

Issue	Customer Aggression	
When and Where did it occur?	Place/ Time s 47E(d); s 47F(1) 3:10pm	Date 10/8/2012
Staff, customers, business providers, health professionals affected	<p>Who was affected - include: the site/branch name, Customer reference number applicable to DHS service where incident occurred, details of staff involved.</p> <p>Staff Member: Section 22</p> <p>Customer: MR Section 22</p> <p>Customer's Reference No: Section 47(F)</p>	
Background (description)	<p>Summary of what happened in sufficient detail for third party briefing</p> <p>The customer attended the office and was seen by s 22 .</p> <p>s 22 was trying to determine what assistance the customer needed. The customer stated that he did not want to claim a payment. He stated that he wanted to speak to an Interpreter and he wanted to speak to a Social Worker because only s47F</p> <p>s 22 advised the customer that she would get an interpreter but needed to know if he was wanting to claim a payment or just get help some other way.</p> <p>The customer then said to s 22 that he was going to get a gun and come back and shoot her in the head.</p> <p>s 22 stood up and immediately walked away from her desk.</p> <p>Her team leader followed her and s 22 advised the Team Leader what the customer had said. The police were contacted and requested to attend.</p> <p>I approached the customer and advised him that the police had been called. The customer stated that he didn't care, he was going to wait for them to arrive.</p> <p>The customer remained at the work station, using his mobile phone to make phone calls.</p> <p>All other customers and staff were moved away from where the customer was sitting.</p> <p>s47F arrived in the office and approached the man.</p> <p>I approached the woman and advised her that she would need to move away from the area. She identified s47F</p> <p>I advised her that the police had been contacted and had been asked to come and remove her husband.</p> <p>I advised her that she should take her son away before the police arrived.</p> <p>Several minutes later, the police arrived and the customer was advised that he was being arrested.</p> <p>s47F . The Senior Social Worker tried to comfort s47 whilst the customer was handcuffed and removed from the office.</p>	

I have spoken with the Team Leader. She states that they only called the local Police, not 000. They called back about 30 mins later and were advised that there was a problem with the Police computer system and they were unable to see whether a car crew had been dispatched. I have advised to call 000 in future.
Guard monitored customer whilst awaiting Police.

Section 22 – WST
13 August 2012

Action taken	The local police were contacted
Relevant to type of incident	
Responsible officer	Service Centre Manager, Region Manager, Service Leader, Team Leader Senior Team Leader – Section 22 t
Contact number	s 47E(d)
Who has been advised?	Section 22 – Region Manager, s 47E(d); s 47F(1)
Will you be reviewing any procedures as a result of this issue? If so, which ones?	N/A
Additional comments	E.g. If an Alternate Service Arrangement was not implemented in a customer aggression incident – state here why not and other options explored.

s 47E(d); s 47F(1)

- 22 Aug 12

s 47E(d)

s 47E(d)

s 47E(d)

ENABLING SUPPORT,

ESC.COORD

s 47E(d)

s 47E(d)

23/08/2012 01:28 PM

s 47E(d)

s 47E(d)

s 47E(d), s 47E(d)

s 47E(d)

M.

s 47E(d)

Note: This email is part of a corporate record

Sent by: s 47E(d)
s 47E(d)

Cc:

s 47E(d)

SIR 294.

Further details requested from branch. Database details entered.

Section 22

RSA NA

MO Advised: Yes

Source:

s 47E(d); s 47F(1)

Issue:

- A customer aggression incident where a customer threatened a staff member with physical violence at the s 47E(d); s 47F(1) on 22 August 2012.

- Police attended the service centre and:
 - found the customer was carrying concealed weapons
 - handcuffed and arrested the customer.
- No staff or customers were injured in the incident.

Background: s 47E(d); s 47F(1)

- A customer attended the requesting urgent assistance to claim payments.
- The customer refused to be placed in a queue and threatened to:
 - punch a staff member in the face
 - hurt people in the service centre.
- The customer left the service centre but returned carrying a backpack.
- The customer was behaving inappropriately and repeatedly reached into the backpack.
- Police were telephoned and attended the service centre.
- Police asked the customer if they were carrying any concealed weapons.
- The customer advised they were carrying:
 - a knife
 - a hammer
 - two screwdrivers.
- Police arrested and handcuffed the customer and removed them from the service centre.
- A senior social worker will contact the customer.

- Alternative servicing arrangements with the withdrawal of face to face services are being considered for this customer .

s 22

s 47E(d)

Escalation Coordination Team
Governance Branch

s 47E(d)

Security Incident Report

Site Details

State	s 47E(d);	Zone: s 47E(d); s 47F(1)	
Master Program	Centrelink	Site Type	Service Centre (Centrelink)
Site Name	s 47E(d); s 47F(1)	Manager Name	Section 22
Date of Incident	17/09/2012	Manager Contact No.	s 47E(d)

