



# ECU Student Guild

## LONE WORKING POLICY

<b>POLICY TYPE</b>	Operational & Senate
<b>POLICY SUBTYPE</b>	Occupational Health & Safety
<b>POLICY TITLE</b>	<b>Lone Working Policy</b>
<b>POLICY OWNER</b>	Operations Manager

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## 1. INTENT

- 1.1. Edith Cowan University Student Guild takes the health, safety and welfare of its entire staff seriously.
- 1.2. ECU Guild recognises that some staff are required to work by themselves for significant periods of time without close or direct supervision whilst on campus, in the guilds offices or other isolated work areas.
- 1.3. The purpose of this policy is to enable the ECU Guild to meet its obligation to protect staff and so far as is reasonably practicable from the risks of lone working.

## 2. ORGANISATIONAL SCOPE

- 2.1. This policy will apply to all staff, including temporary and casual staff, volunteers, and those on work placements/internships.
- 2.2. This policy applies to all situations involving lone working arising in connection with the duties and activities of the Staff at ECU Student Guild.

## 3. DEFINITIONS

- 3.1. The singular includes the plural and vice-versa.
- 3.2. Words importing a gender include any other gender.
- 3.3. A reference to:
  - 3.3.1. A person includes a corporation and government or statutory body or authority;
  - 3.3.2. A person includes the legal personal representatives, successors, and permitted assigns of that person; and
  - 3.3.3. A statute, ordinance, code or other law includes regulations and other statutory instruments under it and consolidations, amendments, re-enactments or replacements of any of them by any legislative authority.
- 3.4. The word “including” and similar expressions are not words of limitation.
- 3.5. The word “under” includes by and by virtue of; as well as, pursuant to and in accordance with.
- 3.6. **CIDC** means the Continuous Improvement and Development Committee.
- 3.7. **The Guild** means Edith Cowan University Student Guild.
- 3.8. **Lone Worker** means a member of staff member whose activities involve all or part of their working time operating in situations without the benefit of interaction with other workers or without direct supervision.

3.9. **Normal Operating Hours** means the times that the Guild offices would normally be open. Monday – Friday, 8am-4pm, excluding public holidays and other official closure periods.

3.10. **Senate** means the duly elected student representatives of the Guild.

3.11. **Staff** means any individual employed by the Guild and incorporates volunteers and any individual engaged with the Guild for work placement or Internships.

#### 4. OVERVIEW

4.1. All Guild policies are approved, amended or repealed by the Senate in accordance with the Guild's Policy Framework and compliance with relevant governance instruments, following consultation with CIDC.

4.2. The Guild shall maintain a policy manual of all current policies in a manner which is easily accessible to members, Senate, staff and other stakeholders where appropriate.

4.3. All Guild policies will be reviewed annually.

#### 5. POLICY

5.1. Lone working environments present a unique health & safety problem.

5.2. Whilst there are risks associated with many types of work, it is generally assumed that lone workers face increased risk due to the isolated nature of their work.

5.3. It is imperative that lone worker are vigilant and conduct their duties with safety in mind at all times.

5.4. Employees are required to take reasonable care of themselves and others affected by their work and cooperate with ECU Guild in meeting their legal obligations with regards to Occupational Health and Safety and other legislation.

5.5. It is generally considered that lone working increases the vulnerability of workers, therefore it is essential for staff safety, that people working alone in Mount Lawley or Bunbury or at events can be located by staff working at Joondalup during normal operating hours. To facilitate this the lone working procedures must be observed at all times.

5.6. Failure to comply with the lone working procedures may result in disciplinary action being taken.

5.7. ECU Guild will attempt to ensure that incidents of lone working are minimised and where possible, staff rostered to work in offices outside that of the main Joondalup office will have an additional staff member or senate member present whilst they work.

5.8. ECU Guild will store details of staff member's emergency contacts and other details (personal description, car registration, home phone number, etc.) and will utilise these details only in circumstances where the lone worker has not followed the Lone working procedure, or we are unable to contact them and therefore have concerns for their safety.

5.9. ECU Guild may, at their discretion view video surveillance cameras at each location where contact cannot be established and there are concerns for the lone workers safety. Video Surveillance cameras are accessible by the Operations Manager, with a Senate Member present. In emergency situations where a Senate member is not present, the Operations Manager may view the camera footage in the presence of another Staff member.

