

Bus driver safety self-assessment

Between 2009 and 2014, there were 63 accepted workers' compensation claims for work-related stress experienced by bus drivers in Queensland, at an average cost of more than \$58,000 per claim. This does not include uninsured costs. The insured and uninsured costs of work place incidents can pose a significant financial burden on organisations. The purpose of this tool is to assist organisations to develop the capability to manage risks from client aggression and violence in their workplace. Don't let this happen in your workplace.

How to use this tool

This self-assessment tool will assist in reviewing the effectiveness and adequacy of your existing risk management approach for client aggression and violence risks in your workplace. It will help to prompt ideas and opportunities to improve your practices. The self-assessment should be undertaken in consultation with all relevant persons (e.g. drivers, supervisors, work health and safety and human resource personnel).

Risk management

Planning is the first step in ensuring that work is done safely. A risk assessment and a client aggression and violence action plan can provide information on how the risks associated with client aggression and violence are being managed in a workplace. A client aggression and violence action plan should be regularly monitored and reviewed to ensure it is effective and takes into account changes at the workplace. Workplaces should have a work health and safety consultative team consisting of management, health and safety representatives, safety advisors or officers, workers, contractors and others involved in delivering transport services to the public. The consultative team should be involved in the planning, development, monitoring and review of the client aggression and violence management plan.

Once you have completed the self-assessment, please refer to **appendix one** for more information about managing risks from client aggression and violence, including links to guidance material that may assist in addressing any areas where you responded 'either 1 or 0'. Alternatively, you can contact Workplace Health and Safety Queensland (WHSQ) on **1300 362 128** if you would like a visit from an inspector or advisor to help you with your risk management approach for client aggression and violence.

Workplace details**Date of assessment:****Workplace location and area:****Site address:****Site contact name:****Site contact phone:****Site contact email:**

Client aggression and violence management self-assessment tool

Rating scale

2 - compliant

1 - partially compliant, some improvements possible

0 - not compliant, significant improvements required

Identifying risks of client aggression and violence at the workplace		2	1	0	Comments / action required
1.	<p>Has your workplace consulted with drivers, supervisors and other relevant people within the organisation to help understand all possible sources of risk relating to client aggression and violence?</p> <p>Consider the following risk factors:</p> <ul style="list-style-type: none"> • services being provided • profile of client population • specific service routes and locations • level of cash handling by drivers • designated pick-up points (lighting, isolation, access to support services) • time of day or night, including peak periods and special events • unexpected or changing circumstances (e.g. traffic delays, peak periods, motor vehicle accidents) • work demands and fatigue management (e.g. shift work) • workplace amenities accessed by drivers during their shift including waiting areas 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.	<p>Has your workplace reviewed previous incident reports of client aggression and violence to better understand what contributed to these incidents and identified where the physical work environment and security, systems of work and worker training could be improved?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Developing a client aggression and violence management plan		2	1	0	Comments / action required
3.	<p>Has your workplace developed and implemented a client aggression and violence management plan that outlines:</p> <ul style="list-style-type: none"> • management commitment to provide a safe and healthy workplace which is free from client aggression and violence (as far as reasonably practicable) • actions taken by your workplace to manage risks from client aggression and violence • processes for drivers to respond to an incident involving client aggression and violence (either on-board, or from other road users) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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<ul style="list-style-type: none"> • driver reporting requirements for incidents of client aggression • external reporting requirements and processes (i.e. Queensland Police Service, WHSQ and TransLink) • post-incident support offered/available to your drivers • roles and responsibilities of all workers in relation to client aggression and violence management? 				
<p>4. Has your workplace included client aggression and violence as a key consideration in the following components of their WHS management system?</p> <ul style="list-style-type: none"> • hazard identification • risk management register • site inspections/audits • contractor management (e.g. codes of conduct, quality standards) • retrofitting and/or redesign of existing passenger transport vehicles • when procuring new passenger transport vehicles? 	□	□	□	
Managing risks of client aggression and violence				
Level one – Physical work environment and security				
<p>5. Has your workplace implemented multiple physical work environment and security measures to provide the highest level of protection for workers from risks of client aggression and violence? For example:</p> <ul style="list-style-type: none"> • separation of driver from clients through use of fixed or removable barriers and protection screens • alternative exits • CCTV monitoring systems • communication systems, including: <ul style="list-style-type: none"> - regularly tested and maintained - intercom/loud speaker - two way radios - duress alarms - real-time monitoring • alarm systems which are regularly tested and maintained • cash handling processes, such as: 	□	□	□	Comments / action required