Incident Details

Brief Description of Incident:	Customer was not happy when told his medical certificate was not acceptable. Customer became aggressive & used verbally offensive language. CSA warned customer then Manager gave same message. Behaviour continued. I asked him to leave & told him the security guard would escort him out. The customer punched a self service screen as he passed it & he also punched & knocked over a pamphlet stand, causing damage.		
Customer Name 1	Section 22	Customer Reference No. 1	Section 47F
Customer Name 2		Customer Reference No. 2	
Customer Name 3		Customer Reference No. 3	
Staff Member/s involved 1	Section 22	Interaction Type	face to face
Staff Member/s involved 2		Who or what was affected (a)	staff
Staff Member/s involved 3		Who or what was affected (b)	property
Business Line or Unit		Who or what was affected (c)	
Threat or Event	Actual Event	Type of Incident	Property Damage
Location of Incident (ie near PST Phones)	Pamphlet stand near entrance to office	Documentation on Customer Record	EP63/CINS
Police Contact	Yes	Alternative Service Arrangements	Withdrawal of face to face service
Is CCTV footage of the incident available / has it been released?	Available and released	Was the CCTV register and the release of information form completed	Yes
If CCTV footage was released, who authorised the release	Section 22	What was the time taken from duress activation to police response	1 hour - they said no urgent job was logged, just property damage
Was the Duress or Hold Up Alarm System Activated	Yes	Were the Police advised of changes to the duress situation	Yes
Was information released outside the department	Yes	Any other remedial action undertaken or required	No
Would you like a Security Adviser to attend your site	No		

Please submit this form as an attachment via email to [s 47E\(d\)](#)

Security Incident Report			
Site Details			
State	s 47E(d); s 47F(1)	Zone	s 47E(d); s 47F(1)
Master Program	Centrelink	Site Type	Customer Service Centre
Site Name	s 47E(d); s 47F(1)	Manager Name	Section 22
Date of Incident	21/09/2012	Manager Contact No.	s 47E(d)
Incident Details			
Brief Description of Incident:	Incident Statement Section 22 s 47E(d); s 47F(1) - 10 September 2012-09-20. On 20 September 2012 s arrived at at approximately 7:40am. At 8:00am the security guard opened the doors for business. From the time of opening the office there was a queue of approximately 10 customers. As we had minimal staff I assisted with serving the customers. At approximately 8:30am I commenced surveying the office and reviewing the staffing situation.		
Customer Name 1	Section 22 date of birth: Section 47F	Customer Reference No. 1	
Customer Name 2		Customer Reference No. 2	
Customer Name 3		Customer Reference No. 3	
Staff Member/s involved 1	Section 22	Interaction Type	face to face
Staff Member/s involved 2		Who or what was affected (a)	staff
Staff Member/s involved 3		Who or what was affected (b)	staff
Business Line or Unit		Who or what was affected (c)	
Threat or Event	Actual Event	Type of Incident	Property Damage
Location of Incident (ie near PST Phones)	Self Service area	Documentation on Customer Record	EP63
Police Contact	Yes	Alternative Service Arrangements	Withdrawal of face to face service
Is CCTV footage of the incident available / has it been released?	Available but not released	Was the CCTV register and the release of information form completed	No
If CCTV footage was released, who authorised the release		What was the time taken from duress activation to police response	
Was the Duress or Hold Up Alarm System Activated	Yes	Were the Police advised of changes to the duress situation	No
Was information released outside the department	No	Any other remedial action undertaken or required	CSSO replaced damage equipment and restored self service

Would you like a Security Adviser to attend your site	Yes
Please submit this form as an attachment via email to s 47E(d)	

Incident Statement - s22 -s47E(d) s47F Service Centre 20 September 2012-09-20. On 20 September 2012 I arrived at the s47E(d) s47F Service Centre s47E(d) s 47F at approximately 7:40am.

At 8:00am the security guard opened the doors for business. From the time of opening the office there was a queue of approximately 10 customers. As we had minimal staff I assisted with serving the customers.

At approximately 8:30am I commenced surveying the office and reviewing the staffing situation.

At approximately 8:50am Whilst sitting at the front desk I heard a loud banging noise from the self service area. I stood up and witnessed a man lifting a chair above his shoulders and using the chair to destroy the equipment located in the Self Service area. Staff member s22 s22 had activated the alarm. I then asked s22 to ring Police. Police were asking Tony a lot of questions and staff appeared to be distressed. I then instruct s22 s22 to go next door to the Police and ask for assistance. Police arrived within 5 minutes.

I proceeded to the area and maintained a safe distance. I called to the customer to stop. He briefly looked at me and then proceeded to destroy the remaining Self service units. A customer started to confront the man and said "that is government property that you are destroying, it is our property". I instructed the customer to stand back. The man approached the customer. The man was hold a chair in an aggressive form to the customer. I was also attempting to communicate with the man at a safe distance. The customer would not back away and said "you have to pay for this damage" The man then hit the customer with the chair.

The customer then reacted, placing the man into a headlock using his arm to secure the mans head. I then assisted the customer, bring the man to the ground. Staff member s22 then came in and assisted in holding the man to the ground. Another customer also came over and also pinned the customer to the ground.

The man stopped resisting within a few seconds. All persons holding the customer down were gentle as the man was breathing heavy. I then asked the man if he understood English. He replied "No" I then said to the man, we have called the Police and they will be here in a minute. Do you understand. He OK.

Police arrived and immediately handcuffed the man and took him to s47E(d) s47F Police station.

In total the man destroyed 4 Self Service units.

The man has been identified as s47E(d) s47F

Customer has been charged with assault and property damage offences. ASA has been implemented. Corporate Security Team (CST) instructed staff to download ONLY one copy of CCTV footage - for release to Police. CST will visit to assess the incident response and involvement of guard. s22 (CST).

