Violence and Aggression

Workplace violence and aggression include verbal abuse, threats, intimidation, harassment and physical assault. They can harm our safety, wellbeing and mental health, with effects beyond the incident and outside work.

Cease work and remove yourself from situations where personal safety is at risk.

Primary Risks & Hazards to Spot



- **Verbal abuse, offensive language or aggressive communication**
- **Harassment, bullying, discrimination or unwanted conduct**



- **Threats, intimidation or confrontation**
- **Escalating frustration, anger or conflict**
- **Distress, agitation or unpredictable behaviour**



- **Hostile interactions**
- **Working alone or isolated, without ready support**
- **Pushing, grabbing, striking, thrown objects or property damage**

Social Infrastructure & Citizen Services

Where might this happen in our work environment?

SAFE OVER SUMMER



Public-facing interactions: customers, contractors, tenants or visitors may become hostile.



Patient and public contact: watch for distress, agitation or unpredictable behaviour during interactions.



Working alone or isolated: support may not be readily available if an interaction escalates.

Where else?

Where could violence or aggression occur in our work area?

What can we **check to protect**?

1. **Are interactions calm?**
   Treat everyone with respect and communicate professionally. Stay calm and avoid escalation. Spot early warning signs and act before things escalate.

2. **Can we leave and get support?**
   Keep a safe distance and clear exits where appropriate. Follow site procedures. Use buddies, check-ins or security when required. Stop work and leave if safety is at risk.

3. **Do we know how to report and get help?**
   Report all incidents, threats, near misses and concerns, regardless of severity. Use wellbeing or employee assistance support after an incident.

What will you do today if an interaction becomes unsafe?

Social Infrastructure & Citizen Services

Your safety comes first

The SI&CS Health, Safety and Wellbeing Team is here to help.

You don’t have to work through a safety concern alone.

Ask for support when:

You’re unsure

We can help you understand a hazard and discuss a safer way to work.

Something happens

We can help with hazard, incident and near-miss reporting and next steps.

You need support

We can work with you and your supervisor or manager to address health, safety and wellbeing concerns.

Do you know who is your HSW Business Partner?

Stop if the work is unsafe

Pause the task and move to a safe place. Speak up if something feels unsafe or you are unsure.

Notify your supervisor or manager

Report hazards, incidents and near misses promptly, even if no one is hurt. Explain what happened, where it is and who may be at risk.

Do not continue unsafe work

Keep the task stopped until the risk is addressed and your supervisor or manager confirms a safe way forward. Ask for help if you are unsure.