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<ul style="list-style-type: none"> - procedures to ensure amounts held are limited - safe storage areas for cash(including during scheduled breaks) - signage/displays indicating that limited cash is held by the driver. • uniformed police • senior Network officers • security guards • adequate internal and external lighting (including in service areas) • appropriate signage to direct passenger actions, such as: <ul style="list-style-type: none"> - zero tolerance of client aggression and violence - CCTV recordings may be used to exclude aggressive and violent clients - encouraging client reporting of incidents to QPS and other relevant authorities - to not speak to driver while bus is in motion - designated no standing area adjacent to the driver - requesting passengers to exit by rear doors (where able). 				
Level two – Work systems and procedures	2	1	0	Comments / action required
<p>6. Has your workplace implemented appropriate work systems and procedures, to support physical work environment and security controls to minimise risks from client aggression and violence? For example:</p> <ul style="list-style-type: none"> • procedures for working in isolation and in uncontrolled environments • policies to protect workers and others from client aggression and violence • supervisors checking in regularly with drivers during their shift • regular handover of information with other drivers/supervisors at end of shift • procedures to identify situations where refusal of service is appropriate. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Level three – Worker training and workplace support	2	1	0	Comments / action required
<p>7. Has your workplace provided worker training and support to supplement the overall management of risks from client aggression and violence? For example:</p> <ul style="list-style-type: none"> • information, training and instruction related to all work systems, policies and procedures for managing and responding to client aggression and violence? • specific driver training <ul style="list-style-type: none"> - communication and assertiveness - resilience and coping - de-escalation and conflict resolution 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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<ul style="list-style-type: none"> - self-protection and self-defence - identifying behaviours of concern - situational risk assessment. • Employee Assistance Programs <ul style="list-style-type: none"> - communicated to staff - confidential - limited reporting back to management. • Supervisor training <ul style="list-style-type: none"> - providing support to drivers post-incident - identifying when a driver is in distress. 				
Reporting, responding to and investigating incidents	2	1	0	Comments / action required
8. Are incidents of client aggression and violence involving school children referred back to the school so that appropriate actions are taken and available sanctions can be applied?				
9. Is your driver, involved in the incident report involving school children, provided with feedback on the outcomes?				
10. Are reports to the Queensland Police Service (QPS) followed up as to what actions have been taken against the perpetrator?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. Is your driver, involved in the incident report to QPS, provided with feedback on the outcomes?				
Observing driver behaviour	2	1	0	Comments / action required
12. Does your workplace review CCTV footage against driver reports to identify the root cause of client aggression and violence incidents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13. Are your drivers provided with constructive feedback where their behaviour may have contributed to the escalation of the incident?				
14. Are your drivers performing their activities in a safe manner? For example: <ul style="list-style-type: none"> • following policies and procedures • appropriately responding to incidents of client aggression and violence • reporting incidents of client aggression and violence. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Preparing for an emergency	2	1	0	Comments / action required
15. Has your workplace implemented control measures and procedures that aim to isolate and/or protect your driver and passengers in the event of an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Additional comments or recommendations:				

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Appendix one

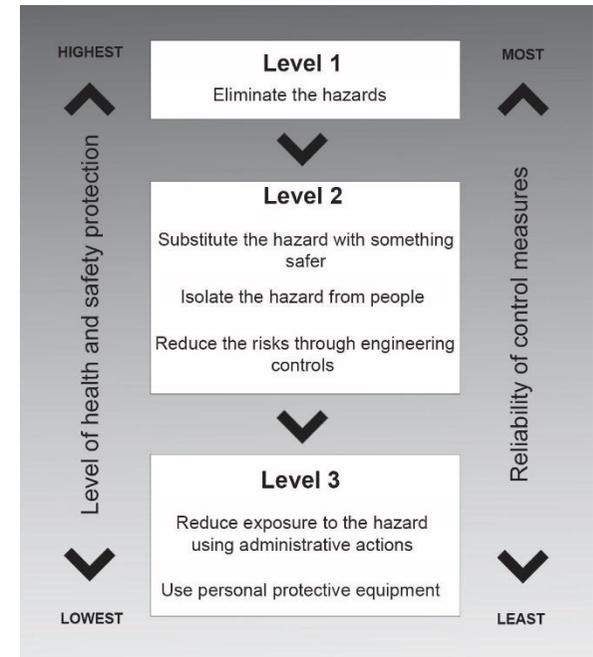
How to manage workplace health and safety risk

The client aggression and violence management self-assessment tool is designed to explain example control measures in line with the hierarchy of controls. These control measures are ranked from most effective and highest level controls to the least effective and lowest level control measures.

Effectively managing risks associated with client aggression and violence in your workplace should start with identifying the hazards and assessing the risks so effective control measures can be implemented. In most cases, a combination of risk control measures will provide the best solution to minimise the risk to the lowest level reasonably practicable.

Hierarchy of controls

- | | |
|----------------|--|
| Level 1 | Eliminate the hazards |
| Level 2 | Substitute the hazard with something safer
Isolate the hazard from people
Reduce the risk through engineering controls |
| Level 3 | Reduce exposure using administrative controls
Use personal protective equipment |



How to Manage Workplace Health and Safety Risk Code of Practice 2011

Legislative requirements

This client aggression and violence self-assessment tool has been designed to assist Persons Conducting a Business or Undertaking (PCBUs) with their primary duty of care under s19 of the *Work Health and Safety Act 2011*, to ensure so far as is reasonably practicable the health and safety of workers and others from work being carried out. It also aims to assist PCBUs in meeting their duty to consult with workers and other duty holders (e.g. suppliers, contractors) about work health and safety matters.

Client aggression and violence management self-assessment tool

Reference material and further resources

Queensland Work Health and Safety Act 2011

Queensland Work Health and Safety Regulation 2011

[How to Manage Workplace Health and Safety Risk Code of Practice 2011](#)

[WHSQ Guide Preventing and responding to work-related violence](#)

Workplace Health and Safety Queensland (WHSQ)

Please email WHSQ if you believe your workplace demonstrates good client aggression and violence management practices. Please contact TSG@justice.qld.gov.au.

WHSQ is interested at working with industry to develop good examples into case studies to be shared with the wider industry. With your help, other workplaces will be able to better manage the risk of workers suffering a physical and/or psychological injury in the workplace.

For more information, please visit www.worksafe.qld.gov.au.