Security Incident Report			
Site Details			
State	s 47E(d); s 47F(1)	Zone	
Master Program	Centrelink	Site Type	Service Centre (Centrelink)
Site Name	s 47E(d); s 47F(1)	Manager Name	Section 22
Date of Incident	24/09/2012	Manager Contact No.	
Incident Details			
Brief Description of Incident:	CSA was struck by customer during customer aggression incident in arm. Security guard approached the scene and customer then left the premises. Police were called and attended after being advised customer had left. Staff member provided statement and CCTV released. WOF2F implemented. s 22 CST.		
Customer Name 1	Section 22	Customer Reference No. 1	Section 47F
Customer Name 2		Customer Reference No. 2	
Customer Name 3		Customer Reference No. 3	
Staff Member/s Involved 1	Section 22	Interaction Type	face to face
Staff Member/s involved 2		Who or what was affected (a)	
Staff Member/s involved 3		Who or what was affected (b)	
Business Line or Unit	Access	Who or what was affected (c)	
Threat or Event	Actual Event	Type of Incident	Assault Actual
Location of Incident (ie near PST Phones)	Front of house	Documentation on Customer Record	EP63
Police Contact	Yes	Alternative Service Arrangements	Withdrawal of face to face service
Is CCTV footage of the incident available / has it been released?	Available and released	Was the CCTV register and the release of information form completed	Yes
If CCTV footage was released, who authorised the release	Section 22	What was the time taken from duress activation to police response	2 hours
Was the Duress or Hold Up Alarm System Activated	Yes	Were the Police advised of changes to the duress situation	Yes
Was information released outside the department	No	Any other remedial action undertaken or required	
Would you like a Security Adviser to attend your site	No		

Please submit this form as an attachment via email to [s 47E\(d\)](#)

Incident Report

Has Single Point of Contact (SPoC) @ Zone Support Office been advised. Phone: s 47E(d)

Please submit this form as an attachment via this link to RSA.MCNSW/NHN/CSDA and cc line manager

Site Details

Site Name	s 47E(d); s 47F(1)	Manager Name	Section 22
Date of Incident	27/11/2012	Manager Contact No.	s 47E(d)
Time of Incident	12:45:00	Have you notified your line manager	yes
State	s 47E(d); s	Zone	s 47E(d); s 47F(1)
Master Program	Centrelink	Site Type	Service Centre (Centrelink)

Incident Details

Customer Name 1	Section 22	Customer Reference No. 1	Section 47F
Customer Name 2		Customer Reference No. 2	
Customer Name 3		Customer Reference No. 3	
Customer Name 4		Customer Reference No. 4	
Type of incident	verbal	Where incident occurred	service centre
How did the incident occur	Face to face	When did the incident occur	inside office hours
Were emergency services called	yes	Who called the emergency services	Team Leader
Which emergency services called	Police	Were Security Team advised	yes
Staff Member/s involved 1	Section 22	Who was affected (a)	staff
Staff Member/s involved 2		Who was affected (b)	customer
Staff Member/s involved 3		Who was affected (c)	
Staff Member/s involved 4		Who was affected (d)	
Any property damage	no	What is damaged 1	
What is damaged 2		What is damaged 3	

Incident Report (SUW)

Incident Report Coded (SUW)	yes	Incident level coded (SUW)	Level 4 - RSA required
Warning Letter issued	yes	24 hour exclusion period issued	yes
5 days RSA WOFTF issued	yes	Do you want to consider possible RSA?	yes

Incident Report

Brief Description of Incident:

Customer walked in to the office and sat himself down at a staff members desk and started to yell and swear at the top of his voice demanding to see the manager. He then started to yell at the top of his voice at customers and staff. **s47F**

Police called while MGR was trying to contain a safe area within the office. Customer left the building then came back 5 minutes later. MGR sat customer down in the corner of the office while waiting for the police to arrive. Police arrived and after a discussion customer asked to leave the building. Customer made offensive remarks to the Manager. Manager has invoked a 5 day exclusion period for the safety of staff and customers. Customer has been advised by manager and by Police. Customer felt his actions were justified and sore no wrong as his medication makes him angry. Customer is well know to the Police as stated by them.

Release of information

Type of information released		Was staff witness statement/s taken by police	yes
Was the CCTV Access register & release of information form completed		Name of staff who provided witness statements	Section 22
Name of staff who provided witness statements	Section 22	Name of staff who provided witness statements	Section 22
Action taken			
Was the Duress Alarm System Activated	Yes	Was evacuation required	No
Do you require urgent Property repairs	No	Would you like a Security Adviser to attend your site	No

Security Incident Report			
Site Details			
State	s 47E(d); s 47F(1)	Zone	s 47E(d); s 47F(1)
Master Program	Centrelink	Site Type	Service Centre
Site Name	s 47E(d); s 47F(1)	Manager Name	s 22
Date of Incident	28/11/2012	Manager Contact No.	s 47E(d)
Incident Details			
Brief Description of Incident:			
Customer Name 1	Section 22	Customer Reference No. 1	Section 47F
Customer Name 2		Customer Reference No. 2	
Customer Name 3		Customer Reference No. 3	
Staff Member/s involved 1	Section 22	Interaction Type	
Staff Member/s involved 2		Who or what was affected (a)	staff
Staff Member/s involved 3			
Staff Member/s involved 4		Who or what was affected (b)	third parties (inc other customers in office)
Business Line or Unit	Access	Who or what was affected (c)	property
Threat or Event	Actual Event	Type of Incident	Assault Threat
Location of Incident (ie near PST Phones)	workstation and waiting area	Documentation on Customer Record	EP63
Police Contact	Yes	Alternative Service Arrangements	Withdrawal of face to face service
Is CCTV footage of the incident available / has it been released?	Available but not released	Was the CCTV register and the release of information form completed	Yes
If CCTV footage was released, who authorised the release		What was the time taken from duress activation to police response	90mins
Was the Duress or Hold Up Alarm System Activated	Yes	Were the Police advised of changes to the duress situation	Yes

Was information released outside the department	Yes	Any other remedial action undertaken or required	CCTV footage to be authorised for release/Police charges to follow RSA letter to be signed off by delegate 29/11/12 and sent to customer
Would you like a Security Adviser to attend your site	No, but please call me to discuss		
Please submit this form as an attachment via email to s 47E(d)			

Further update

The Police have taken a statement from site manager and staff who witnessed the incident.
The Police will may lay charges.