5.10. Where the Operations Manager is not available to check surveillance footage, staff should contact ECU Security as per clause 5.11.

5.11. ECU Guild may also engage ECU Security to search for staff members where contact cannot be established and there are concerns for the lone workers safety.

#### **5.11.1. Duress Alarms, Security & Now Force**

5.11.1.1. ECU Guild has fitted duress alarms in office locations at Joondalup, Mount Lawley and Bunbury. The locations of these alarms are as per the table below:

<b>Campus</b>	<b>Location</b>
Joondalup	<ul style="list-style-type: none"><li>• Reception Desk</li><li>• GSA Office Desk</li></ul>
Mount Lawley	<ul style="list-style-type: none"><li>• GSA Office Desk</li></ul>
Bunbury	<ul style="list-style-type: none"><li>• Staff Office Desk</li></ul>

5.11.2. Duress alarms are identifiable as follows – the two red buttons should be pressed to activate the alarm.



5.11.3. Staff are required to download the NowForce App, available free of charge from Android and Apple App Stores to their personal mobile devices which links directly to ECU Security and acts as a personal security alarm whilst on and off campus.

5.11.3.1. NowForce should be used as per the Lone Working Procedure to advise ECU Security Services that a staff member is working alone and the location of work.

5.11.3.2. All staff receive a nominal amount as a mobile phone allowance to facilitate the 2 Factor Authentication Security process required as part of the IT Infrastructure of the Guild and the downloading and use of the NowForce App.

5.11.4. Lone workers who feel at risk or in danger should press the duress alarm, call Security on 3333 or press the SOS button on the NowForce App.

#### **5.11.5. Microsoft Teams/Telephone Calls**

- 5.11.5.1. All staff who are lone working on one of the campuses are required to alert the Operations Staff Teams Group that they have arrived safely for work on arriving at the office via Microsoft Teams messaging or by telephone call to the Joondalup Reception.
- 5.11.5.2. Staff are also required to alert the Operations Staff Teams Group via Microsoft Teams Messaging or telephone call to the Joondalup Reception they leave the office for the day to indicate that they are safe.

#### **5.11.6. Meetings with service users**

- 5.11.6.1. The Guild recognises that, in order to facilitate confidentiality when meeting and engaging with students seeking Guild Student Assist services it is not possible to hold meetings at locations where more than one staff member is present at any one time.
- 5.11.6.2. GSA officers who are required to work alone should follow the procedures as set out in the Lone Working Procedure to reduce the risks of incidents and to mitigate personal safety issues.
- 5.11.6.3. Guild Student Assist Officers are not permitted to meet with any student who has a risk alert in Cliniko whilst lone working.

#### **5.11.7. Meetings with unknown members or professionals**

- 5.11.7.1. Staff attending meetings with members or an unknown professional should make every effort to attend those meetings with another member of staff or Senate member from ECU Guild or someone you know from another organisation. When this is unavoidable, the staff member must arrange to meet at a public place or at one of the staffed offices of the Guild and ensure the lone working procedures are followed.

#### **5.11.8. Incident Reporting**

- 5.11.9. In order to maintain appropriate records of incidents involving lone workers, it is essential that all incidents are reported to the Operations Manager and complete an Incident report form.
- 5.11.10. Staff should ensure that all incidents where they feel threatened or unsafe are reported even if this was not a tangible event or experience. Reports of these incidents are imperative in informing future meetings, appointments, etc. and will help to inform lone working policies and procedures.
- 5.11.11. All incidents will be discussed at a debriefing session with the Operations Manager or supervision with the relevant line manager, notes of which will be kept on the employee file.

## 6. RELATED DOCUMENTS

<b>Related Policy</b>	<ul style="list-style-type: none"><li>• Guild Student Assist Service User Policy</li></ul>
<b>Related Procedure</b>	<ul style="list-style-type: none"><li>• Lone Working Procedure</li></ul>
<b>Other Related Documents</b>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>Related Legislation</b>	<ul style="list-style-type: none"><li>• None</li></ul>

## 7. CONTACT INFORMATION

For queries relating to this document please contact:

<b>Policy Owner</b>	Operations Manager
<b>All Enquiries Contact</b>	Lisa Dwyer
<b>Telephone</b>	08 6304 5915
<b>Email address</b>	<a href="mailto:l.dwyer@ecuguild.org.au">l.dwyer@ecuguild.org.au</a>

## 8. APPROVAL HISTORY

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