthorised entry/exit</li> </ul> </li> </ul>			
Does building design/layout impair visibility of potential threats to safety?				

Key Risk Areas to Assess	Name of work area: Members of assessment team: Date of Assessment:	No	Yes	Are controls adequate? Y/N
	Is external lighting inadequate? <ul style="list-style-type: none"> <li>Assess: lighting in car parks, general grounds, walkways, areas adjacent to entry/exit, etc. should be to a level at least that indicated in an appropriate standard.</li> </ul>			
	Is the environment uncomfortable for clients?			
	Is a Quiet area for agitated persons or persons likely to be agitated available?			
	Can persons access staff work areas with little impediment? For example, assess width/height of counters, ease of access to work areas?			
	Is there a lack of security devices e.g. security passes, electronic card access available?			
	Are interview rooms designed to allow visual contact with the outside?			
	Do interview rooms have only one exit?			
	Is there a policy for the use of interview rooms?			
Procedures	Is there a procedure for summoning assistance during an emergency involving physical aggression? For example, <ul style="list-style-type: none"> <li>Duress alarm/call bell</li> <li>Internal Emergency number</li> <li>Dedicated "key" words are used, eg Code Black, Yellow, etc</li> <li>Switchboard response according to the Key word used</li> <li>External emergency number – Police</li> </ul>			
	Is there a procedure to control the aggressive person – patients, staff, and others? For example, <ul style="list-style-type: none"> <li>Physical Restraint Procedure</li> </ul>			
	Is there a procedure for managing the aggressive person? For example, <ul style="list-style-type: none"> <li>Seclusion</li> <li>observation</li> </ul>			
	Is there a Procedure that outlines what PPE staff involved in Physical Restraint need to be wearing?			
	Is there a policy and procedure, training and instruction to staff regarding sexual assault?			
	Is there a policy and procedure, training and instruction to staff regarding harassment and sexual harassment?			

Key Risk Areas to Assess	Name of work area: Members of assessment team: Date of Assessment:	No	Yes	Are controls adequate? Y/N
Work Practices	Are there likely to be service delays?			
	Are there likely to be circumstances that would frustrate clients?			
	Do workers have the responsibility for cash, other valuable items, or drugs?			
	Are workers providing community outreach services?			
	Do workers ever work alone?			
	Would it be difficult for a worker to seek assistance if threatened or attacked?			
	Does the workplace regularly check and test security and emergency response procedures?			
High Risk Areas	Have high risk areas been identified and documented risk assessments completed?			
	Are there workers who have not received training in how to deal with aggressive clients? For example, de-escalation techniques.			
	Do staff have the appropriate workplace knowledge and skills to deal with aggressive clients?			
	Are any workers unaware of the policy and procedures on workplace aggression?			
	Has Appropriate information, instruction or training been provided to all workers as follows: <ul style="list-style-type: none"> <li>risk factors associated with aggressive behaviour</li> <li>motivation for aggression/violence</li> <li>signs of impending violence</li> <li>prevention measures in place to control risk</li> <li>workplace policy and procedures (including emergency and post incident responses) that are in place to manage aggressive behaviour</li> <li>what to do if a aggression incident occurs?</li> </ul>			
	Has specific training been provided for members of Response teams that includes: <ul style="list-style-type: none"> <li>Roles</li> <li>Restraint procedures</li> <li>Practice of team restraint approach</li> <li>Use of equipment, including restraint equipment</li> <li>Use of PPE?</li> </ul>			
	Have workers been trained and instructed in relation to policy and procedure regarding harassment and sexual harassment/assault?			

Key Risk Areas to Assess	Name of work area: Members of assessment team: Date of Assessment:	No	Yes	Are controls adequate? Y/N
Client Behaviour	Is there a method to assess or identify potential/history of/for aggression or violence on admission of patients?			
	Is there a process for documenting client aggression risk factors in care plan/pathway documentation?			
Notification and Record keeping	Are records kept of every incident that involves the use of any kind of restraint or any act of aggression (physical, or non-physical such as harassment)?			
PPE	Is the following PPE available to members of the restraint teams: – Latex gloves – Face/eye protection – Control pads?			
Evaluation	Is a critical incident debriefing carried out after each aggression incident?			
	Is there a repeat of risk assessment when there is a significant change in the facilities/services environment, role, responsibilities, functions, property, buildings, or number of significant security incidents?			
	Are aggression incident reports reviewed?			
	Is an audit of the Aggressive Behaviour Risk Management system performed on at least a yearly basis?			
Administrative	Do staff wear badge neck lanyards that do not release when certain pressure is applied?			
	Is access to patient belongings not controlled, e.g. In emergency department storing patient belongings on tray at base of trolley?			
	Do patients remain in their own clothing when admitted to the emergency department?			
	Is there a means of summoning assistance if working alone?			
	Is there a procedure for movement inside and outside facility buildings after dark?			

