



*Your partner
in managing
critical incident risks*

PASSMORE DUFF – THE WORKPLACE VIOLENCE SPECIALISTS





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

We offer; integrity, knowledge, commitment, honesty, respect and confidentiality in the way we interact with our clients.



EMPOWERING

REDUCING

SAVING

IMPROVING



EMPOWERING

People and organisations to safely and effectively manage situations involving unruly, aggressive or violent 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 challenge and 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 critical incident risks such as robbery, unruly and aggressive behaviour and threats/crimes of violence.

Our training and consulting services develop skills and capability 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 the best knowledge, support and service in the area 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 we continue to achieve together.

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. They are widely acclaimed and have been the recipient of two national industry training awards for excellence. Our latest reiterations of these successful online e/m learning programs include:

- 1. Robbery CTRM**
- 2. Managing Aggressive Behaviours**
- 3. Dealing with Patient Aggression**

Our e/m-learning programs can provide you with:

- › A cost effective and highly efficient means of delivering specialized safety and compliance training to a widely distributed workforce either large or small, helping to reduce costs, improve risk outcomes and increase efficiencies.
- › Online training can take place wherever and whenever employees have access to a PC, tablet and mobile phone, either in the workplace or at home, helping to overcome the tyranny of distance and accessibility concerns.

e/m-learning programs

- › Quick and timely roll out of core safety and compliance training for customer facing staff, just in time and just enough, helping to ensure continuity of learning and high retention levels.
- › 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.

- › Learning is interactive, memorable and enjoyable, meeting the needs of participants and motivating learning to take place.
- › Provides employers with a valuable record of training and assessment outcomes demonstrating due diligence and meeting compliance requirements.

Our approach to e/m-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 robust, proven and a recognised risk based solution for the management and treatment of risks associated with workplace violence.

Our programs and training methodologies have achieved local, national and international accolades, as well as having been adopted by Local, State and Federal Government Agencies and numerous domestic and international organisations.

We specialise in the design & delivery of critical safety and compliance training for customer facing staff to address risks such as unruly, aggressive and violent behaviours as well as violent crimes. Our experienced team, are recognised as industry leaders in the provision of advice and workplace 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 tertiary qualifications in; risk management, adult education, business administration and psychology. Combine this with many years of operational and practical experience in specialist law enforcement, military special forces and security risk management

workplace training

roles, providing your organisation with comprehensive, experienced, well balanced and professional support.

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

- Competency based (*facilitated*)
- Professional development (*facilitated f2f*)
- Blended learning (*e-learning + facilitated*)
- Short intensive training sessions, SIT's (*scenario based*)
- Interactive e/m-learning programs (*online*)
- Video based learning scenarios (*online*)

Passmore Duff Pty Ltd offers the following specialised training programs:

- **Responding to Aggression and Violence for higher risk roles**
- **Managing Aggressive Customer Behaviours**
- **Assertiveness Skills**
- **Managing Telephone Aggression**
- **De-escalating Patient Aggression**
- **De-escalating Aggressive Passengers**
- **Robbery CTRM Program**
- **CTRM Surviving Violent Confrontations**



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

1. Unbridled history of commitment and passion towards servicing our client's risk management and training needs to the highest standard since 1996.
2. A strong capacity to focus and adapt our approach and methodologies to the vast array of client environments and industries. Tailoring what we do best to their specific needs and vulnerabilities.

Products

3. Focused and specialised service provider, operating within our core area of expertise; customer conflict management, de-escalating aggressive customer behaviours, responding to violent confrontations.
4. Capacity to translate risk management and abstract psychological concepts into digestible learning chunks that are relatable to workplace environments. Utilising recognised risk management methodologies and ESI competencies to underpin practical applications in dealing with others in an effort to improve workplace outcomes.

Quality

5. Our finely tuned expertise is reflected in our product offerings, underpinned by a strong commitment to our clients to support and effect change and help manage their risk.
6. We transparently measure all aspects of our service delivery to ensure we deliver on our customer expectations. We are timely and highly responsive to customer needs and support, which is reflected in our customer retention rate.
7. We actively seek to continuously improve our product and service offerings through active feedback, knowledge development and embracing learning technologies.

Our People and Culture

8. We have a customer service culture focussed on our customer's needs. What you will receive from us is; timeliness, commitment, respect, confidentiality, support, objective feedback and transparency in all our interactions with a genuine commitment to be helpful.

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.

*Operations Manager,
Large Energy Provider*

› 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.

*Manager, Learning & Development,
NSW Government Department*

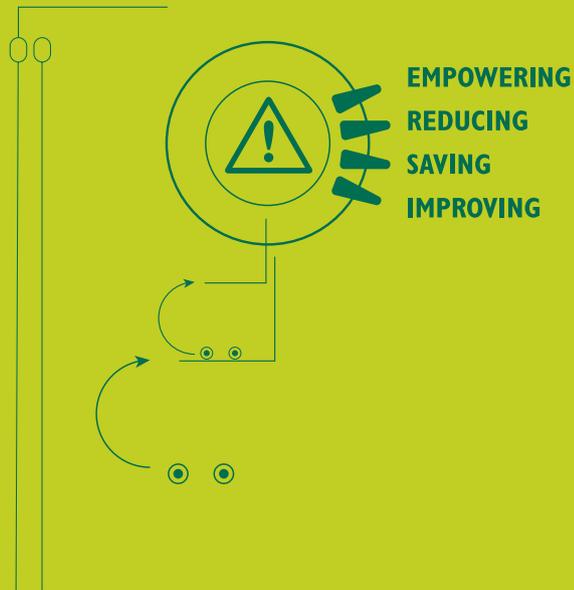
testimonials

› 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!

*HR Manager,
Large ASX Listed Industrial Company*

› 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.

*Senior Executive
NSW State Government - Transport Agency*



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