

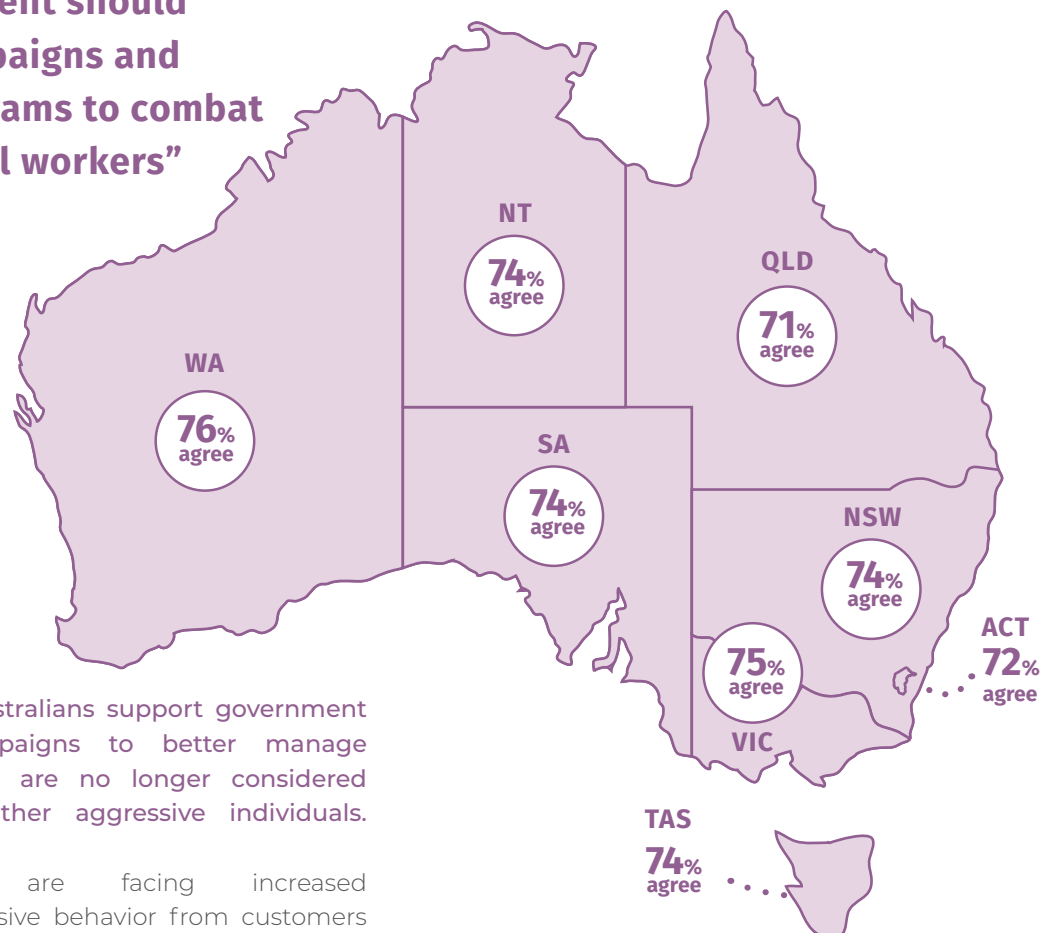
## Support for Combatting Abuse



In 2020, the National Retail Association performed research<sup>1</sup> with over 20,000 Australians to gauge public support for initiatives to improve the health and wellbeing of retail workers.

### AGREEMENT WITH:

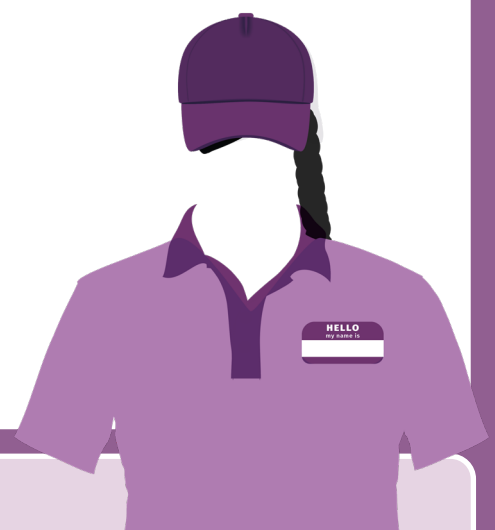
**“Our government should invest in campaigns and support programs to combat abuse of retail workers”**



The majority of Australians support government investing in campaigns to better manage those people who are no longer considered customers, but rather aggressive individuals.

Retail workers are facing increased aggressive and abusive behavior from customers with 88% of retail workers nationally having experienced physical or verbal abuse from customers.

The NRA believes that legislation should be strengthened by making trespass laws tougher and providing the ability for law enforcement to issue on-the-spot fines for any action deemed abuse. There also needs to be a fundamental shift in community attitudes supported by large-scale campaign explaining when incivility becomes abuse and that customer behavior is unacceptable.



For more information:  
[www.essentialretail.com.au](http://www.essentialretail.com.au)

**essential workers**  
**essential support**

1. Data from an n=20,291 national telephone survey of Australian residents 18+ conducted state-by-state between 13 August and 1 October. Data weighted to Australian Bureau of Statistics figures to be representative of the Australian population by age and gender. Data are accurate to within a maximum margin of error of +/-0.69% on the total sample, at the 95% confidence interval. Smaller sub-samples may have differing margins of error.