## Item two: Audit Tool

from Health Care Facility/Service Safety Management System, Workplace Health and Safety Queensland, Element – Aggressive Behaviour Prevention and Management

### Element: Aggressive Behaviour Prevention And Management

Rules for use of Audit Tool: Where “yes” is answered for a question the required evidence must be found by the Auditor; If “no” is answered Recommendations must be made so as to meet the “assessment criteria”; if N/A is answered a reason for this must be documented in the “comments/recommendations” column.

WORK UNIT/SERVICE:

DATE:

AUDITORS:

Assessment Item Number	Assessment Criteria:	Examples of Evidence Required	Yes	No	N/A	Comments/ Recommendations
1.0	Workplace Health and Safety Risk Management					
	Has responsibility for the aggression management and prevention been designated to the chief executive officer?	Clearly stated in duty statement				
	Has a person been designated to be responsible for the aggression risk management process at the facility/service?	Position description document				
2.0	Risk Identification and Assessment					
2.1	Identification of risks has occurred utilising the following sources of information:					
2.1.1	Workplace inspections	Completed risk identification/ assessment documents, staff surveys				
2.1.2	Security assessments	Look for evidence of security assessment for the facility that includes building access, car park security, etc				
2.1.3	Review of Incident/ investigation reports	Document that summarises reported incidents, location, type of staff or client involved				
2.1.4	Workers' Compensation records	Document that summarises workers compensation claims arising from aggressive incidents				

Assessment Item Number	Assessment Criteria:	Examples of Evidence Required	Yes	No	N/A	Comments/ Recommendations
2.2	Is a process in place for identifying patient/resident risk factors on admission?	A risk assessment form that identifies risk factors as outlined in sub-element 2 is used at admission				
2.3	Are patient/client/resident risk factors noted and documented in care plan/pathway?	Look at examples of such documentation				
2.4	Risk assessments and controls have been documented for the following areas of special risk:	View risk assessment documents, assess implementation of documented controls by observation and questioning of staff				
2.4.1	Emergency department					
2.4.2	Mental Health facilities/services					
2.4.3	Home visits					
2.4.4	Movement of staff and others at night					
2.4.5	Public Interface areas					
2.4.6	Isolated work areas					
2.4.7	Storage of pharmaceuticals					
2.4.8	Staff and Visitor accommodation					
2.4.9	External agency activities					
2.4.10	Visitors					
2.4.11	Areas where persons may be waiting for long periods?					
2.4.12	Psycho-geriatric areas					
2.5	Has an assessment of the physical environment/design of all work areas been carried out in relation to opportunity for persons to engage in physical aggression	View documentation and assess environment against Sub-Element 3.1				
2.6	A human resource process exists to manage employees engaging in aggressive behaviour.	Code of Conduct implemented, appropriate policy				

Assessment Item Number	Assessment Criteria:	Examples of Evidence Required	Yes	No	N/A	Comments/ Recommendations
3.0	Risk Control					
3.1	Is there a written zero tolerance policy regarding the occurrence of aggressive	View this document				
3.2	Is there a complaints mechanism available for staff and users of the health care	Review procedure and question staff, review collected data.				
3.3	Where appropriate are the following engineering controls in place in each work unit, high risk areas:	Observe the work area				
3.3.1	Quiet area for agitated persons or persons likely to be agitated	Observation of this				
3.3.2	Access to work areas is minimised?	Observation of this				
3.3.3	Emergency communication	Observation of this				
3.3.5	Security surveillance cameras	Observation of this				
3.3.6	Barriers (e.g. security doors, unbreakable screens)	Observation of this				
3.3.7	Security devices (e.g. electronic card access)	Observation of this				
3.3.8	Building access/ egress points are locked after dark	Observation of this				
3.3.9	Portable duress alarms	Observation of this				
3.3.10	Lighting in carparks, walkways, general grounds, areas adjacent to entry/exit are to an appropriate standard	Observation of this				
3.3.11	Interview rooms are constructed so as to allow visual contact with outside and have duress alarms	Observation of this				
3.4	Rostering of staff considers the appropriate skill mix for the work area?	Evidence: question manager for area				
3.5	Volunteers, agency staff, students are provided with clinical and professional supervision	Question these people as to supervision available				

Assessment Item Number	Assessment Criteria:	Examples of Evidence Required	Yes	No	N/A	Comments/ Recommendations
3.6	High risk areas situations where staff are working alone is avoided or reduced?	Identify such situations and view documented risk assessments for working alone situations				
3.7	Home visits: Procedures are in place that include:	Review the procedure and look for evidence of implementation				
3.7.1	Providing police escorts upon request	Question staff				
3.7.2	Keeping timetables recording details of client visits	Question staff				
3.7.3	Check in requirements	Question staff				
3.7.4	Carrying of duress alarms and mobile phones during visits	Question staff				
3.7.5	Documented risk assessment for each home client	Review selected number of at home client charts and review if risk assessment documented				
3.8	Written policy, procedures are in place for managing physical aggressive behaviour incidents that include:	Review policy and procedures				
3.8.1	De-escalation					
3.8.2	Summon assistance					
3.8.3	Response					
3.8.4	Management					
3.8.5	Critical incident debriefing					
3.9	Restraint: if restraint is used for management of aggressive persons do clear procedures outline rules	Review procedure document				
3.10	Persons expected to be involved in restraint procedure have been trained and instructed	Question members of restraint teams against the contents of restraint procedure; review training records; look for evidence of regular practicing of restraint process by the team.				

