



PUBLIC TRUSTEE AND GUARDIAN

POLICY

DOCUMENT PROPERTIES	
Name of Policy	Staff Safety and Security
PTG Policy Number	2017-4
Version/s	28.06.2017
Endorsed by SLG	28 June 2017
Authorised by	Andrew Taylor, Public Trustee and Guardian
Date for review (plus three years)	28 June 2020

LEGISLATION

Work Health and Safety Act 2011

Under this Act it is the responsibility of the Executive in charge of the organisation to ensure, so far as is reasonably practicable, the health and safety of—

- (a) workers engaged, or caused to be engaged, by the person; and
- (b) workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.

DEFINITIONS

N/A

POLICY

This policy adopts the policies contained in “Work Health and Safety Issue Resolution Guidelines, which may be found under ‘Policies’ in the JACS Intranet.

The following issues specific to Public Trustee and Guardian (PTG) are in addition to the information in those Guidelines.

It is a responsibility of PTG to provide safe premises for staff, clients and visitors. The “virtual office” concept is encouraged so that clients who have known aggressive or violent behaviours are not encouraged to visit PTG and are managed remotely where possible. PTG staff are instructed not to use PTG Reception to enter or leave the office during business hours.

PTG’s Receptions have been designed with an emphasis on security including CCTV and bank style security screens, whilst presenting to the client as a safe environment.

When dealing with difficult clients -

- Staff dealing with potentially difficult clients or visitors can choose either not to use their name in emails/correspondence or to use an alias.
- Where an aggressive or difficult client presents at PTG they should be dealt with at the side (sit down) counter away from the main counter, where possible, to minimise distraction to other clients.

- In dealing with an aggressive person, PTG staff should disengage and walk away if they feel threatened or unable to deal with a situation. The matter should be referred to a senior officer or an authorised officer.
- Staff should never physically engage with a client and should refrain from entering the public area of Reception if it is potentially dangerous to do so.
- If staff are concerned about safety, due to the behaviour of a client or visitor, the matter should be referred to a senior officer or one of the authorised officers with 'move on' powers.
- Once the authorised officer has requested the person to move on, if the person refuses, ACT Policing (Ph 131444) should be called to attend.
- If members of the public or other clients are present in Reception whilst an aggressive client is displaying problematic behaviours, staff should make attempts to move clients or members of the public into a vacant interview room or leave the area. In the rare instance that there are no vacant interview rooms available, clients should be requested to leave the area, or in extreme circumstances, be allowed entry to the PTG offices under supervision.
- Personal (Workplace) Protection Orders in the form of an order of the Magistrates Court restraining a person from attending or contacting the office may be considered in relation to problematic clients or members of the public.

For current authorised officers, check with Office Services Unit.

Threatening, Abusive or Offensive Telephone Calls

JACS has developed and published a Fact Sheet/Policy on dealing with Threatening, Abusive or Offensive Telephone Calls. This Fact Sheet also explains details about the Employee Assistance Program at (EAP) -

http://injacs/documentcentre/_layouts/15/WopiFrame.aspx?sourcedoc=/documentcentre/Shared%20document%20library/Information%20sheet%20-%20Threatening%20phone%20calls%20procedures%20and%20check%20list.doc&action=default&DefaultItemOpen=1

Visits to Client Premises

PTG staff attending client premises in line with their duties should assess who is likely to be present during the visit and any known issues about violent or unpredictable behaviour by the person. If the visit is in relation to trustee activities, staff should not attend unaccompanied for accountability purposes and another PTG staff member or an officer of another Territory agency should be present.

A staff mobile phone and portable camera/ipad are available for use by staff when outside of the office and on weekends on official business. PTG staff should not attend client premises without a phone.

PTG vehicles are provided with safety kits for staff to use should they need to access premises posing a safety risk. These are designed to protect staff safety against such hazards as needle stick injury etc.

PTG staff are encouraged to remove themselves immediately from any situation where there is a risk to their safety and report the issue to their immediate supervisor or senior management.

Visit to Clients in Staffed Facilities

PTG staff attending staffed facilities ie aged care facilities, Adult Mental Health Unit and Old Persons Mental Health Unit may attend unaccompanied upon ensuring the presence of the facility staff.

Attending the office on weekends or after hours

Staff are discouraged from attending the PTG Office after hours or on weekends. Should PTG staff have a reason to enter the premises on the weekend or after hours, they should ensure that, when leaving, they swipe the security access pad (located outside each entrance) with their access card three times to arm the security system.

Personal social media

Staff choosing to use personal social media accounts should always consider the following -

- On no account should a person indicate on a social media account that they are an employee of PTG. An exception may be LinkedIn where not too much personal information is attached to the entry.
- Ensure that their Facebook or other account is set to private security ie friends only
- Only connect with others that are know and trusted
- Consider using a social media account alias.

Official correspondence

In preparing official correspondence including letters, emails etc, staff should consider the following -

- You may choose to adopt an alias in place of your own name
- In such cases you should never give out your own name, or place your personal initials on correspondence
- Create an email signature in your alias name
- Do not give out your direct extension to anyone. Keep in mind that you may give this out to a trusted person (ie a service provider to a client) who might inadvertently give it to a client.

Group email

- Your Unit might consider establishing and using a group email in the name of your business unit eg fmsu@ptg.act.gov.au
- When using a group email service and replying to an email, never give out your name or email address in an email signature.

Riskman

In the event that you experience a workplace event that endangers your health or safety or results in injury however minor, you should report the matter to your Director and they will complete a Riskman Work Injury Report. This will record the frequency of such events and also ensure that, where possible, the cause of the problem is remediated.

Silent Elector Registration

Another means of protecting ourselves is through the use of the Silent Elector Registration Form. This is a means by which you can request the Australian Electoral Commission that -

- the address where you are claiming enrolment not be shown on the roll; or
- the address where you are currently living be removed from the roll.

You can use this form to apply to be registered as a silent elector if you believe that having your address shown on the publicly available electoral roll could put your personal safety, or that of your family, at risk.

Silent enrolment means your address will not be shown on future editions of the publicly available roll. You will not be granted silent elector status based solely on your profession, or because you have a silent phone number, or you don't like the idea of your details being publicly available, or you don't want to receive junk mail.

The form is available at -

http://aec.gov.au/Enrolling_to_vote/Special_Category/Silent_Electors.htm

END OF POLICY