

Central Safety Group Meeting

April 2019



Staff safety and difficult customer interactions

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When & Where

Bookings



RSVP

What: Staff safety and difficult customer interactions

Who: Kristen Richardson, Wellbeing and Safety Business Partner Team Leader, ANZ

Details: Many businesses have seen an upsurge in staff impacted by difficult customer interactions that may place them at risk of a physical or psychosocial illness. This has particularly been the case in the banking industry and is varied across customer contact, whether it is face-to-face or telephone interactions.

ANZ Bank has a strategy in place to keep their staff safe from this risk and this will be presented by Kristen Richardson, Wellbeing and Safety Business Partner Team Leader, at a lunchtime presentation on 9 April.

The strategy looks at all aspects of staff safety – physical, psychosocial and most importantly the leadership culture shift required to enable this strategy to be successful. This strategy has been developed using external consultancy expertise and research across other industries.

[Meeting Details](#)

When: 12 noon-1pm, Tuesday, 9 April 2019

Where: Xchanging, Level 10, 390 La Trobe Street, Melbourne (near Queen Street)
Please note new venue for this month

Cost: Attendance: members free, non-members \$10
Lunch (optional): sandwich and juice lunch \$15
[Individual membership fee for 2019: \$70]

Please book and indicate whether you are having lunch:

Book online at centralsafetygroup.com

or contact CSG Secretary Jane Loudon on T: (03) 9387 9768 Mobile 0417 040 252

or email: secretary@centralsafetygroup.com

(NOTE: To cover catering costs, the full fee will be charged for those who advised they would be having lunch but did not attend).

By close of business Friday, 5 April 2019