

Changing Places

Staff Safety Policy 2014

1. All staff whist leaving the office must have their mobile phone ready and available with both the police and office numbers entered into the speed dial function.
2. When a staff member leaves the office for the purpose of an appointment, inspection etc. the follow details (as a minimum) must be entered into you Changing Places outlook calendar:
3. Start and finish time
4. Location
5. Name of the people you are meeting (if relevant)
6. For team members operating remotely please ensure that when meeting clients and attending appointments/inspections you let somebody know where you are (this could be a family member or friend)
7. If you encounter a dangerous situation while at an appointment or meeting and feel threatened contact the office immediately using the safe words “Purple Folder” alternately contact the police on 000
8. If an aggressive client has been identified and a decision is made to meet with the client, the visit should be conducted in pairs.
9. Do not accompany anyone in your car
10. Keys must be coded or tagged in such a way that the property address can’t be identified.
11. Work vehicles (private or company owned) should be regularly maintained so it is operational, safe and unlikely to break down.
12. If in doubt do not enter a property. Listen to your inner voice or gut instinct
13. You should always arrive early and park as close as possible to the inspection property where the vehicle can be accessed quickly and where it will not be blocked in.
14. Personal belongings such as bags, purses and wallets to be kept out of the public eye
15. A check should be made of any defects at the inspection property which may cause an injury to the agent or the enquirer, including:
16. fall and trip hazards
17. unsound flooring
18. exposed wiring
19. aggressive animals
20. unsafe structures
21. chemicals
22. pools
23. machinery
24. If you do have a disagreement with a tenant or landlord, make sure you tell your department manager, principal and receptionist. If this person comes into the office to speak with you, your staff will be aware that it may be a good idea for another member of the team to sit in on your conversation. If you are threatened by someone, lodge a complaint with the local police station. It is important to document any serious threats.
25. Incidents need to be reported to the agency, whether they are actual events resulting in an injury or situations with the potential of causing an injury (a near-miss).