

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer Aggression

Question reference number: HS 29

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 1

Question:

- a) How many incidents of customer aggression were reported in 2013-14 and 2014-15 to date?
- b) What strategies has the department put in place to reduce the number of incidents occurring and to minimise the risk of injury to staff and other customers?

Answer:

- a) There were 8,796 reports of customer aggression incidents for the period July 2013 to June 2014. There have been 6,182 reports of customer aggression incidents from July 2014 to February 2015. Please note that multiple customer aggression reports can be recorded for one incident.
- b) The department has put in place the following strategies to reduce the number of incidents occurring and to minimise the risk of injury to staff and other customers:
 - use of closed circuit television in public contact areas of service centres;
 - duress alarms;
 - security guards;
 - regular site security reviews;
 - post security incident reviews;
 - local response guidelines including critical incident responses;
 - training in de-escalating, managing and responding to customer aggression;
 - emergency response training;
 - restricted service arrangements; and
 - customer management plans.