Section 22 / - A/g Region Manager

Stakeholder & Community Engagement, Regional & Remote

Indigenous, Business Continuity & Emergency Management

Federal Department Human Services - s 47E(d); s 47F(1) - Centrelink

s 47E(d); s 47F(1)

W: s 47E(d)

M:

F:

From: s 47E(d) /NHN/CSDA

To: s 47E(d)

Cc: s 47E(d)

s 47E(d)

es

VC/CSDA@

Date: 04/01/2012 01:38 PM

Subject: Incident - s 47E(d); s 47F(1) Centrelink 4 Jan 12 [SEC=IN-CONFIDENCE]

ESC Coord

Customer **Section 47F**

Customer payments were delayed as he required a contact interview with the PST Team.

Customer behaviour was inappropriate and appeared agitated upon entry to the office

Site manager advised customer that he would receive assistance but until this was arranged he needed to remain in the waiting area

Customer would not accept this and demanded the problem be fixed immediately.

Customer grabbed site manager identification card and swung a punch at his head.

Customer failed to attend JCA appointment on 20 June 2011

Police were called however customer had already left the office.

Police currently onsite with manager and will provide update once advised

ASA being considered

Section 22 A/g Region Manager

Stakeholder & Community Engagement, Regional & Remote

Indigenous, Business Continuity & Emergency Management

Federal Department Human Services - s 47E(d); s 47F(1) - Centrelink

s 47E(d); s 47F(1)

W: s 47E(d)

M:

F: (

Customer was arrested by Police at the office and charged. Team Leader involved
 Section 22 has made a statement. Section 22 has no idea what triggered the
 incident.

ASA will be recommended.

Section 22

WST

Section 47F

Re

Customer attended CSC at 02.45pm for a PCI appt and was asked to take a seat to be called. Customer was called a few minutes later but did not respond. Customer then walked to the back of the office where a CSA was doing some processing. Customer sat himself down and demanded that he be seen immediately.

The CSA became quite distressed by the customer's behaviour and used abusive language. Customer raised his voice and abusive to the CSA. The Senior Team Leader approached the customer to enquire what it was that he was at the office for. Customer turned to the Team Leader and told him to "back off" and also used foul language.

Team Leader then requested the customer to leave the premises. Customer pushed the team leader away s47F
 Customer continued using foul language and started banging the desk he was seated at. s47F

All requests to leave the premises were ignored. The Police were called and arrived short time later and escorted customer away.

The CSA involved was s 22 and Team Leader was Section 22

I will discuss this incident with the Senior Social Worker and consider a recommendation for ASA.



s 47E(d); s 47F(1)

s 22

s 47E(d)

Security Incident Report

Site Details

State	s 47E(d);	Zone	s 47E(d); s 47F(1)
Master Program	Centrelink	Site Type	Service Centre (Centrelink)
Site Name	s 47E(d); s 47F(1)	Manager Name	s 22
Date of Incident	20/12/2012	Manager Contact No.	s 47E(d)

Incident Details

Brief Description of Incident:	The local Police attended our site today to advise that a customer had filed a report about her mobile phone being removed from her bag whilst at our site. The Police were seeking CCTV footage of the incident happening.		
Customer Name 1	Unknown	Customer Reference No. 1	Unknown
Customer Name 2		Customer Reference No. 2	
Customer Name 3		Customer Reference No. 3	
Staff Member/s involved 1	Nil	Interaction Type	
Staff Member/s involved 2		Who or what was affected (a)	
Staff Member/s involved 3		Who or what was affected (b)	
Business Line or Unit		Who or what was affected (c)	
Threat or Event		Type of Incident	
Location of Incident (ie near PST Phones)	In waiting area	Documentation on Customer Record	
Police Contact	Yes	Alternative Service Arrangements	
Is CCTV footage of the incident available / has it been released?	Available and released	Was the CCTV register and the release of information form completed	Yes
If CCTV footage was released, who authorised the release	Section 22	What was the time taken from duress activation to police response	
Was the Duress or Hold Up Alarm System Activated	No	Were the Police advised of changes to the duress situation	
Was information released outside the department		Any other remedial action undertaken or required	
Would you like a Security Adviser to attend your site	No		

Please submit this form as an attachment via email to s 47E(d)

Manager's mobile phone was noticed missing. Phone had been on charge at workstation. CCTV footage appears to show customer

Section 47F removing the phone when staff member moved away for a short time.

SIM disabled. RSA advised Manager to report the incident to Police and release CCTV footage. Customer attended site next working day (Monday) and was approached by Manager about the phone. Customer denied knowledge but Manager then showed customer the CCTV footage without consulting WST. Customer stated he would return the phone and did so a few hours later...SIM card had been disposed of according to customer. Police have been advised and indicated they will charge customer with the theft.

I will speak to Manager about CCTV security/access etc.

