Managing the risks of armed robberies and assaults

26 November 2014
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Meet your presenters

WHS requirements and guidance for work-related violence
Shane Stockill, Workplace Health and Safety

Prevention and protecting your employees
Sargent Michelle Mullen, Queensland Police
After the webinar

- Webinar recording and presentation will be on workcoverqld.com.au in the coming days
- If we don’t get to all of your questions, we will collect them and publish answers on our website afterwards
- So we can continually improve our level of service, we would appreciate you completing a short survey at the end of the webinar
Industry trends – Fast Facts

Melissa Steadman, WorkCover Queensland

- 75% of armed robbery claims are primary psychological claims
- Payments made on armed robbery claims where double those of all other claims (excluding robbery) in 2014
- Increase in claims lodged 2013 from previous years, appears to have stabilised in 2014
- No significant gender difference in accommodation and food services industries, proportionally more females lodging claims in retail trade
Industry Trends – Top 10 Industries

**Claim numbers**
- Accommodation & Food Services – 86
- Retail Trade – 74
- Public Administration & Safety – 15
- Financial and Insurance Services – 11
- Health Care and Social Assistance – 9
- Labour hire – 8
- Wholesale Trade – 5
- Manufacturing – 5
- Arts & Recreation Services – 3
- Other Services – 3

*Claims lodged from 2010 onwards*
Industry Trends – Statutory Claim Numbers

- 2010: 38
- 2011: 51
- 2012: 44
- 2013: 58
- 2014: 58
- 2015: 0
Industry Trends – Final Return to Work Rate

Claims lodged from 2010 onwards
WHS requirements and guidance for work-related violence

Shane Stockill, Workplace Health & Safety
Work Health and Safety Act 2011
- General duties
  - PCBU Primary Duty (s19) safe systems of work; safe work environment; information training, instruction etc; safe access
  - Workers (s28) take reasonable care for self and others; comply with information, training etc; comply with policy or procedure
- Risk management (s17)
- Reasonably practicable
- Due diligence (s27)
- Consultation with workers
- Health includes physical and psychological health

Work Health and Safety Regulation 2011
- Systems of work include effective communication for isolated work (e.g. convenience store/service station attendant, when transporting cash/valuables).

Codes of Practice
- How to Manage Work Health and Safety Risks Code of Practice 2011
- Cash In Transit Code of Practice 2011
- Managing the Work Environment and Facilities Code of Practice 2011
- Work Health and Safety Consultation, Co-operation and Co-ordination Code of Practice 2011

Guidance
- Preventing and responding to violence at work guide
- Cash-in-transit guidance material - Safe Work Australia
- Emergency plans fact sheet - Safe Work Australia
Prevention and protecting your employees

Sargent Michelle Mullen, Queensland Police
ARMED ROBBERY AWARENESS TRAINING

Staff training
Introduction

- The Armed Robbery Staff Training Package includes the following:
  - Offender Profiles
  - Trends
  - Prevention Strategies
  - Armed Robbery Management
  - Armed Robbery Procedure
  - Actual Footage of Armed Robberies
Offender Profiles

- There are four types of Armed Robbery Offender Profiles:
  - Organised Offender
  - Disorganised Offender
  - Unaccompanied Offender
  - Accompanied Offender
Organised Offender/s

- Organised Armed Robberies generally commit higher risk offences to obtain greater cash rewards.
- There are almost always multiple offenders.
- Premises are likely to be ‘cased’ prior to offending to facilitate planning (approach, security, staffing, escape).
- Organised offenders make an effort to conceal their identities.
- Offenders use intimidation to gain compliance (weapons, verbal threats, language etc).
- More likely to be a mature aged offender (30’s), experienced with extensive criminal histories.
Disorganised Offenders

