Violence and Aggression – Correction Services

Routine work in detention and correctional sites can expose workers and contractors to aggression. Stress, frustration or personal conflict can escalate. Incidents can affect physical safety and psychological wellbeing.

Stop work and withdraw immediately if behaviour becomes threatening or you feel unsafe.

Primary Risks & Hazards to Spot



- **Verbal abuse, threats or intimidation**
- **Agitation, shouting, pacing or clenched fists**



- **Working alone in isolated areas**
- **Distraction or loss of awareness of exits**



- **Entering occupied or restricted areas without authorisation or escort**
- **Unauthorised access to work areas, tools or materials**

Social Infrastructure & Citizen Services

Where might this happen in our work environment?



Routine tasks: maintenance, cleaning, grounds work or catering can bring workers near detainees, prisoners or visitors.



Occupied areas: inspections in accommodation units, rooms or cells need the required authorisation or escort.



Isolated areas: work in exercise yards or workshops can leave workers alone or away from clear exit routes.

Where else?

Where could aggression occur in your work area?

What can we check to protect?

1 Are we ready and authorised?

Complete site security inductions. Always follow facility procedures and security staff directions. Never enter occupied or restricted areas without required authorisation or escort.

2 Can we stay aware and connected?

Continuously assess threats. Keep exits accessible and avoid isolation where possible. Maintain professional boundaries. Avoid confrontation and arguments. Carry approved communications and know how to get help.

3 Do we know when to stop and report?

Stop and withdraw immediately if behaviour threatens or you feel unsafe. Report all incidents, threats, near misses and aggression, regardless of severity. Access wellbeing, EAP or psychological support services.

How will you get help quickly if you feel unsafe today?

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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.