ONE-PAGE BUSINESS CASE

Occupational violence prevention and de-escalation training

Service / unit:	Prepared by:	Date:

1. Recommendation and decision needed

We recommend [program] for [units / staff groups], costing $[x] over [period], funded from [budget or fund]. Decision needed by [date].

2. Why we must act: our duty and our numbers

Violence is not part of the job. Under WHS law the organisation must eliminate or minimise the risk, including psychosocial risk. Our figures for the last two years:

Measure	Last year	This year	Source
Violence incidents (incl. verbal) / Code Greys or Blacks			Incident system
Seclusion and restraint events			Chief Psychiatrist reporting
Workers' comp claims from violence / days lost			WHS / claims manager
Workers' comp premium, contribution or expense			Financial statements
Sick leave, overtime and agency backfill in high-risk units			HR / finance

3. The five arguments (one or two lines each)

Avoided cost	*One avoided claim pays for the program: [our average claim cost] vs [program cost].*
Workforce and lost days	*Days lost and backfill cost in our high-risk units: [figure].*
WHS compliance	*Training as one control in a system of controls; [state policy or standard] requirements met.*
Hidden risk	*Incidents and claims understate our exposure: [our reporting rate or sick-leave use].*
Clinical evidence	*Safewards reduces conflict and containment (randomised trial). Aligns with NSQHS actions 5.34–5.36.*

4. Options

Option	Cost	Benefit	Risk
A. Do nothing	$0 up front	None	Incidents, claims and premiums keep rising
B. One-off training			
C. Recommended: [program]			
D. Pilot on [unit], then decide			

5. How we will know it worked

When	What we will measure	Owner
Baseline	Incidents, Code Greys/Blacks, seclusion and restraint, claims and days lost, staff sense of safety	
90 days	Training completion, champion activity, incident trend, staff survey	
12 months	Same measures against baseline; claims, lost days and cost avoided	

6. Funding source and sign-off

Funding source: *[budget, fund or grant, amount, timing]*

Executive sponsor	Chief Financial Officer	Director of Nursing	WHS / Safety
Name / date	Name / date	Name / date	Name / date

HOW TO FILL IT IN

Notes for each section

1. Recommendation	Write this last, and put it first. One sentence: what, for whom, cost, funding source and the date you need a decision. Executives read this box and decide whether to read the rest.
2. Duty and numbers	Start from the values case: staff have a right to a safe workplace and the organisation has the duty to provide one. Then use your own figures. Published network costs are in the open data at xantha.com.au/resources/business-case/data. Say plainly that claims understate the problem: most violence-related absence goes on personal leave.
3. Five arguments	Each persuades a different person: cost (CFO), workforce (Director of Nursing, HR), compliance (WHS, board risk), hidden risk (executive, counsel) and clinical evidence (quality, medical). Keep each to two lines here and put detail in an attachment.
What not to claim	Safewards reduces conflict and containment, and restraint is where staff get hurt. Do not claim that Safewards alone has been proven to cut workers' compensation claims, or that it has a proven return on investment. No study has measured either. That is why section 5 matters.
4. Options	Every state treasury framework compares options against doing nothing. Put the cost of doing nothing in numbers. A pilot on one or two units, with a decision point, is often the easiest yes.
5. Measurement	Use measures you already collect, name an owner, and report to the same committee every quarter. Measurement is what keeps a program funded when leaders change.
6. Funding and sign-off	Name the budget or fund, and frame the request in its terms: psychosocial hazard control for WorkSafe grants, nurse-led innovation for nursing funds, fewer claims for the CFO. See xantha.com.au/resources/business-case/funding for the routes in each state.

The full guide, with the evidence, the state-by-state figures and the funding routes: **xantha.com.au/resources/business-case**

This template is free to use and adapt. It is general guidance, not financial or legal advice.