Assessment Item Number	Assessment Criteria:	Examples of Evidence Required	Yes	No	N/A	Comments/ Recommendations
3.11	Physical aggression response processes are practiced and evaluated at least 6 monthly	View training records, question members of restraint team				
3.12	Training and instruction have occurred for the management of Physical aggression.	Review content of training outline; question staff about knowledge; review training records, including competency assessment records				
3.13	Policy, procedure, training, and instruction are in place for the management of sexual assault	Review content of Policy and procedure, training documents; question staff as to knowledge of Policy/procedure contents				
3.14	Policy, procedure, training, and instruction are in place for the management of non-physical aggression (e.g. sexual harassment and general harassment).	Review content of Policy and procedure, training documents; question staff as to knowledge of Policy/procedure contents				
3.15	Visitor access is controlled	Review procedure on visitor access especially after hours				
3.16	Security measures are in place so staff can travel in groups to or from vehicles after dark	Question staff				
3.17	Where a car park in the control of the employer security cameras are in place	Observe if this is in place				
3.18	Badge lanyards worn by staff are of the type that releases easily when certain pressure is applied	Assess lanyards				
3.19	Access to client belongings are controlled in high risk areas	Question staff about how client belongings are checked for weapons				

Assessment Item Number	Assessment Criteria:	Examples of Evidence Required	Yes	No	N/A	Comments/ Recommendations
3.20	Staff, patients, visitors are provided with written information regarding behaviour expected of them in a health care setting	View the written documents				
3.21	A training matrix has been developed that identifies the training needs of all staff members in relation to aggressive behaviour prevention and management	View the training matrix and training content				
3.22	Content of staff training is documented	View the training content; training content reflects policy and procedures				
3.23	Records of staff attendance at training are maintained	View the records				

## B2 Sample Worker Survey on Violence and Aggression in the Workplace

Use this tool to obtain staff input. Change, delete, or ignore items that are not relevant to your organisation.

Section 4.27 of the Occupational Health and Safety Regulation defines violence as “the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker”. Violence and aggression also include any threatening statement or behaviour that gives you reasonable cause to believe that you are at risk of injury.

This survey can help determine what work-related conditions in your job may place you at risk of workplace violence or aggression. This survey is an important part of the violence prevention program, which is aimed at preventing, or at the very least minimizing the impact of, violent incidents and aggression in your workplace.

You do not have to give your name or other information that could identify you. Answer the question or circle the appropriate answer; yes, no or don't know. Skip any question that does not apply to you.

Date: \_\_\_\_\_ Job Title: \_\_\_\_\_  Male  Female

Department/Work Location: \_\_\_\_\_

### Your Security on the Job

On a scale of 1 to 10, how concerned are you about your personal safety at work?  
(1 = not concerned, 10 = very concerned. Circle a number below)

1 2 3 4 5 6 7 8 9 10

On a scale of 1 to 10, how prepared do you feel to handle a violent situation or threat at work?  
(1 = not prepared, 10 = very prepared. Circle a number below)

1 2 3 4 5 6 7 8 9 10

Are security improvements needed at your workplace?  Yes  No  Don't Know

(If yes, check all that apply: add any others below.)

- |  |   |
|--|---|
| <input type="checkbox"/> Lighting  | <input type="checkbox"/> Secure areas to store personal belongings  |
| <input type="checkbox"/> Security personnel  | <input type="checkbox"/> Secure restrooms   |
| <input type="checkbox"/> Secure parking lot  | <input type="checkbox"/> Restricted public access to work areas   |
| <input type="checkbox"/> Patient/client transfers – violence-related information/risk factors are clearly communicated to receiving organisation/care giver. | <input type="checkbox"/> Security devices (cameras, alarms, panic buttons, etc.)                          |
| <input type="checkbox"/> Information on intake sheet about patient's or client's previous history or violent behaviour                                       | <input type="checkbox"/> Communication between employer and workers concerning violence prevention issues |

Other:

If you work in the community, are you given (Check all that apply, explain below if you wish.)

