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| Policy 8 | PHYSICAL RESOURCES |
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| Record of policy development | | |
|-------------------------------------|----------------------|------------------------|
| Version | Date approved | Date for review |
| 1.3 | December 2020 | December 2022 |
| 1.2 | May 2019 | January 2021 |
| 1.1 | October 2017 | October 2020 |

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|---|---|
| <p>Policy purpose: Coastlink manages physical resources to ensure the safe delivery of care and support to clients and organisational personnel.</p> <p>Policy: COASTLINK will comply with all relevant federal and state legislation to ensure a safe workplace and all personnel have a responsibility to ensure a safe workplace by implementing safe systems of work.</p> | |
| Relevant Standards | |
| NSW Disability Service Standards: | |
| <ul style="list-style-type: none"> 1. Rights 2. Participation & inclusion | <ul style="list-style-type: none"> 4. Feedback & Complaints 5. Service Access 6. Service Management |
| NDIS Practice Standards: | |
| <ul style="list-style-type: none"> 1. Rights and Responsibilities 2. Provider Governance and Operational Management 3. Provision of Supports 4. Support Provision Environment 5. High Intensity Daily Personal Activities 6. Specialist Behaviour Support 7. Implementing Behaviour Support Plans 8. Early Childhood Supports 9. Specialised Support Coordination 10. Specialist Disability Accommodation | |
| Aged Care Quality Standards | |
| <ul style="list-style-type: none"> 1. Consumer dignity and choice 2. Ongoing assessment and planning with consumers 3. Personal care and clinical care 4. Services and supports for daily living | <ul style="list-style-type: none"> 5. Organisation's service environment 6. Feedback and complaints 7. Human resources 8. Organisational governance |

| Related Legislation & References |
|--|
| Aged Care Act 1997 (Cth), Schedule 2 User Rights Principles 2014. Charter of Rights and Responsibilities – Home Care |
| Aged Care Quality & Safety Commission |
| Better Practice Guide to Complaints Handling in Aged Care Services (2013) |
| Commonwealth Home Support Programme Guidelines |
| Commonwealth Privacy Act 1988 |
| National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 |
| National Disability Insurance Scheme Act 2013 |
| National Disability Insurance Scheme Code of Conduct |
| NDIS Quality and Safeguards Commission |
| SafeWork NSW |
| United Nations Convention on the Rights of Persons with Disabilities |
| Work Health and Safety Act 2011 |

| Related Procedures | |
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| | |
| Documents/Forms | |
| Frail Aged WHS Checklist – Clients Home | Document Register |
| WHS Inspection – Workers Home | Document Register |
| Safety Audit External Venue | Needs to be approved and added to Document Register |
| Safety Audit Facilities | Needs to be approved and added to Document Register |
| Hazard Report | Document Register |
| Incident / Accident / Behaviour Report | Document Register |

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|---|--|
| Workers Compensation Accident Report | Finance Office |
| Approved Supplier List | Shared Drive – contacts.2 (to be reviewed & updated) |
| Insurance Certificates of Currency | Finance Office Compliance officer |
| Maintenance Request Form | Document Register |
| Assets Register | Finance Office Compliance Officer |
| Equipment Register | Finance Office |
| Kitchen Shopping, Cooking and Hygiene Form? | Document Register |
| Fire and Emergencies Information | Shared drive , office and centres |

