

#ASK FOR ANGELA

SAY NO MORE TO SEXUAL VIOLENCE

ARE YOU READY?

PREPARATION CHECKLIST FOR VENUE MANAGEMENT IF A PATRON AT YOUR VENUE ASKS FOR 'ANGELA', WHAT WILL YOUR STAFF DO?

WHO	WHAT	HOW
<input type="checkbox"/> Staff and management	Understand the campaign is and its purpose.	Discuss how a sense of safety is important for your premises. Discuss how some people may not be comfortable asking for help. 'Angela' is a code word to use in these situations.
<input type="checkbox"/> Staff and management	Know a safe place to take a person away from the uncomfortable situation.	Assess venue layout and identify appropriate locations to take a customer and procedures for dealing with any escalations. Ensure all staff can readily identify location(s) to take person asking for assistance.
<input type="checkbox"/> Staff	Understand their role and can respond appropriately when the 'Angela' code word is used.	Discuss scenarios and how to respond in your venue : a) assisting the person to leave the premises safely b) identifying options to access transport safely c) assist them to call someone they trust d) don't hesitate to contact police if required. Remember to consider your own safety. Display the tips for staff poster in an appropriate place as a staff reference/reminder.
<input type="checkbox"/> Staff	Feel confident and respond respectfully to a request for assistance.	Discuss the need for discretion, respect and non-judgemental language. Staff don't need to know the background and details of the scenario. Discuss and identify potential risks and agree on mitigation strategies in line with current procedures.
<input type="checkbox"/> Patrons	Know they can 'ask for Angela'	Display posters in appropriate places in your venue. 'Ask for Angela' should only be promoted to patrons at your venue when all of the above steps are completed and your staff are prepared.

SCENARIOS TO DISCUSS WHEN PREPARING VENUE STAFF

Sexual violence can occur in many forms, and a person may feel unsafe without it being obvious to others around them.

Please use discretion, respect, and non-judgemental language.

You can ask the person what they need, but you don't need to know the background and details of the scenario.

WHAT IF A PERSON 'ASKS FOR ANGELA' IN THE PRESENCE OF THEIR DATE?

A suggested response is '*Angela's out the back if you want to come with me*' or something similar and take the person to a discreet space to work out the next steps which may include:

- assisting the person to leave the premises safely
- identifying options to access transport safely
- assist them to call someone they trust
- don't hesitate to contact police if required.

WHAT IF THE DATE IS AWARE OF WHAT THE REQUEST FOR 'ANGELA' MEANS AND REACTS AGGRESSIVELY?

If a person behaves in an aggressive or intimidating manner follow existing procedures for responding to antisocial behaviour in your premises.

WHAT IF THE PERSON'S DATE ASKS WHERE THEIR DATE WENT?

Staff are under no obligation to disclose the whereabouts of other patrons.

If required, follow existing procedures for managing anti-social behaviour.

WHAT IF THE PERSON'S DATE FOLLOWS THEM?

Do not allow the person asking for help to leave the venue in sight of the person causing them distress as this could lead to them being followed out of the venue and placed at higher risk.

Police should be called for assistance if the circumstances of the incident constitute an offence and in conjunction with existing procedures.

Bar staff and security are asked to provide sufficient protection to the person in need of assistance prior to police arrival.