- |  |  |
|--|--|
| <input type="checkbox"/> The assistance of a buddy or security guard when needed | <input type="checkbox"/> A cellular phone or radio                         |
| <input type="checkbox"/> A security contact person                               | <input type="checkbox"/> The information you need about the patient/client |
| <input type="checkbox"/> The information you need about the area                 | <input type="checkbox"/> Timely assistance when you report a problem       |

Comments:

Violence Prevention Policy	Yes	No	Don't Know
Is there a written violence prevention policy for your workplace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you seen a copy of the policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there written procedures for violence prevention that deal with your work area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, are they easy to understand and follow?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you ever seen a copy of the procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Incident Reporting and Follow-up	Yes	No	Don't Know
Is there a system for reporting threats and incidents of violence and aggression?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, is it easy to understand and follow?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Are you required to report threats and incidents of violence and aggression?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, can you do so without fear of reprisal?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the supervisor/manager investigate incidents without undue delay?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the supervisor/manager take suitable corrective action without undue delay?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are police and emergency services called immediately when an incident involving a criminal act occurs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are co-workers briefed about a violent incident before coming on shift/dealing with a previously violent patient?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a program to provide support for workers who are victims of workplace violence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Education and Training	Yes	No	Don't Know
Have you received training on recognising and preventing workplace violence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you trained at least once a year or when your job duties change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that training was adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Is your training appropriate for the job that you do? (Is it tailored to your particular job duties?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Do you know what protocols (policies and procedures) exist in your workplace to deal with violence and it's consequences?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you know what standard of care your employer expects you to deliver when a particular patient/client is abusive or threatening towards staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you aware of the Occupational Health and Safety Regulations sections on violence in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Incident at Work	Yes	No
Have you been the victim of a violent incident on the job? If yes, please answer the following:	<input type="checkbox"/>	<input type="checkbox"/>
Type of Incident(s) (describe)		
Were you injured? (If yes, describe injuries)	<input type="checkbox"/>	<input type="checkbox"/>
Did you receive first aid or medical treatment? (If yes, describe)	<input type="checkbox"/>	<input type="checkbox"/>
Did you report the incident?	<input type="checkbox"/>	<input type="checkbox"/>
Were you offered defusing (an opportunity to express your thoughts about the incident, and learn about normal stress reactions and available services) within 8 hours?	<input type="checkbox"/>	<input type="checkbox"/>
If yes, was it done?	<input type="checkbox"/>	<input type="checkbox"/>
Were you offered Critical Incident Stress Management debriefing (a discussion with a facilitator to alleviate trauma and speed up recovery) within 24 to 72 hours?	<input type="checkbox"/>	<input type="checkbox"/>
If yes, was it done?	<input type="checkbox"/>	<input type="checkbox"/>
Your Recommendations		
In your opinion, what steps could be taken to make your workplace safer?		
<p>Name (Optional): _____</p> <p>(Adapted with permission from Violence on the Job, Labour Occupational Health Program, University of California, Berkeley, 1997, and from Drawing the Line, B.C health Association, Vancouver, 1993)</p>		

### B3 Sample Worksite Inspection Checklist

Use this checklist to record information about worksite hazards. Change, delete, or ignore items that are not relevant to your organisation.

Inspect the workplace for each item listed below. A building blueprint or floor plan may be useful. Mark areas of concern in the space provided so that the items can be reviewed and discussed later.

Worksite Environment	Comments
<p>Lighting</p> <ul style="list-style-type: none"> <li>Is lighting appropriate for all indoor building areas, grounds around the facility, and parking areas? (Lighting should meet the requirements of national standards and local building codes.)</li> </ul>	
<p>Staffing level</p> <ul style="list-style-type: none"> <li>Is staff available to meet violence prevention and/or response requirements?</li> <li>Where and how can extra staff be obtained in the event of an emergency, and are they likely to be able to respond promptly?</li> </ul>	
<p>Other patients</p> <ul style="list-style-type: none"> <li>Is privacy and quiet sufficient to prevent activities that centre around one patient/client from agitating others?</li> </ul>	
<p>General appearance and area</p> <ul style="list-style-type: none"> <li>Does the worksite look cared for?</li> <li>Is there graffiti on the walls or other parts of the facility?</li> <li>Are there signs of vandalism?</li> <li>Are there crime generators (liquor stores, bars, convenience stores, or vacant lots) in the area?</li> </ul>	
<p>Maintenance of general security systems</p> <ul style="list-style-type: none"> <li>Are broken windows, damaged door locks, and burnt-out light bulbs replaced promptly?</li> </ul>	
<p>Isolation</p> <ul style="list-style-type: none"> <li>How far away is the next area or building where help could be obtained in an emergency?</li> <li>How accessible are co-workers in the case of an emergency?</li> </ul>	
<p>Building perimeter</p> <ul style="list-style-type: none"> <li>How well kept is the property around the facility?</li> <li>Are there bushes/shrubs where someone could hide or that could conceal break and entry activities?</li> <li>Are there fences or other security measures?</li> <li>If so, are they well maintained?</li> <li>At the time of this inspection, did any areas feel isolated?</li> <li>In these areas, is there a telephone or a sign for emergency assistance?</li> <li>How far away is the nearest person who would be able to hear calls for help?</li> </ul>	
<p>Visibility</p> <ul style="list-style-type: none"> <li>Are there unfit or overgrown areas where an assailant could hide?</li> <li>Do any physical objects/structures obstruct your view?</li> <li>What would make it easier to see an assailant? (for example, mirrors, angled corners, transparent materials like glass, windows in doors, less shrubbery)</li> </ul>	