Section 22

WST

16 Jan 12

Incident Type: Theft

Incident Date: 13012012

Date Reported: 16012012

Type of Office: CSC

Office **s 47F, s 47E(d)**

Area: **s 47F, s 47E(d)**

Contact Person: **s 22**

Contact Number: **s 47E(d)**

Staff Member(s) Involved:

Incident Description: **s 22** mobile phone was stolen from her desk while it was charging

Property Damage:

Property Stolen: Nokia C5 Mobile Phone.

Serial No: **Section 47F**

Estimated Value:

Yes Police Involvement: on

Police Report Number: TBA

No Duress Alarm: on

Witnesses:

Section 47F

Local Action Taken: Customer to be charged CRN:

Manager has advised that ASA has been recommended.

Section 22

WST

25 Jan 12

This is to advise that we had a incident that required the police intervention.

Customer CRN: Section 47F

Payment: YAL JSK

Customer came into the office to lodge a SU19 at 15:45. Whilst being interviewed, staff identified that customer had to lodge his diary as well. Staff explained to the customer that he had to lodge his diary before he could get paid. Customer stated that he didn't fill in his diary. Staff advised the customer that in situation like this a participation report needs to be lodged but what he would do instead is issue the customer another diary and the sooner he filled in the diary the sooner everything can be fixed. Customer then asked about his payment, Staff explained that his payment can not be released until the diary is returned.

At this point customer started to abuse the staff and demanding to see the manager and raising his voice. Security guard intervened and asked the customer to calm down as the s47F

I intervened and tried to calm the customer down, but customer continued to abuse the staff and security guard. customer moved face to face with security guard, I placed myself between the customer and the security guard, moving the customer away from the security guard. Customer continued to argue with the security guard and launched himself as wanting to hit the security guard. I was able to stop the customer from attacking the security guard. The security guard suffered a light slap on his face. After this the customer left the premises swearing and carrying on, and on his way out he put his foot through a glass window s47F

s 47E(d); s 47F(1) police attended the scene and they are going to press charges for assault and damages to government property.

Footage of the incident in the CSC has been released to the police.

s 22 was present during the incident and the incident was escalated to appropriate channels

No Further support is required at this point in time. ASA will need to be assessed for this customer.

Regards

Section 22

Senior Team Leader

Department of Human Services

s 47E(d); s 47F(1)

W: s 47F, s 47E(d) Spec: s 47E(d)

M;

F;

Thanks s 22 ... My advice would be to go with an ASA for the customer given the circumstances of the incident - queue jumping, verbally abusive, physically abusive, refusing to leave and then returning after being advised he would not be served. I will arrange for the CCTV to be searched if Police request footage.

Happy to discuss.

Section 22

Regional Security Adviser - Workplace Security Team
Workplace Relations, Health and Security Branch
People Services Division, Human Services Portfolio

s 47E(d); s 47F(1)

s 47E(d)

For all your HR queries contact the People Advisory Centre (PAC)

s 47E(d)

For more information view the PAC intranet page -

s 47E(d)

s 47E(d)

From:

To:

Cc:

Date: 02/02/2012 09:30 AM

Subject: Customer Aggression incident at s 47F, s 47E(d) - 31st January 2012 [SEC=UNCLASSIFIED]

Customer incident happened on the 31/01/12 between 11:00 and 12:00 roughly while s 22 was doing CLO duties in FoH.

Section 22 s 47F attempted to jump the queue by interrupting when s 22 was talking to other customers. Section 22 kept on giving her his CRN without being asked. s 22 then advised cust that he had to line up and she would serve him in turn. Customer refused to move away and kept on getting closer to her. s 22 once again stated to the customer that he had to line up. Customer then became aggressive and started swearing at s 22 and he then hit her on the wrist. s 22 came straight to me and I intervened. I instructed the customer to leave but he refused. I called the police to request that they attend the office to remove him. The customer attempted to be served by several other staff members but we refused him service. After 15 minutes the customer had left the building. I phoned the police again to inform him that he had left. They advised me that the customer had taken himself to the police station. I asked them to inform the customer he was not allowed back to our office. Within 1 hour he had returned to s 47F, s 47E(d). We again asked him to leave and refused him service. He left. Customer later attended s 47F, s 47E(d) for assistance.

Cust was wearing a dark blue t shirt with a pattern on it. Not too sure what pants he was wearing, jeans I think. s 47F s 47F

I will be phoning the Police today to request they attend our office in order for s 22 to provide statement and discuss charges.

Section 22

Service Centre Manager,

s 47E(d); s 47F(1)

Department of Human Services - Centrelink

W: s 47E(d)

M:

F: (

s 47E(d)

On 1 July 2011 Centrelink, Medicare Australia, Child Support Agency and CRS Australia were integrated into the federal Department of Human Services. Learn more at www.humanservices.gov.au

Surrounding site managers have been alerted to this customer and advised to call Police if he attends.

Section 22

WST

6 Feb 2012

Incident Type: Customer Aggression

Incident Date: 03/02/2012

Date Reported: 03/02/2012

Type of Office: CSC

Office Address: s 47E(d); s 47F(1)

Area: s 47F, s 47E(d)

Contact Person: s 22

Contact Number: s 47F, s 47E(d)

Staff Member(s) Involved: 4 including Call Centre

Incident Description: Customer was denied an immediate payment customer made threats of "busting up the office" I advised him not to make threats and explained the reason the EBT was denied. Cust went back on the phone and was again denied, at this point he spoke to the CC Operations Manager s 22 and made a threat to burn down the office and to place a bomb in the office. I requested by sametime that the site Manager call the Police, she responded with press the duress, I declined as I was concerned that any activation of the Duress System would prompt him to become violent. The Manager approached my desk at the same moment I was receiving a sametime message from the CC Manager regarding the customers threats to burn down and bomb the office. The Police were called and removed him from the office, I am advised they have charged him with a criminal offence. They have taken a statement from myself and the site Manager.

