



# Staff Guidance

**If you are approached by a customer who asks for Angela or is in distress and needs our support, please follow these steps:**



## Step 1

### Make the person feel safe

Respond calmly and discreetly

Listening: Use active listening and the C.A.R.E. technique

Invite them to our venue's safe space or designated area:

Inform a manager of the situation

If applicable use our venue codeword to alert radio users in the venue. Our site's codeword is:

If necessary, ask security to ask individual(s) causing distress to leave



## Step 2

### Support the customer with their specific concern

**Call 131 444 or 000 if it's an emergency or a crime is in progress**

Listen to the person and ask them what they need

Ask the customer about what has happened

Support the person to leave safely: what route should you advise them to use?

Provide guidance: signpost the individual to local services



## Step 3

### Follow up

Record prescribed incidents and details in your incident register (where required under r.18EB of the Liquor Control Regulations 1989). Your incident register is located:

**IMPORTANT**  
You are not expected to be a counsellor or provide any support beyond the customers safe exit of the building