Worksite Environment (continued)	Comments
<p>Access control</p> <ul style="list-style-type: none"> <li>• Is the worksite building connected to any other buildings, or shared with other organisations?</li> <li>• Is access to the worksite (including access through adjacent workplaces) controlled?</li> <li>• Are access codes for doors/gate locks known to individuals other than staff?</li> <li>• Are offices designed and/or arranged so that public and private spaces are easily distinguished?</li> </ul>	
<p>Security system</p> <ul style="list-style-type: none"> <li>• Is there an alarm and lighting control panel to alert co-workers of a violent incident and its location?</li> <li>• If so, is the control panel monitored?</li> <li>• Are personal alarms or panic buttons available?</li> <li>• Where does the alarm or panic call go and whom does it alert?</li> <li>• How is the problem area identified?</li> <li>• Have motion sensors been installed at all entrances and exits?</li> <li>• Are security guards or buddy systems available at your location?</li> </ul>	
<p>Emergency response system</p> <ul style="list-style-type: none"> <li>• Has a protocol for summoning the emergency response team been established?</li> <li>• If so, has it been tested recently?</li> <li>• Is there an emergency contact number, and is it posted on phones?</li> <li>• Are emergency phone accessible in all areas?</li> </ul>	
<b>Entrapment Sites</b>	
<p>Parking lots</p> <ul style="list-style-type: none"> <li>• Do workers park in the area on evening and night shifts?</li> <li>• If so, is there a secure parking lot?</li> <li>• Do security personnel patrol the area regularly?</li> <li>• Is it generally well lit?</li> <li>• Have there been vehicle thefts from the parking lot?</li> </ul>	
<p>Elevators</p> <ul style="list-style-type: none"> <li>• Are there strategically placed mirrors so staff can see who is in the elevator before entering?</li> <li>• Is there an emergency phone or emergency call button in each elevator?</li> <li>• Do workers know what to do if cornered in an elevator by an aggressive patient/client?</li> <li>• Is there a response procedure for elevator emergencies?</li> </ul>	
<p>Washrooms</p> <ul style="list-style-type: none"> <li>• Are there separate washrooms for staff?</li> <li>• If so, are staff washrooms controlled by locked doors?</li> <li>• Is public access to washrooms controlled?</li> <li>• Can the lights in washrooms be turned off?</li> <li>• Are washrooms checked for unauthorised personnel before the building is vacated?</li> </ul>	

Entrapment Sites (continued)	Comments
<p>Reception area</p> <ul style="list-style-type: none"> <li>• Is the reception area clearly marked?</li> <li>• Is there a natural barrier, such as a deep reception desk, separating staff from patients/clients, relatives and the public?</li> <li>• Does the layout of the reception area allow staff to greet incoming patients/clients and make sure they are seen in order of arrival or appointment?</li> <li>• Does the layout of the reception area make it easy to observe patients/clients?</li> <li>• Are there any areas out of sight of staff where someone could deliberately hide?</li> <li>• Is the reception area staffed at all times?</li> <li>• Is there an alarm system?</li> <li>• Does the receptionist sometimes work alone?</li> <li>• Are there objects, tools or equipment in this area that could be used as weapons?</li> <li>• Is anyone in the area responsible for handling cash?</li> </ul>	
<p>Interviews/treatment/counselling rooms</p> <ul style="list-style-type: none"> <li>• Is access to the interview room controlled by locked doors?</li> <li>• Is the room located in a relatively open area that still maintains privacy and confidentiality?</li> <li>• Does the layout of the room and furniture permit workers to exit if threatened?</li> <li>• Is a back-up exit available for emergencies?</li> <li>• Does the room have an alarm system?</li> <li>• Does the door have a window?</li> </ul>	
<p>Pharmacy/medication room/treatment room/office</p> <ul style="list-style-type: none"> <li>• Is there another way out for an emergency exit?</li> <li>• Are furniture/counters arranged to both allow visibility and protect staff?</li> <li>• Does the width/height of the counter/desk provide an appropriate barrier between staff and the public?</li> <li>• Does the area have an alarm system?</li> <li>• Do workers sometimes work alone? Do they know the appropriate emergency alert procedure?</li> <li>• Are pharmacy staff required to handle cash?</li> </ul>	
<p>Waiting areas</p> <ul style="list-style-type: none"> <li>• Does the waiting area isolate patients/clients from staff and hinder communication with workers?</li> <li>• Are there objects, tools, or equipment that could be used as weapons?</li> </ul>	
<p>Other rooms and areas</p> <ul style="list-style-type: none"> <li>• Are unoccupied rooms locked?</li> <li>• Are there places, such as recessed doorways, unlocked storage areas, and stairwells, where someone could hide out of view of others?</li> </ul>	
<p>Files/Records</p> <ul style="list-style-type: none"> <li>• Are confidential files/records kept in a locked room?</li> <li>• Are file cabinets containing confidential records locked?</li> </ul>	