Property Damage: None

Property Stolen: None

Estimated Value: Nil

Yes Police Involvement: on

Police Report Number: Section 47F

No Duress Alarm: on

Witnesses: Section 22

Local Action Taken: Police called and customer was placed under arrest, Section 47F Section 22 an annotation has been made to the electronic record & an EP63 logged on ESS. The customer was in the office from about 12pm to approx 14:30.

s 22

----- Forwarded by /ING/CSDA on 06/02/2012 10:35 AM -----

From: s 22 ING/CSDA
 To: s 22, s 47E(d) (all the staff)
 Cc:
 Date: 03/02/2012 02:48 PM
 Subject: Withdrawal of Face to Face Services - s 22 [SEC=UNCLASSIFIED]

Afternoon Team s 47E(d), s 47F

Section 22

Please be advised that I have made a decision to withdraw all face to face services for
 This ban on face to face services will be in place for a period of 8 weeks and I will review the compliance with this order on 2nd April 2012.

Additionally, s 22 and I have pursued legal proceedings through s 47E(d), s 47F Police station for Assault and Trespassing.

[attachment "ASA letter Section 22, 2012.doc" deleted by Section 22]

J

Section 22

Service Centre Manager.

s 47E(d); s 47F(1)

Department of Human Services - Centrelink

W: s 47E(d)

M:

F:

s 47E(d)

On 1 July 2011 Centrelink, Medicare Australia, Child Support Agency and CRS Australia were integrated into the federal Department of Human Services. Learn more at www.humanservices.gov.au

Customer on ASA attended site and refused to leave when requested. Police were called and guard stayed with customer until Police arrived. Customer was arrested and wPolice will be charging him. Customer became aggressive and stated he would "blow the place up". Surrounding site managers briefed as customer was also removed from s 47E(d), s 47F on 3 Feb.

Section 22

WST

6 Feb 2012

Customer has been arrested out the front of s 47E(d), s 47F office. Customer refused to leave premises. He started to become verbally aggressive and made threats to blow up the building.

s 22

Section 22

Service Centre Manager,
s 47E(d); s 47F(1)

s 22, s 47E(d)

From:
To:

Cc:

Date: 06/02/2012 10:37 AM

Subject: Fw: Withdrawal of Face to Face Services - s 22

[SEC=UNCLASSIFIED]

Section 22 has attended s 47E(d), s 47F again today. I have officially issued him with a copy of the withdrawal letter but he is still refusing to leave. The Police have been called to remove him again from our office.

I will keep you informed.

Section 22

Service Centre Manager,
s 47E(d); s 47F(1)

Department of Human Services - Centrelink

Ws 47E(d)

M

E

s 47E(d)

On 1 July 2011 Centrelink, Medicare Australia, Child Support Agency and CRS Australia were integrated into the federal Department of Human Services. Learn more at www.humanservices.gov.au

Escalation template

Please forward to s 47E(d)

For more information, contact the Escalation Coordination team on one of the numbers below:

■ s 22

s 47E(d)

Issue	Customer aggression incident involving 3 customers Incident commenced inside the office and moved outside into the street.	
When did it occur?	Time 12.15 pm	Date Tuesday 7 February 2012
Staff, customers, business providers, health professionals affected	The identity of the customers that instigated the altercation is unknown.	
Background (description)	<p>An unknown couple had been using the self service facility and as they were exiting the office exchanged words with another customer standing in the queue.</p> <p>One of the couple pushed the customer in the queue.</p> <p>All 3 customers left the office</p> <p>Outside the customer from the queue was s47F by one of the couple</p>	
Action taken	<p>Other customers in the office were moved away from the area of the incident.</p> <p>The Police were called.</p> <p>Statements were taken by the Police.</p> <p>CCTV footage was provided to the Police for the incident inside the building and the Police also obtained footage from outside the building by the building owners</p> <p>The couple that instigated the altercation had left before the Police arrived.</p> <p>The Ambulance was called for the customer that was punched and hit.</p>	

	<p>Ambulance took customer away for treatment.</p> <p>No customers or staff were impacted by the incident.</p> <p>No further action required</p> <p>A follow up call to the injured customer will be made tomorrow.</p>
Responsible officer	<p>Section 22 s 47E(d); s 47F(1)</p> <p>Manager</p>
Contact number	s 47E(d)
Who has been advised?	NSO and Zone Executive
Will you be reviewing any procedures as a result of this issue? If so, which ones?	Not required
Additional comments	

- Customer aggression incident involving three Department of Human Services customers at the
s 47E(d); s 47F(1)

Background:

s 47E(d); s 47F(1)

- Two unknown customers that were leaving the pushed a customer who was lined up in the queue.
 - All three customers then left the Service Centre and the customer who was waiting in the queue
s47F
 - The police were called and attended.
 - An ambulance was called for the customer that was s47F and they were taken away for treatment.
 - The two customers who instigated the altercation left the Service Centre before police arrived.
 - CCTV footage was provided to the police and police have obtained footage from outside the building from the building owners.
 - Two customers who witnessed the incident provided statements to police.
- Staff will contact the injured customer tomorrow by telephone to ensure their welfare.

