

Media Release

The Hon Ben Carroll MP

Deputy Premier

Minister for Education

Minister for WorkSafe and the TAC



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DON'T CROSS THE LINE – TREAT WORKERS WITH RESPECT

The Allan Labor Government is putting work-related aggression and violence in the spotlight with a new campaign asking the community to not cross the line, and to stop and reflect before tempers rise.

'Don't cross the line' – a fresh campaign from WorkSafe Victoria – calls on everyday Victorians to consider the toll on workers who may experience yelling, swearing and hostility as part of their day to day work.

The campaign will run on TV, radio, social media, print and feature in workplaces – focusing on the cumulative impact of these forms of aggression.

The campaign comes as WorkSafe data reveals almost 1,000 workers were seriously injured – including 316 workers who suffered mental injuries – because of suspected work-related aggression or violence incidents last year.

Alarming, 100 of the victims were young workers aged under 25, including several teenagers. Claims were made from workers across a range of industries including retail, transport, health care and social assistance, education and training and emergency services.

The campaign portrays situations where community members may feel frustrated and tempers boil over – such as when transport is delayed, there's a mix-up with an order, or a long queue.

Each scenario highlights the fact that workers in public-facing roles may face multiple acts of aggression in a single day – and encourages members of the community to stop, think and act better in the moment.

Employers have a responsibility to protect workers from hazards, including having systems in place to prevent aggression and violence in the workplace as well as for reporting and responding to incidents that do happen.

Any worker who has concerns about the controls in place in their workplace to manage the risks can contact WorkSafe's advisory service on 1800 136 089. For more information visit [worksafe.vic.gov.au/dontcrosstheline](https://www.worksafe.vic.gov.au/dontcrosstheline).

Quote attributable to Deputy Premier and Minister for WorkSafe and the TAC Ben Carroll

"There is never a place for aggressive or violent behaviour and this campaign is asking Victorians a very simple thing – to treat workers with the respect they deserve."

"Aggression in the workplace is a community problem and needs a community response, so we're asking all Victorians to step up and the next time you're getting frustrated in a workplace, pause and ask yourself – am I crossing the line?"

Quote attributable to WorkSafe Executive Director of Health and Safety Sam Jenkin

"All workers have the right to feel safe at work, and while aggression and violence from members of the public isn't a new workplace hazard, sadly we know the problem is getting worse."

"Every day, too many workers are reduced to tears, sent home from work early, or turn up to their shift with a knot in their stomach because of repeated encounters with aggressive or violent people – enough is enough."

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