

Aggression and Violence – Controlling the Risk

Ensuring your safety while on the job is our top priority. We have identified concerns related to aggression and violence from members of the public. Please follow these guidelines to protect yourself:

1. **Stay Aware:** Always be vigilant of your surroundings and any unusual behaviour from individuals you encounter.
2. **Maintain Distance:** Keep a safe distance from individuals who appear aggressive or confrontational. If you feel threatened, avoid engaging and remove yourself from the situation, if possible, stay in your vehicle and lock the doors.
3. **Use Communication Tools:** Carry a fully charged phone and use it to contact your supervisor or local authorities if you feel unsafe. Inform them of your location and the situation immediately.
4. **Report Incidents:** Report any aggressive encounters or threatening behaviour to your supervisor as soon as possible. Detailed incident reports help us address and mitigate risks effectively.
5. **Seek Support:** If you experience any form of aggression or violence, seek support from your colleagues, supervisor, or professional counselling services. Your well-being is essential.