s 47E(d); s 47F(1)

A quick update re customer aggression at [redacted] at 12:12 today, a customer^{s 22} [redacted] - Section 47F) was upset during a phone call to the Families team re shared care, started raising his voice, I asked him when he commenced to swear that if this continued he would need to leave the office. As I walked away, the team leader heard him swear again so directed him to leave the site and terminated the phone call. As this customer left the premises he kicked the exterior glass door, causing damage to the glass. s 47F, s 47E(d) Police called . CCTV copied and provided to police when attended after next incident. Statement given to police by Security guard^{s 22} , who saw incident (door kicked) directly in front of him. Estimated repair cost advised to police \$2000 - \$4000.

s 47E(d); s 47F(1) - **14 Feb 12** - Young male customer advised staff that he was fearful as a s 47F outside had threatened him. Customer was put on phone towards rear of office and Police were notified as it was obvious that a number of people outside were threatening the customer. A number of people (approx 4) then barged into the office and pushed past staff to get to the customer who was then assaulted by the people. Duress was activated and 000 called. Police attended after approx 5 mins but offenders had left the premises. Victim was provided with first aid but declined offer of an ambulance and left with Police. The offenders s47F will be put on ASAs. Guard was on lunch break at the time of the incident.

Section 22

Regional Security Adviser - Workplace Security Team
 Workplace Relations, Health and Security Branch
 People Services Division, Human Services Portfolio

s 47E(d); s 47F(1)

W s 47E(d)

M:

F:

For all your HR queries contact the People Advisory Centre (PAC)

s 47E(d)

For more information view the PAC intranet page -

s 47E(d)

Colleagues

The e-mail below provides detailed information about an incident of customer aggression at s 47F, s 47E(d) this afternoon. The aggression was not directed at any of the staff, however charges will be laid for damage to Commonwealth property. The customer was apologetic about his actions and cooperated with the Service Centre Manager following the incident. His action seem to have resulted from frustration of being on the phone to the Participation Solutions Team (PST) for more than an hour and half and then when he eventually got through, being put on hold for a further period of time. The PST wait time was approximately 1 hour and 45 minutes at that time of the day.

An warning letter will be sent to the customer.

Regards,

s 22

Section 22
Region Manager
Department of Human Services
s 47E(d); s 47F(1)
M s 47E(d)
F:

----- Forwarded by s 22
s 22

on 27/02/2012 05:46 PM -----

From:
To:
Date: 27/02/2012 05:44 PM
Subject: Incident at s 47F, s 47E(d) Service Centre [SEC=IN-CONFIDENCE:CUSTOMER]

Good Afternoon s 22

At approximately 1pm I was alerted to a customer on the self service phones who had become frustrated at the wait time and had slammed the phone on the self service desk and taken himself out side to have a cigarette. I walked over to the guard and asked him to come and get me if he returned to the office.

A few minutes later the guard came over and informed me that he had returned and was back at the phone, and that the customer had punched a hole in the wall before he had left the building.

No staff witnessed the damage. When I spoke to the customer I introduced myself and asked the customer if he had put the hole in the wall. The customer apologised, said yes and explained that he didn't mean to put a hole in the wall, that he had become extremely frustrated as he had been on hold to the participation team for 2 hrs. The customer gave me his CRN and I asked a team leader to have a look for me to see how long the current wait time was. At that stage Mapstat had stated that the wait was 1hr 45mins.

I allowed the customer to continue with his call as he was now talking to the participation team and he didn't have a mobile phone. The customer finished his call and approached the reception. As he needed his password reset. The participation team was still locked in his record. I gave him the call centre number and advised him to leave the office.

I have contacted the police and given a statement and CCTV footage so we can have him charged, to try and recover the cost of fixing the wall. The customer is an out of area customer, from QLD. If the police can't locate him before he goes home, then there may not be much we can do.

Customers details are

Section 22

Section 47F

let me know if you need further information

Section 22

Service Centre Manager - Is 47E(d);

Department of Human Services - Centrelink

W: s 47E(d)

M:

F: I

NOTE: Manager has decided to issue a warning letter to the aggressor. I have attempted to persuade the manager to implement ASA but Manager prefers the warning letter at this stage.

Section 22

WST

6 March 2012

Thanks s 22I will arrange for the guard to be replaced.

Section 22

Regional Security Adviser - Workplace Security Team
Workplace Relations, Health and Security Branch
People Services Division, Human Services Portfolio

s 47E(d); s 47F(1)

W: s 47E(d)

M:

F:

For all your HR queries contact the People Advisory Centre (PAC)

s 47E(d)

For more information view the PAC intranet page -

s 47E(d)

From: s 47E(d)
To:
Cc:
Date: 06/03/2012 12:30 PM
Subject: Incident at s 47F, s 47E(d) SC today [SEC=UNCLASSIFIED]

Hi Section 22

We have just had an incident at s 47F, s 47E(d) today.

Around 11.25am two women in the queue started to fight. There was no lead up as in any yelling or heated words.

One woman walked up to the other and pushed her then they just started to punch into each other.

Both myself and s 22 tried to intervene and I activated the duress alarm. The Security Guard assisted in trying to get other customers away from the fray, however he was ineffective in anything else. One gentleman from the waiting area assisted s 22 and myself in actually breaking the women up and we told them to leave the office at once. They continued to punch each a couple of times outside the office.

From what we can piece together the woman who instigated the incident had been booked into the VWR regarding what s 47F. The other woman

(unknown as to who she is) was in the queue waiting to be seen, the CLO had not reached her as yet - unsure what her reason for attending was.

