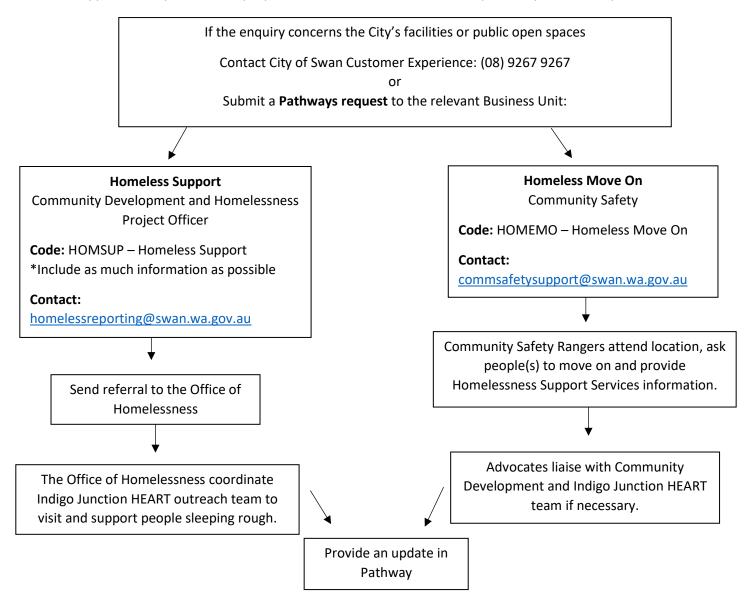
PROCESS MAP

ASSISTING PEOPLE WHO ARE HOMELESS



Call **000** – if you're concerned for your safety or the safety of others

Approach the person(s) only if you feel safe to do so and are accompanied by another City Officer.



Report the incident to your manager

Record an incident report in CiA for incidents involving violence or aggression

Debriefing and support

Contact your manager or the Employee Assistance Program:

Assure Programs - 1800 808 374 (24/7)

https://assureprograms.com.au/contact/

See **WHS Considerations** for advice on how safely approach, respond to anti-social/illegal behaviour or remove biological hazards