Entrapment Sites (continued)	Comments
<p>Stairwells and exits</p> <ul style="list-style-type: none"> <li>• Are stairwells and exits clearly marked, well lit, and controlled with locked doors that have panic bars to allow exit in an emergency?</li> <li>• Do exit doors identify where they exit to?</li> <li>• Are there places at the bottom of stairwells where someone could hide?</li> <li>• Can lights be turned off in the stairwell?</li> <li>• Is there more than one exit route?</li> <li>• Do exit routes restrict the ability to escape an attacker?</li> <li>• Do stairwell doors lock behind people during or after regular hours of operation?</li> </ul>	
<p>General building work station and area designs</p> <ul style="list-style-type: none"> <li>• Review the design plans of all new or renovated facilities to ensure safe and secure conditions for workers.</li> <li>• Are facilities designed to ensure the privacy of patients, clients, and customers, yet permit workers to communicate with other staff in an emergency situation? (Such communication could be via clear partitions, video cameras, speakers, panic buttons, or personal alarms, as appropriate to the workplace situation).</li> <li>• Are work areas designed and furniture arranged to prevent entrapment of the workers and/or minimise the potential for assault?</li> <li>• Is access to employee work areas controlled? (Consider using locked doors, buzzers, or card access).</li> </ul> <p>Security must never conflict with fire and other safety requirements. Although it may be tempting to keep doors locked to prevent intrusion, people's ability to exit the building must not be impeded.</p>	
<p>Security equipment</p> <ul style="list-style-type: none"> <li>• Are there electronic alarm systems with visual or audible alarms?</li> <li>• Do systems identify the location of the room or the worker by means of an audible alarm and/or a lighted indicator or equally effective measure?</li> <li>• If such systems are used, are adequate personnel available to render prompt assistance?</li> <li>• Is closed circuit television used by security guards to monitor high-risk areas, both inside and outside the building?</li> <li>• Are cellular telephones, beepers, CB radios, hand-held alarms, or noise devices available for field situations?</li> <li>• Is security equipment regularly examined and maintained to ensure its effectiveness?</li> </ul>	
<p>Equipment and tools</p> <ul style="list-style-type: none"> <li>• Are tools and equipment locked away when not in use?</li> <li>• Can patients/clients grab and use them as weapons against staff?</li> </ul>	

Completed by \_\_\_\_\_ Date \_\_\_\_\_



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# Appendix 4

## 4. Annex: References / sources of information

### 4.1 References/main sources of information

The following table summarises the main references and sources of information used in the mapping exercise.

Sector	Information source/reference	Format
Primary care premises	Health Development Agency (2001). New Primary Care Premises: Design to support workplace health. ISBN 1-842 79-026-9. <a href="http://www.nice.org.uk/page.aspx?o=502125">http://www.nice.org.uk/page.aspx?o=502125</a>	NHS Health Development Agency report NICE Website (July 2006)
Health care A&E	NHS Estates (2003). The impact of the built environment on care within A&E departments. Research carried out by Intelligent Space Partnership. <a href="http://www.intelligentspace.com/projects/09991.htm">http://www.intelligentspace.com/projects/09991.htm</a>	Report Website (July 2006)
Health care	NAO (2003) 'A safer place to work' Various presentations from the conference November 2003. <a href="http://www.nao.org.uk/conferences/a_safer_place_to_work/saferprog.htm">http://www.nao.org.uk/conferences/a_safer_place_to_work/saferprog.htm</a>	Presentations Website (July 2006)
Health care	Self-audit tool from the National Task Force on Violence (e.g. reception areas) <a href="http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/NationalTaskforceOnViolence/SelfAuditTool/fs/en">http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/NationalTaskforceOnViolence/SelfAuditTool/fs/en</a>	Report Website (July 2006)
NHS Hospital and ambulance staff	Comptroller and Auditor General (2003). A Safer Place to Work: Protecting NHS hospital and ambulance staff from violence and aggression. HC 527 session 2002-2003. London: The Stationary Office. <a href="http://www.nao.org.uk/publications/nao_reports/02-03/0203527.pdf">http://www.nao.org.uk/publications/nao_reports/02-03/0203527.pdf</a>	Report Website (July 2006)
Social care staff	National Task Force On Violence Against Social Care Staff (2000) <a href="http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=401062S&amp;CHK=ZB31Ob">http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=401062S&amp;CHK=ZB31Ob</a>	Department of Health website (July 2006)

