



*Your partner
in managing
critical incident risks*

PASSMORE DUFF – THE WORKPLACE VIOLENCE SPECIALISTS



**EMPOWERING
REDUCING
SAVING
IMPROVING**





Passmore Duff Pty Ltd

The Workplace Violence Specialists since 1996

OUR BUSINESS

Managing the risk of workplace violence

OUR PURPOSE

We empower people to safely deal with aggressive and violent behaviours in the workplace

OUR VALUES

*Continuous Learning & Self Improvement,
Innovation & Creativity by Design, Open
Communication, Customer Satisfaction,
Employee Fulfilment, Performance Oriented,
Flexible Deployment & Adaptability*



EMPOWERING
REDUCING
SAVING
IMPROVING



EMPOWERING
PEOPLE TO SAFELY MANAGE SITUATIONS
INVOLVING AGGRESSIVE VIOLENT AND
HARASSING BEHAVIOURS IN THE
WORKPLACE.

A significant challenge for business and government has been and will continue to be, how to effectively manage the safety and wellbeing of their staff and the continuity of their business in times of crisis in an efficient way. Equally important is the need to ensure that solutions are customised and tailored to effectively address specific concerns.

We provide organisations with the expertise and support they need to effectively address their exposure to the risks of aggression and violence in the workplace. We specialise in providing solutions to risks such as robbery, aggressive behaviour, harassment and bullying.

Our training, planning & advisory services develop skills within organisations in critical incident risk management. We provide our clients with industry best practice and innovative techniques and approaches to help manage these risks.

about passmore duff

We provide value to our clients by working with them to help clarify their needs and objectively and independently advise them on the most appropriate mix of treatment solutions to support their business risk objectives.

Our commitment is simply to provide our clients with excellent knowledge based products and services in the field of workplace violence and critical incident risk management.

Since 1996 we have been serving our valued clients and we are very proud of the successes that together, we continue to achieve.

Passmore Duff Pty Ltd

- › Service
- › Quality
- › Expertise
- › Performance



**TARGETING
PERVASIVE
WORKPLACE
RISKS**



**REPLACING with
SKILLS
PEACE OF MIND
EFFECTIVE & SUSTAINABLE
OUTCOMES**

Our online training solutions are industry recognised and aligned to national competencies. They are widely acclaimed and have been the recipient of national industry training awards for excellence since 2001.

1. **Robbery Safety e-learning**
2. **Customer Aggression e-learning**
3. **Dealing with Patient Aggression e-learning**
4. **Workplace Wellness – Managing Stress**

Our e-learning programs can provide you with:

- A cost effective and highly efficient means of delivering specialised safety training to a widely distributed workforce large or small – reducing costs, risks and increasing efficiencies.
- Online training can take place wherever and whenever employees have access to a computer either in the workplace or at home – overcoming the tyranny of distance and accessibility concerns.
- Quick and timely roll out of critical safety training, just in time and just enough – to ensure continuity of learning and higher retention levels.

e-learning programs

- Learning takes place at the participants own pace and in their chosen place – ensuring learning opportunity and increased learner engagement.
- New employees can be quickly and efficiently trained on induction without timely delays – reducing any at risk periods for the employee and organisation.
- Provides employers with a valuable record of training and assessment outcomes – demonstrating due diligence and meeting compliance requirements.

- Learning is interactive, memorable and enjoyable – meeting the needs of participants and motivating learning to take place.

Our approach to e-learning instructional design is simple; be risk aligned so we can address business needs and learner-centric to ensure the right message and intent is understood by the end users.

[UP SKILLING]

[RE SKILLING]

[EXPERT INSTRUCTIONAL
DESIGN]

[ROBUST LEARNING
TECHNOLOGIES]



Our training approach and methodology is a home grown risk based solution for the management and treatment of risks associated with workplace violence.

Our competency programs have won national industry awards for training excellence on two separate occasions and continue to gain local, national and international accolades.

We specialise in the design & delivery of critical incident risk management training to address risks such as robbery, aggressive behaviour, bullying and harassment. Our experienced team, are recognised as industry leaders in the provision of workplace violence training solutions.

A key factor in the success our clients experience with us is attributed to the unique capability and experience of our people, whose expertise is underpinned by formal adult education qualifications as well as many years of operational and practical experience in specialist law enforcement and critical incident risk management roles.

trainings programs

Our programs can be delivered in a variety of mediums including:

- Nationally accredited competency based training programs (*assessed with statements of attainment*)
- Short Intensive Training Sessions (*SITS*)
- Interactive workshops
- E-learning and blended training solutions

Passmore Duff Pty Ltd offers the following specialised training programs:

- **De-Escalating Aggressive Behaviours**
- **Robbery Safety – Compliance & CTRM**
- **De-Escalating Patient Aggression**
- **Responding to Telephone Aggression**
- **Countering Bullying and Harassment**
- **Critical Incident Management**
- **Influencing Difficult Customer Behaviours**
- **Managing Workplace Stress**



HIGHLY QUALIFIED AND SKILLED PRACTITIONERS

RECIPIENTS OF NATIONAL TRAINING AWARDS FOR EXCELLENCE

PROFESSIONAL, ACADEMIC, EDUCATIONAL LAW AND ENFORCEMENT EXPERIENCE

A PROVEN COMMITMENT TO BOTH INNOVATION AND TECHNOLOGY IN THE FIELD OF ADULT LEARNING

Service

- Unbridled history of commitment and passion towards servicing our client's needs to the highest levels since 1996.
- A strong capacity to focus in and adapt our approach & methodologies to the vast array of client environments and industries. Tailoring what we do best to their specific needs and concerns.

