



## Violence and aggression incident investigation checklist

*This checklist designed for employees, OSH Reps or supervisors to assist with investigation of incidents resulting from violence and aggression from clients/residents or visitors. If violence or aggression is between staff members, please refer to grievance resolution procedures/code of conduct breaches.*

<b>Site:</b>		<b>Location:</b>	
<b>Employee Name:</b>		<b>Date of Incident:</b>	
<b>Type of aggression:</b>	<input type="checkbox"/> Verbal abuse or aggression	<input type="checkbox"/> Physical abuse, aggression or assault	
	<input type="checkbox"/> Property damage	<input type="checkbox"/> Inappropriate sexual behaviour	
Was the aggressor a service user? <input type="checkbox"/> Yes <input type="checkbox"/> No			

### Contributing factors

Aggressor / Perpetrator	Yes	No	N/A
Did the aggressor have a medical condition that increased the potential for aggressive behaviour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the aggressor known to have a history of aggression?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Aggression triggers</b> <input type="checkbox"/> Organic (dementia, ABI) <input type="checkbox"/> Conflict with employees, residents, visitors <input type="checkbox"/> Frustration <input type="checkbox"/> Hunger / thirst <input type="checkbox"/> Provoked <input type="checkbox"/> Medication effect <input type="checkbox"/> Pain <input type="checkbox"/> Refusal of medications / treatment <input type="checkbox"/> Delay in treatment / assistance <input type="checkbox"/> Language barrier or cultural misunderstanding <input type="checkbox"/> Removal of privileges / belongings <input type="checkbox"/> Inadequate staffing <input type="checkbox"/> Confusion / lack of understanding <input type="checkbox"/> Environment (way-finding, noise) <input type="checkbox"/> Infection			
Incident Management	Yes	No	N/A
Was the aggressor asked to leave, if appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was an alarm (e.g. Code Black) called?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, how? <input type="checkbox"/> fixed duress <input type="checkbox"/> pendant duress <input type="checkbox"/> phone call <input type="checkbox"/> PA system			
Was a restraint completed (physical / chemical / mechanical)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, was the correct documentation completed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If Security attended in response to a duress alarm, how long did it take them to respond?			
How was the incident resolved?			

<b>Incident Management</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Was formal debriefing offered to all involved in the incident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When did the debriefing session occur?			
Was the incident reported to the WA Police?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, what was the incident number:			
<b>Procedures</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Is there clear criteria (documented) for the types of service users that the service accepts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If the aggressor is a service user, did they meet these criteria?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a risk assessment / screening tool used to identify residents / visitors with high potential for aggressive behaviour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, was the risk assessment tool used to assess the level of aggression of this resident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, was there a prevention action / behavior / care plan in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this care plan easily accessible at this time of incident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was information regarding resident behaviours and history of aggression provided by referring organisations or family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If the aggressor was known to have a history of aggression, was this information passed on to relevant employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was there an appropriate skill mix of employees available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If the incident was between two employee members, was the formal grievance process followed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Had the aggressor been informed of their rights and responsibilities at the commencement of service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the incident require escalation to the directorate's executive director?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Training</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Had all employees involved in the incident completed appropriate Management of Aggression training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, what type of training have employees completed (breakaway, online training)?			
If no, how many had not? Why?			
Are the employees due to complete refresher training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the training provided cover responses to this type of incident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do all employees know where the duress alarm is located?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do all employees know how to use duress systems available to them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If any of the employees are new to the workplace or casual / agency, did they receive orientation to duress system and required response to aggressive incidents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Environment</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Was lighting adequate at the time of incident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were noise levels in the area suitable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there easy access to a duress alarm at the site of incident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the duress alarm work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If no, has the duress alarm been tested? When?			
Does the location of the area facilitate natural surveillance, allowing employees to view and monitor the area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were employees and residents / visitors able to retreat to a safe area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the design and location of the entry / exit door facilitate surveillance of people entering / exiting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there adequate space in the workplace to allow easy exit from the area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the design of the workplace mean that residents / visitors are not able to jump counters / easily strike an employee across a desk or counter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is CCTV in place and functional?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were 'employee only' areas secured at the time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there other aspects of the environment that may increase frustration in residents/visitors/employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Personal / Physical</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Does the employee have physical limitations that impacts ability to remove self from an aggression situation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the employee fatigued as per the <a href="#">WorkSafe Code of Practice, Work Hours</a> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did employee clothing increase the risk of injury during the aggressive incident (eg. earrings, tie, necklace, scarf)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the employee affected by anything that may reduce their ability to respond effectively to this incident e.g. experiencing other work-related stress, physical illness or under the influence of substances (drugs / alcohol)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the employee been involved in previous incidents of violence and aggression?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Hierarchy of control

A cross in a highlighted box in the above checklist may indicate further controls are needed to reduce the risk of an incident occurring in the future.

Examples of controls are given below:

<b>Eliminate the hazard</b>	Prevent aggressor from entering premises/refuse service
<b>Substitution</b>	Replace furniture and other items with type which prevents use as a weapon
<b>Isolation</b>	Ensure controlled access areas remain controlled Provide reception barrier Provide separate egress to controlled-access area Ability to remove person to quiet area.
<b>Engineering controls (redesign)</b>	Design comfortable, calming waiting areas. Fix furniture to the floor. Noise dampening – (walls, equipment) to reduce noise levels Appropriate temperature Soft lighting (not creating shadows) calming colours.
<b>Administrative controls</b>	Additional violence and aggression management training Care plan amended or medical/nursing review Clear signage of location of facilities Communication strategies between employees re history of aggression and management strategies Consider provision of customer service / communication skills / assertiveness training for employees (verbal and non- verbal) Induction of new employees as to location of duress alarms Review resident/patient contact with visitors (where appropriate) Services reduced or discontinued for clients who present a level of risk that cannot be managed within existing resources
<b>Personal protective equipment</b>	Personal duress alarms provided/maintained/accessible

**Please attach completed checklist to the incident report.**

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