Violence and Aggression - Soft Services

Soft services teams work around customers, the public and changing situations. Aggressive behaviour can escalate quickly, causing intimidation, physical injury or psychological harm.

Trust your instincts. Create distance early. Leave early and report clearly.

Primary Risks & Hazards to Spot



- **Yelling, threats, pacing, clenched fists or looming**
- **Sudden behaviour change, incoherent speech or rapid breathing**



- **Invading personal space**
- **Blocking paths or following**



- **Weapons or active violence**
- **Forced entry or criminal activity**

Where might this happen in our work environment?



Public areas: moving through areas such as station entrances can expose you to unpredictable or aggressive behaviour.



Working alone: in soft services, you may work alone. Recognise changes early and identify the nearest secure area.



When someone approaches: you may be the first person a customer or member of the public approaches. Notice changes in behaviour and keep your exit clear.

Where else?

What warning signs and secure areas are relevant at today's site?

What can we check to protect?

1 Where is my safe exit?

Pause, look and listen. Identify exits and the nearest secure area.

2 Can I leave safely?

Do not approach, challenge or intervene. Keep distance. Leave early for a lockable or controlled area. If unable to leave, stay calm. De-escalate only to create an exit.

3 Who needs to know?

Contact security, your supervisor or 000 as required. Report exact location, behaviour, travel direction and immediate risks. Wait for the all-clear.

If someone starts yelling and moving closer, where will you go and who will you contact?

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.