30 March 2020

Be patient – don’t give staff a serve, says Lauga

The Member for Keppel and Assistant Education Minister Brittany Lauga has called for patience in supermarkets and respect for staff.

“People abusing staff in retail work is sadly not new when customer frustration boils over.

“But there is never a time when giving a worker a serve is acceptable.

“In the past I have worked with the SDA, the union for workers in retail, fast food and warehousing, during their national campaign ‘No One Deserves a Serve’ to stop the abuse and violence towards retail workers by customers.”

The SDA is the second largest trade union in Australia,

Ms Lauga said when the shops are busy, or they might be short of some items, there is no excuse for any physical and verbal abuse that customers are directing at retail staff.

“Last week I did my usual shop at Woolies Parkhurst and caught up with the hard-working staff members there, one of whom wore a badge promoting ‘No one deserves a serve’.

“Thanks to Ashley and the friendly team at Woolworths for the amazing job they’re doing keeping food in our pantries!

“No worker deserves abuse. I know it can be frustrating when there is no toilet paper or certain items you like but are not available. But it’s not the workers’ fault.”

For retail and fast food workers, abuse from customers can severely impact their physical and psychological health and it cannot continue, she said.
“Bullying and harassment are never acceptable in any industry or workplace, and I would urge everyone to be patient and to pay respect to staff members in your supermarket,” she said.

“Everyone has the right to be able to do their job in a safe environment.”

ENDS
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