The police attended about 20 mins later and as per my conversation with ^{s 22} CCTV footage has been given over to them.

We had a few shaken customers in the queue who we have assisted and one very distressed customer who **Section 22** (SW) took into a room and has been assisting.

regards
Section 22

Service Centre Manager
Federal Department of Human Services

^{s 47F, s 47E(d)}

W: ^{s 47E(d)}

M:

F:

MO Advised: Yes

Source:

- s 47E(d); s 47F(1)

Issue:

- A customer aggression incident where a customer attended the s 47E(d); s 47F(1) on 4 April 2012 and:
 - s47F ; and
 - damaged property.

Background: s 47E(d); s 47F(1)

- A customer attended the on 4 April 2012 due to suspension of payment.
 - The customers payment was restored and the customer requested an urgent payment which was denied.
 - The customer became verbally aggressive and then s47F
 - The s47F
 - The customer left the service centre s47F but returned and kicked the front doors, shattering a glass panel.
 - Duress alarms were activated and police were called but did not attend.
- First aid was provided to the injured staff member

RSA: Have spoken with the Manager Section 22 and Zone Workplace Health.

CRN - **Section 47F** .. Police indicate that charges are likely. ASA to be implemented and letter handed to customer by Police.

Section 22
WST

Issue	Customer aggression	
When and where did it occur?	s 47E(d); s 47F(1) approximately 11 am	Date 23/5/12
Staff, customers, business providers, health professionals affected	Team Leaders, some CSOs and customers	
Background (description)	<p>A female customer walked into the office already agitated. She went on the PST phone to rectify a participation failure. Despite her payment being reinstated, her behaviour continued to be unsatisfactory. The Senior Team Leader approached the customer and asked her to leave the office. The customer made various threats to the Team Leader, getting very close to her and grabbing her by the arm. The Security Guard was there but the customer was not deterred by his presence/actions. The other two Team Leaders were close by and tried to assist, however the customer did not respond to repeated requests to leave the office. Police were called – they arrived quickly and took the customer into custody. The customer has a long history of aggression, but not very recent. She is known to the police and has been incarcerated before. The Senior Team Leader has gone to the police station to give a statement. Some CSOs were fairly close to the action, but there have been no reports of any of them being affected by the event. A customer in the waiting area seemed quite upset – one of the Team Leaders addressed this with them.</p>	
Action taken Relevant to type of incident	<p>Incident reported to the People Support, who will make contact with the affected staff. Region Manager made contact with the two Team Leaders (both reported they were well) and offered EAP. Region Manager will contact the Senior Team Leader once she is back from the police. Incident recorded on the system. Withdrawal of face to face letter is being prepared and will be handed to the customer by the police.</p>	
Responsible officer	Section 22 Service Centre Manager	
Contact number	s 47E(d)	

Who has been advised?	Region Manager, Service Leader, People Support
Will you be reviewing any procedures as a result of this issue? If so, which ones?	
Additional comments	E.g. If an Alternate Service Arrangement was not implemented in a customer aggression incident – state here why not and other options explored.

Police attended and requested CCTV footage which will be released along with customer details.

Section 22

- WST

Colleagues

I am writing this from my mobile phone, so apologies for not being able to complete the template.

At approximately 2 pm today, a customer aggression incident occurred in our s 47E(d); s 47F(1) s 47F, s 47E(d). A customer was on the phone to PST to resolve a participation failure. He was getting more and more agitated as time went by. The Service Centre Manager went to talk to him and offered him a chair, which seems to have further annoyed the customer. He became irate and started banging the phone console and the partition, causing damage to the furniture.

Police were called, but are yet to attend. Customer details will be provided so that charges for damage to Commonwealth property can be laid.

Staff, including the Manager, seem to be unaffected by the incident. The incident didn't result in any service disruption. There is a history of EP63 on customer's record - alternative service arrangements will be invoked.

The Zone Security Advisor and People Support Team have been informed.

The PST wait times at the time of the incident were approximately 95 minutes.

Regards,

Section 22

Region Manager
Department of Human Services

s 47E(d); s 47F(1)
Mobile: s 47E(d)
E-mail:

Incident #1189

- s 47E(d); s 47F(1)

Issue:

- Customer aggression incident where an unidentified Department of Human Services customer spat in a staff members face at the s 47E(d); s 47F(1)

Background:

- An unidentified customer entered the s 47E(d); s 47F(1) : to report online, the report failed as the customer was required to call the Participation Solutions Team.
- The customer called the participation queue but became aggressive and started to bang the phone.
- Two team leaders spoke with the customer asking them not to damage Commonwealth property.
- The customer then swore at the team leaders and the customer was asked to leave the Service Centre.
- The customer began to exit the Service Centre, but stopped and spat in the face of one of the team leaders.
- Police were called and both team leaders have provided statements.
- The team leader was taken to the medical centre shortly after the incident.
- Employee assistance has been offered.
- Police intend to charge the customer, when the customers details are known. Police may be able to assist in the identification process.
- If the customers details are obtained, alternate servicing arrangements will be put in place with face-to-face service withdrawn immediately.

Update:

-
- The customer has been identified and alternate servicing arrangements have been put in place with the immediate withdrawal of face-to-face services.
- The Police have arrested the customer and laid multiple charges.
- The staff member is continuing to undergo the necessary medical testing.
- The staff member is being supported by her leadership team and has indicated that she will utilise EAP.