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Health care	ILO,ICN,WHO,PSI (2002). 'Framework guidelines for addressing workplace violence in the health sector'. Joint Programme Geneva. <a href="http://www.who.int/violence_injury_prevention/injury/work9/en/">http://www.who.int/violence_injury_prevention/injury/work9/en/</a>	ILO and WHO report Website (July 2006)
Schools and Hospitals (inc Ambulance Trust)	Safer Schools and Safer Hospitals Project. <a href="http://www.crimereduction.gov.uk/toolkits/ssh_index.htm">http://www.crimereduction.gov.uk/toolkits/ssh_index.htm</a>	Personal communication Information on website (July 2006)
General principals, but specifically car parks, train stations, hospitals, schools and licensed premises	Secured By Design, UK police <a href="http://www.securedbydesign.com/guides/index.aspx">http://www.securedbydesign.com/guides/index.aspx</a> Also, secure stations scheme <a href="http://www.dft.gov.uk/stellent/groups/dft.mobility/documents/divisionhomepage/036930.hcsp">http://www.dft.gov.uk/stellent/groups/dft.mobility/documents/divisionhomepage/036930.hcsp</a>	Websites (July 2006) Personal communication
Various, particularly train station, underground station, hospitals, job centres	Building Research Establishment <a href="http://www.bre.co.uk/">http://www.bre.co.uk/</a>	Website (July 2006) Leaflets Personal communication
Various, particularly schools, health care and complex buildings	Intelligent space (a consultancy specialising in pedestrian movement and space use). <a href="http://www.intelligentspace.com/index.html">http://www.intelligentspace.com/index.html</a>	Website (July 2006)
Education	DFEE (1997), School Security – dealing with troublemakers. <a href="http://www.teachersnet.gov.uk/docbank/index.cfm?id=9232">http://www.teachersnet.gov.uk/docbank/index.cfm?id=9232</a>	Resource pack Website (July 2006)
Education	DfEE (1996) Managing School Facilities Guide 4. Improving Security in Schools. ISBN 0 11 2709168 <a href="http://publications.teachernet.gov.au/default.aspx?PageFunction=productiondetails&amp;PageMode=publications&amp;ProductId=0+11+2709168&amp;">http://publications.teachernet.gov.au/default.aspx?PageFunction=productiondetails&amp;PageMode=publications&amp;ProductId=0+11+2709168&amp;</a>	Booklet Website (July 2006)
Retail	Freedom from Fear Campaign, USDAW <a href="http://www.usdaw.org.uk/campaigns/freedom_from_fear/">http://www.usdaw.org.uk/campaigns/freedom_from_fear/</a>	Various sources of information Website (July 2006)
Pubs	British Beer and Pub Association and Metropolitan Police Service (2003). Licensed Property: Security in Design <a href="http://www.beerandpub.com/content.asp?id_Content=985&amp;id_ContentType=1">http://www.beerandpub.com/content.asp?id_Content=985&amp;id_ContentType=1</a>	Report Website (July 2006)
Retail	British Retail Consortium. (2005). 12th Retail Crime Survey 2004-2005. The Stationary Office. ISBN 0-11-703504-1 British Retail Consortium. (2003) 10th Annual Retail Crime Survey 2002. The Stationary Office. ISBN 0-11-703195-X <a href="http://www.bre.org.uk/">http://www.bre.org.uk/</a>	Website (July 2006) Report Personal communication