- More likely to work alone
- Opportunistic
- More likely to select ‘soft’ targets with minimum staffing and customers
- More likely to be motivated by an immediate financial need
- Likely to be desperate and unpredictable
- Weapon choice and attempt at concealing identity can depict degree of spontaneity
Crime Triangle

Target

Offender
  - Opportunity
  - Ability
  - Motivation

Location
  - Capable guardian
  - Design
Strategies

- Increase the risk to the offender
- Increase the effort
- Reduce the rewards
Trends in Armed Robbery

- Elements offenders may consider when selecting targets:
  - Escape route and ease of escape
  - Low staff numbers especially opening and closing times
  - Female staff
  - Cash point visible from street and easily accessible
  - Isolated cash points
  - Poor lighting and poor visibility from outside
  - CCTV not a deterrent but a tool for later identification
  - Random police patrols and guards
  - Barriers and time delays on safes
  - Staff training and compliance with procedure
Emerging Trends

- Emerging populations in areas outside of central business districts has generated a crime shift.
- Shift of offenders from Banks towards high yield revenue streams of pub/taverns, particularly where Pokies exist.
- Increasing levels of violence have been reported.
Emerging Trends

- Unstable and declining economy.
- Organised offenders from interstate travel to Queensland looking for additional targets.

Bank robber given four years

A MAN who jumped the counter of an Ashmore bank armed with a tyre lever and got away with $6000 cash has been sentenced to four years in jail.

Geoffrey Allan Simon, 30, of Arundel, pleaded guilty in Southport District Court yesterday to armed robbery in company and unlawful use of a motor vehicle, along with numerous burglary and stealing offences, committed in the months before the bank robbery.

The court was told Simon and his co-accused had first stolen a getaway car before going to the Bank of Queensland at Ashmore City on September 25 last year to rob the bank.

Simon jumped the counter and stole $6000 from cash drawers while his co-accused guarded the entrance.

He told the court he committed the offences out of financial need. Simon has been in custody since the offence.

He was sentenced to four years in jail, to be released after another 10 months.
Armed Robbery Offences -
Comparison between Banks and Hotels etc -
2003-2008 (YTD)
The CODE A Acronym has been developed to assist staff in what to do in the event of an Armed Robbery.

C - CALM
O - OBEY
D - DESCRIPTION
E - EVIDENCE
A - ALARM
CALM

- Remain calm
- Do not do anything to antagonise the offender
- Pay attention to your movements and body language
- Speak in a calm manner
OBEY

- Obey the instructions given
- Do not offer any other information
- Announce any actions you are about to undertake
DESCRIPTION

- Make a mental note of the offender including clothing, scars, tattoos, height, hair colour, accent and speech, weapon, any vehicle
- Include age range, race or ethnicity, build, headwear, footwear, any bag carried etc.
EVIDENCE

- Remember where the offender went and what was touched during the offence
- Lock the premises after the offence and ask any witnesses to remain to assist police
- Protect the areas touched and avoid contaminating surfaces
- Do not attempt to view any footage of the offender
- Provide a description (Comfit)
Other Evidence
After the hold-up
Activate the alarm once you believe it is safe to do so
Keep crime scene secure
Provide the triple ‘0’ operator with as much information as possible
After the Robbery

- Complete statements and descriptions independently
- Obtain names of witnesses who cannot remain
- Consider counselling for staff
- Avoid talking to media
- Keep phone lines open
Armed Robbery Footage

- The following footage is of actual armed robbery offences.
- There are examples of offender behaviour and staff management.
- If you think the footage would be detrimental to you it is better to avoid watching it.
Available Resources

The webinar recording, presentation slides and questions will be available at workcoverqld.com.au in the coming days.

Take a look at our other webinar and event videos on our website to learn about similar topics.
Questions?

**Industry trends**
Melissa Steadman, WorkCover Queensland

**Workplace Health and Safety requirements**
Shane Stockill, Workplace Health and Safety

**Prevention and protecting your employees**
Sargent Michelle Mullen, Queensland Police