

## Deal With Emotionally Distressed Clients Risk Assessment

Business Name:	ABN:	
Business Address:		
Contact Person:	Phone:	Email:

## THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THIS PROJECT

Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:

## CLIENT OR PRINCIPAL CONTRACTOR DETAILS

Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date Risk Assessment supplied to Project Manager:	

RISK MATRIX									
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HIERARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE			Substitution Replace the hazard.	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE			Isolation Isolate People from the hazard	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE			Engineering Isolate the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH			Administrative Change	
						1L LOW	Monitor and keep records.	PPE	
<b>Risk Rating &amp; Required Action:</b>								<b>Notes on Hierarchy of Controls:</b>	
4A Stop work. The risk is intolerable. Eliminate the hazard or redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or higher-level authorisation is required.								Remember to apply controls in the preferred order shown by the coloured pyramid:	
3H Review and approve additional controls before task starts. Senior supervisor sign-off needed.								1. Eliminate	
2M Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.								2. Substitute	
1L Proceed, following standard operating procedures. Monitor and keep records.								3. Isolate	
								4. Engineering	
								5. Administrative	
								6. PPE	
<b>Consequence Scale:</b>								Always document <b>why</b> a lower-order control is accepted if elimination or substitution is not reasonably practicable.	
Consequence	People (injury/illness)		Project / Assets		Compliance / Reputation				
Catastrophic	Fatality or permanent total disability		project shutdown		Significant regulator intervention; criminal prosecution				
Major	Serious injury/illness (hospital > 5 days)		critical delay		Improvement notice; major media coverage				
Moderate	Medical-treatment injury; lost-time > 1 day		moderate delay		Minor breach; adverse client comment				
Minor	First-aid only, no lost time		negligible delay		Isolated non-conformance				
Insignificant	No injury		no schedule impact		Deviation caught and corrected on site				
								aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.	

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Preparation	client volatility, emotional outbursts	3H	<ul style="list-style-type: none"> <li>- Train staff in recognising signs of distress.</li> <li>- Develop a de-escalation protocol.</li> <li>- Ensure quiet environments for encounters.</li> <li>- Brief staff on specifics of the client's background.</li> <li>- Ensure access to counselling services for staff.</li> <li>- Limit distractions in the workplace.</li> <li>- Inform staff of location of emergency exits.</li> <li>- Arrange for quick access to assistance if required.</li> <li>- Conduct mock drills for handling distressed clients.</li> <li>- Encourage staff to communicate potential issues before they arise.</li> </ul>	2M
2. Client Scheduling	unpredictable behaviour miscommunication	2M	<ul style="list-style-type: none"> <li>- Use clear language in appointment communications.</li> <li>- Confirm appointments prior to meetings.</li> <li>- Limit number of clients in the office at one time.</li> <li>- Use calm and reassuring communication.</li> <li>- Offer alternative appointment methods such as video calls.</li> <li>- Maintain a log of all scheduled interactions.</li> <li>- Implement a checklist for preparation of client meetings.</li> <li>- Assign experienced staff to manage bookings.</li> <li>- Provide clients with preparatory information.</li> <li>- Introduce staff to clients prior to meeting if possible.</li> </ul>	1L
3. Reception	overcrowding, client agitation	3H	<ul style="list-style-type: none"> <li>- Ensure a calm and welcoming reception area.</li> <li>- Train reception staff in managing client escalations.</li> <li>- Use clear signage to direct client flow.</li> <li>- Limit waiting times with efficient scheduling.</li> <li>- Provide entertainment or reading material in reception.</li> <li>- Ensure reception staff have contact with security.</li> <li>- Design seating to avoid client proximity conflicts.</li> <li>- Use calming music in waiting areas.</li> </ul>	2M

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			<ul style="list-style-type: none"> <li>- Ensure reception staff know how to alert management of potential issues.</li> <li>- Maintain clear lines of vision between reception and entry points.</li> </ul>	
4. Initial Interaction	verbal aggression, misunderstandings	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M
5. Evaluation of Client Needs	misinterpretation, emotional distress	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	1L
6. Discussion of Solutions	client frustration, unmet expectations	2M	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	1L

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7. Implementation Planning	miscommunication, unrealistic timelines	3H		2M
8. Closure of Meeting	unresolved issues, dissatisfaction	2M		1L
9. Post-Meeting Follow-Up	client neglect, information loss	2M		1L

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10. Staff Debriefing	staff stress, miscommunication	3H		2M
11. Documentation	data loss, incomplete records	2M		1L
12. Review of Procedures	inefficiency, procedural gaps	3H		2M

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13. Referrals to Specialist Services	inappropriate referrals, miscommunication	3H		1L
14. Ongoing Client Support	client disengagement, missed follow-ups	3H		2M
15. Feedback Collection and Analysis	feedback fatigue, data misinterpretation	2M		1L

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			<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	

SAMPLE



## EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

## LEGISLATIVE REFERENCES

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES IF ANY STATE THAT ARE NOT APPLICABLE

### Queensland & Australian Capital Territory

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

Legislation QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>

Codes of Practice QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>

Legislation ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations>

Codes of Practice ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

### Victoria

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2017

Legislation VIC: <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

Codes of Practice VIC: <https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>

### New South Wales

Work Health and Safety Act 2011

Work Health and Safety Regulations 2017

Legislation NSW: <https://www.safework.nsw.gov.au/legal-obligations/legislation>

Codes of Practice NSW: <https://www.safework.nsw.gov.au/resource-library/list-codes-of-practice>

### Western Australia

Work Health and Safety Act 2020

Work Health and Safety Regulations 2022

Legislation Western Australia: <https://www.commerce.wa.gov.au/worksafe/legislation>

Codes of Practice WA: <https://www.commerce.wa.gov.au/worksafe/codes-practice>

### Northern Territory

Work Health and Safety (National Uniform Legislation) Act 2011

Work Health and Safety (National Uniform Legislation) Regulations 2011

Legislation NT: <https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws>

Codes of Practice NT: <https://worksafe.nt.gov.au/laws-and-compliance/codes-of-practice>

### Safe Work Australia Links

Law and Regulation (All States): <https://www.safeworkaustralia.gov.au/law-and-regulation>

Model Codes of Practice: <https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice>

### Model Codes of Practice

- Managing noise and preventing hearing loss at work
- Confined spaces
- Labelling of workplace hazardous chemicals
- Managing risks of hazardous chemicals in the workplace
- Welding processes
- First aid in the workplace
- Managing the risk of falls at workplaces
- Hazardous manual tasks
- Managing the risk of falls in housing construction
- Managing electrical risks in the workplace
- Demolition work
- Excavation work
- Work health and safety consultation, cooperation and coordination
- Managing the work environment and facilities
- How to manage work health and safety risks
- Managing risks of plant in the workplace
- Construction work

### South Australia

Work Health and Safety Act 2012 (SA)

Work Health and Safety Regulations 2012 (SA)

Legislation for SA: <https://www.safework.sa.gov.au/resources/legislation>

Codes of Practice for SA: <https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs>

### Tasmania

Work Health and Safety Act 2012

Work Health and Safety (Transitional and Consequential Provisions) Act 2012

Work Health and Safety Regulations 2012

Work Health and Safety (Transitional) Regulations 2012

Legislation for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations>

Codes of Practice for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice>

Details of permits, licenses or access required by regulatory bodies (add or delete as required):

- Permits from local council
- Authorisation to commence work
- Any required documents.