



## Health and Safety

for congregations

### *Customer or visitor violence and aggression*

- Consider security measures, refer to our guide found **here**. Where there is a risk of aggression;
- Implement strategies to reduce frustration levels of clients (e.g. readily available directions and assistance, alternative strategies to queues)
- Implement processes to deal with violence and aggression, including safe refusal of service
- Ensure recruitment and selection practices incorporate a realistic role overview of potential exposure to violence so vulnerable applicants can choose to opt-out
- Ensure there are escape routes available and visibility of all areas
- Remove any items that could be used as a weapon
- Ensure there are emergency procedures in place, refer to our emergency guide found **here**
- Do not allow people to work alone in high-risk situations or undertake home visits alone where they are likely to interact with violent or aggressive people. Refer to our guide found **here** on remote or isolated work
- Ensure sufficient supervision so that workers can access support to deal with challenging situations
- Provide training to help de-escalate aggressive or violent behaviours
- Develop processes to deal with people under the influence of drugs or alcohol
- Offer the employee assistance program for staff and volunteers