Products

- Focused and specialised training services operating within our core area of expertise: dealing with aggressive and violent behaviours, de-escalating aggression and conflict in the workplace.
- The capacity to translate complex thinking and behavioural skills into very practical and workable personal applications to help create understanding and increase capability in the workplace.

People

- The highest calibre of professional trainers & coaches who have a passion & strong motivation for research, innovative program design and development of Passmore Duff Pty Ltd unique IP.
- Compassion, commitment, honesty, respect, helpfulness and leadership are the qualities we uphold in doing business and these are the virtues by which we are happy to be measured.

Quality

- Our niche expertise is reflected in the nature of our national accreditation as an RTO where we specialise in very focused skill development areas.
- We transparently measure all aspects of our service delivery to ensure we hit the mark in terms of customer expectations and outcomes. This informs our continuous improvement process for product and service delivery. An evidence-based guide to sustainable development, which benefits our customers and employees alike.

Culture

- A strong culture of supporting our clients and their individual needs while attending to important aspects of what our clients value confidentiality, after sales support, objective feedback, personalised reports, records and a genuine offer and commitment to help.

- Knowledge is the foundation of what we do best and we collectively seek out information and develop learning which is important, workable and helpful to others in the pursuit of professional and personal development.

unique points
of difference

Exclusive client base including listed and private companies and government agencies involved in the following industries/activities:

- › Banking & Financial Services
- › Events & Entertainment
- › Education
- › Insurance
- › Resources
- › Maritime
- › Pharmaceuticals
- › Public Administration
- › Utilities
- › Legal Services
- › Hospitality & Tourism
- › Government – federal, state & local
- › Transportation – bus, rail, ferry & aviation

We constantly strive to excel at what we do by regularly seeking feedback and input from our clients regarding our performance and the outcomes we achieve.

Here is a small sample of customer feedback.

› I thoroughly enjoyed the training in Grafton. It has been one of the best learning tools that I have ever been shown. It would be great if all staff could get access to this type of training. I really enjoyed reading the follow up articles and materials that you send out and it has put back some forward thinking again. Thanks for the vision.

Stephen Brown, Country Energy

› Thank you very much for both the quality of your course delivery and assessment and reporting instruments along with the feedback that you provide to us. It makes my job a whole lot easier.

Carolyn McGregor, Manager, Learning & Development, Department of Environment and Climate Change

testimonials

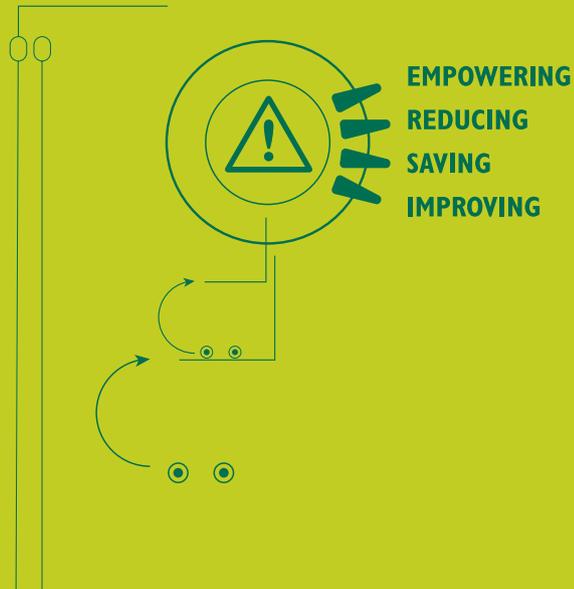
› Just to let you know that we have received a lot of very positive feedback from your training sessions. I would like to thank you of behalf of our team for preparing and tailoring the course specifically to our needs. In particular our staff, were impressed as the course content was relevant to what we do, and the situations we are likely to encounter. Many thanks!

Catherine Fullarton, Fosters Group Ltd

› Your capability and services have proved invaluable to State Transit. You could always be relied upon to provide expertise and professionalism in the delivery of advisory services and this contributed to the success of what was acknowledged to be the best bus transport system ever for the Olympic Games. I have no hesitation in recommending your services to any government agency or corporation which may require professional consulting advice and support.

Lyll Kennedy,

Director Business Development, State Transit



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