

**Preventing *Client-Initiated*  
Violence:  
A Practical Handbook**

# **Preventing *Client-Initiated* Violence: A Practical Handbook**

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# Foreword

Violence at work takes many forms and ranges from armed robbery to threats from clients to degrading initiation rituals imposed by other employees. The severity of outcomes also varies from homicides to verbal abuse.

This handbook focuses on *client-initiated* violence. Client-initiated violent incidents can occur in a range of situations. For example, aggression by patients with dementia, or violence by an anxious customer or client who does not receive attention promptly.

The approach taken in this handbook is preventive rather than reactive.

In addition to the intrinsic value of a safe and happy workforce, the prevention of violence from clients can be profitable. In Australia and overseas, employers have been found liable for failing to prevent workplace violence and have had significant damage claims awarded against them. Diminished productivity in a violent workplace can further detract from the bottom line.

This handbook is written with violence prevention in medium to large sized organisations in mind. An abbreviated version will also be published which is more suitable for organisations with fewer than 20 employees.

**Adam Graycar**  
**Director, Australian Institute of Criminology**  
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