Various particularly retail and pubs	Burrows J (1991). Making Crime Prevention Pay: Initiatives from Business. Crime Prevention Unit Paper No 27, London: Home Office <a href="http://www.homeoffice.gov.uk/rds/prgpdfs/fcpu27.pdf">http://www.homeoffice.gov.uk/rds/prgpdfs/fcpu27.pdf</a>	Report on Home Office Website (July 2006)
Retail	Association of Convenience Stores. Retail Security: Don't discount it <a href="http://www.crimereduction.gov.uk/business36.htm">http://www.crimereduction.gov.uk/business36.htm</a>	Crimereduction.gov.uk Website (July 2006)
Retail	Design Policy Partnerships, Sheffield Hallam University and the University of Salford (2001). Off the Shelf; design and retail crime. The Design Council <a href="http://www.shu.ac.uk/schools/cs/cr/adrc/dac/respub.html">http://www.shu.ac.uk/schools/cs/cr/adrc/dac/respub.html</a>	Report from website (July 2006)
Retail	The Design Council (2002). Think Thief: A designer's guide to designing out crime. <a href="http://www.designcouncil.org.uk/webdav/harmonise?Page/@id=6016&amp;Session/@id=Ddw6dQnKfTtwOJbl4a6PD&amp;Document/@id=6487">http://www.designcouncil.org.uk/webdav/harmonise?Page/@id=6016&amp;Session/@id=Ddw6dQnKfTtwOJbl4a6PD&amp;Document/@id=6487</a>	Report from Design Council website (July 2006)
Various. Includes detail on bus drivers.	Chappel D and Di Martino V (2000), Violence at work. Second Edition, Geneva: ILO	Book
Bus and Coach staff	Department of Transport (2003). Protecting Bus and Coach crews. A practical guide for bus and coach operators and staff. <a href="http://www.publications.dft.gov.uk/pubdetails.asp?pubid=622&amp;page=1&amp;sortby=date&amp;keyword=protecting%20bus%20coach%20crew&amp;searchtype-">http://www.publications.dft.gov.uk/pubdetails.asp?pubid=622&amp;page=1&amp;sortby=date&amp;keyword=protecting%20bus%20coach%20crew&amp;searchtype-</a>	Report Department for Transport website (July 2006)
Buses and bus stations	Get on board: an agenda for improving personal security-Case studies <a href="http://www.dft.gov.uk/stellent/groups/dft_mobility/documents/page/dft_mobility_503807.hcsp">http://www.dft.gov.uk/stellent/groups/dft_mobility/documents/page/dft_mobility_503807.hcsp</a>	Report on Department for Transport website (July 2006)
Buses and bus stations	Personal security on public transport: guidelines for operators <a href="http://www.dft.gov.uk/stellent/groups/dft_control/documents/contentservertemplate/dft_index_hest?n=10586&amp;1=2">http://www.dft.gov.uk/stellent/groups/dft_control/documents/contentservertemplate/dft_index_hest?n=10586&amp;1=2</a>	Report on Department for Transport website (July 2006)
Railway staff	RSSB, Railway Safety Research Programme (2002), Public Behaviour – Reducing Assaults on Railway Staff. Risk Solutions, Report T039 <a href="http://www.rssb.co.uk/pdf/reports/research/reducingassaultsonrailwaystaff.pdf">http://www.rssb.co.uk/pdf/reports/research/reducingassaultsonrailwaystaff.pdf</a>	Research report available on RSSB website (July 2006)
Public Service workers	Scottish Executive (2004). Protecting Public Service Workers: When the customer isn't always right. ISBN 0 7559 41624. <a href="http://www.scotland.gov.uk/library5/justice/ppsw.pdf">http://www.scotland.gov.uk/library5/justice/ppsw.pdf</a>	Report Scottish Executive website (July 2006)

Public Service workers	GMB (2004).GMB Guide to Health and Safety for Security Workers. GMB <a href="http://www.gmb.org.uk/Template/PublicationsItems.asp?NodeID=%2089685&amp;PublicationNodeID=90419">http://www.gmb.org.uk/Template/PublicationsItems.asp?NodeID=%2089685&amp;PublicationNodeID=90419</a> GMB (2004), GMB guide to tackling violence at work. GMB <a href="http://www.gmb.org.uk/Templates/PublicationsItems.asp?NodeID%2089685&amp;PublicationNodeID=90420">http://www.gmb.org.uk/Templates/PublicationsItems.asp?NodeID%2089685&amp;PublicationNodeID=90420</a>	Leaflets from website (July 2006)
Councils	Guidance from three councils on design of reception areas (anon, Cambridgeshire County Council and Gateshead MBC) <a href="http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/NationalTaskforceOnViolence/SelfAuditTool/SelfAuditToolArticle/fs/en?CONTENT_ID=4073879&amp;chk=fkWOTW">http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/NationalTaskforceOnViolence/SelfAuditTool/SelfAuditToolArticle/fs/en?CONTENT_ID=4073879&amp;chk=fkWOTW</a>	Report on Department of Health website (July 2006)
Various	Fox, B., Polkey, C and Boatman P (2002), Tolley's Managing Violence in the Workplace, LexisNexis Butterworth Tolley, Reed Elsevier (UK) Ltd.	Book
Various	Design Against Crime. The Design Council <a href="http://www.design-council.org.uk/webdav/harmonise?Page/@id=6016&amp;Session/@id=D_budnOFr89PeleBfE45Vg&amp;Document/@id=1250">http://www.design-council.org.uk/webdav/harmonise?Page/@id=6016&amp;Session/@id=D_budnOFr89PeleBfE45Vg&amp;Document/@id=1250</a>	Design council report website (July 2006)
Various	Rogers KA and Chappell D (2003). Preventing and Responding to Violence at Work, Geneva: ILO.	Book
Office environments	Employment Service Occupational Psychology Division (2000). Keeping Job Centres Safe. July	Resource pack
Banks & Building societies	Building Societies Association (2003). Workplace violence in banks and building societies-Guidelines, checklists and forms.	Circular, guidelines, checklists and forms. Personal communication

#### 4.2 Other relevant websites

- Designing Out Crime Association ([www.doca.org.uk](http://www.doca.org.uk))
- [www.designagainstcrime.org](http://www.designagainstcrime.org)
- [www.crimereduction.gov.uk](http://www.crimereduction.gov.uk)