



Robbery response plan

Work Health and Safety Directorate

All staff that deal with cash must be familiar with emergency procedures in the event of a robbery and instructed in the robbery response plan.

In the event of a robbery:

- **Remain calm.**
- Stand still and take a submissive position with your hands visible. Do not make any sudden movements, attempt to resist or contact help.
- Obey all instructions exactly. Do not do any more or less than instructed.
- Do not speak unless spoken to and avoid eye contact.
- If instructed to do something, make your actions deliberate, do not make any sudden movements or move too slowly which may aggravate the robber.
- If safe to do so, observe any small details of the robber and make a mental note of **shoes, hair colour, height, weight, clothing, weapons, scars, tattoos, speech and vehicle details** – make, model, colour, registration, direction of travel.
- If not directly involved, stay away from the area and call “000” for assistance if it is safe to do so.
- Do not chase the robber; simply take note of the direction of departure.

Post robbery actions:

- The workplace initiates emergency response procedures.
- Provide first aid to any person who is injured or in shock.
- Call the Police on “000”, also request emergency services at this time if required.
- **For schools only** – call 1300 363 778 for the School Safety and Response hotline where assistance and support will be provided.
- Cordon off the area where the robbery occurred. Do not touch anything unless there is an immediate hazard to people in the area.
- Ask any witnesses to the event to remain until the police arrive. If they are not able to remain in the area, request their contact details.

- [Report the incident](#) – ring the Incident and Injury Hotline on 1800 811 523.
- Ask any person involved to write down any details that they recall from the event as soon as practical afterward. Try to refrain from discussing the event prior to writing down the details.
- Allow persons involved to contact their families.
- Contact the trauma counselling service and advise them of the incident.
- Let all people involved know that there will be counselling services available if they wish to use them. Provide the contact details of the counselling service so people can use it at a later date if required.
- As soon as practical, inform management, staff and contractors of the incident and review risk management assessment.

After the event:

- Ensure employees are aware that they have the option to receive follow-up post-trauma counselling.
- Provide employees with information on the [Employee Assistance Program](#) (EAP).
- Encourage staff to return to work as soon as possible without applying pressure.
- Consult your Injury Management Advisor or Return-to-Work Coordinator with regard to designing a return to work program and variation of duties if required.
- Offer support with any ongoing issues related to the incident. This may include WorkCover claims, EAP counselling and return to work issues.

Further Information

[WHS Team](#)

[WHS Directorate](#)