Workplace Safety Services

Dealing with Difficult and Aggressive Clients Services

Workplace Bullying Prevention Services

Workplace Wellbeing Services

Why These Services Are Needed

Workplace violence is on the increase. Workers today are faced with growing client-initiated aggression and a high likelihood they will be negatively affected by workplace bullying. Costs associated with workplace violence include the financial costs of absenteeism, lost productivity, higher workers' compensation premiums and medical expenses. Negative publicity through court action and word of mouth pose a further incalculable cost to the organisation's image, and a subsequent impact on employee attraction and retention. There is also the often high personal cost of emotional trauma suffered by victims and their families.

Australian employers are required, under legislation and common law, to provide a safe working environment for employees with control measures in place to address identified risks. Such control measures include policies and workplace procedures to protect staff from both client and staff initiated workplace violence. Training is an essential component to ensure staff possess the required knowledge of organisational policy and procedures and the necessary skills to effectively respond to incidences of workplace violence.

Personal Safety Australia Workplace Safety Services aim to:

- Inform participants of relevant organisational workplace safety policies and procedures

- Identify risks impacting on participants' workplace safety

- Provide a range of practical strategies to reduce these risks and maximise workplace safety

- Enable participants to identify, assess and effectively respond to potential threats to their safety

- Reduce the risk of victimisation

- Increase self-confidence and commitment to safety

- Develop problem-solving and assertiveness skills

- Encourage the development of a Personal Safety Plan

- Enhance workplace wellbeing and quality of life

- Encourage participants to reach their potential.