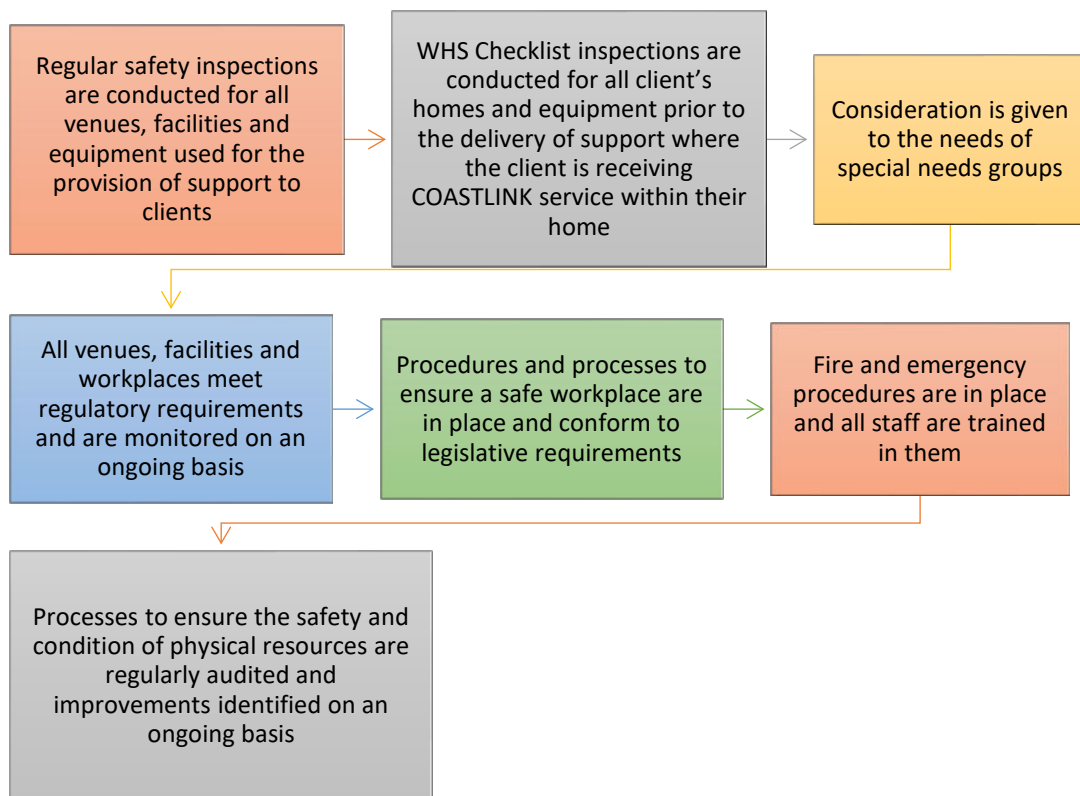
Responsibilities and delegations

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| This policy applies to: Clients Employees/volunteers | It will be distributed through: Client handbook, Coastlink website, Coastlink brochures Employee/volunteer handbook, shared drive |
| Policy approval | Board |

Definitions

Refer to Definitions list at front of Coastlink Policy and Procedure Manual

PHYSICAL RESOURCES PROCEDURE OVERVIEW



PHYSICAL RESOURCES PROCEDURE

8.1 Ensuring a Safe Environment for Service Delivery

8.1.1 Commitment to Safety

COASTLINK ensures that a safe and healthy workplace is provided for all staff and volunteers, and all services are provided in a safe environment in line with WHS requirements and our duty of care to clients, staff and volunteers through:

- *Ensuring the working environment meets regulatory requirements (see Section 2: Regulatory Compliance).*
- Providing training to staff (induction and ongoing) on the need to ensure the safety of clients and themselves (see 7.11 Staff Education and Training).
- The use of Incident/Accident/Behaviour Reports and Hazard Reports.
- Organisational training for staff and volunteers to record hazards in clients homes, and within facilities and venues.-(see 8.4 Safety Audits, 8.5 Accidents and Incidents, 8.6 Hazards, and Section 5: Continuous Improvement).
- Follow up of all Incident/Accident/Behaviour Reports and Hazard Reports by Coordinators/Management (see Section 5: Continuous Improvement).
- Complying with the ADHC Fire Safety policies and procedures.
- CEO promptly informed of any critical incidents.
- Inviting feedback on delivery of services from clients through direct contact, feedback forms or surveys. (see Section 5: Continuous Improvement and Section 16: Complaints and Client Feedback).
- Regular maintenance and servicing of equipment and vehicles, as appropriate or recommended by the manufacturers (See 8.14 Monitoring and Maintaining Equipment and Facilities).
- Ongoing audits and continuous improvement of our processes and procedures (see Section 5: Continuous Improvement).

8.1.2 Safety in The CLIENTS Home

In addition to the above and as far as is practicable, we ensure safety in the home by requesting clients to:

- Participate in a WHS Inspection of their home prior to the delivery of support commensurate with assistance and/or negotiation with them to improve unsafe areas (see 8.4.1 Home Safety Audits). WHS Inspections on client homes are only conducted when services are delivered in the client's home.
- Ensuring that equipment such as vacuum cleaners or washing machines are safe within the home.
- Not smoke in the home when staff are there.
- Secure any dogs prior to the arrival of staff.

Staff also:

- Report any deterioration in the client or carer which could present safety issues;
- Report any dangerous home and garden maintenance needs which the client is unable to do themselves such as accumulation of rubbish, broken and uneven paving, overhanging trees and shrubs.
- Any chemicals used in the home, ie, Domestos and bleach which give off strong fumes, will not be used by staff.
- Use correct transfer procedures and encourage the client to use prescribed walking aids and grab rails. If grab rails and ramps are needed, advise the relevant coordinator who will refer the family to a Home Modification and Maintenance service.
- Maintain good posture while standing, sitting, driving, cleaning, carrying and moving objects in the home and practice good back care when assisting clients.
- Kitchens - store sharp utensils and chemical cleaners and pesticides safely. Make sure the handles of pots and pans are not over a hot plate and are turned in. Use pot holders. Do not hang tea towels near a burner.
- Bathrooms - store razors, scissors, etc, safely. Avoid use of electrical appliances in the bathroom. If used, ensure they are switched off and unplugged after use. When turning on taps, turn cold on first and off last. Check positioning of bathroom aids (grab rails, bath seats etc.) and if alterations or additional aids are needed report to the Coordinator.
- Lighting - ensure there is good lighting. Encourage use of high wattage and clear globes in dark areas.
- Electrical appliances - do not use any which have faulty connections or worn or frayed cords until repaired. Do not let extension cords obstruct walkways and do not place under mats or carpets.
- Heaters - should not be placed in busy areas or near combustible materials (curtains, lounges etc). Use a fireguard. Do not move when alight. Electric blankets to be kept straight and flat and not to be used where there is a risk of incontinence.
- Floors - dry after mopping and clean up spills as soon as possible. Never apply polish. Suggest non-slip backing on loose mats and move loose or frayed mats out of general walkway.

Staff have access to Reports to record accidents or incidents to their coordinator.

Staff report a [Hazard Report](#) to record health and safety hazards in clients' homes, which are then actioned by the Coordinator.

Should an unsafe environment be evident, staff contact their supervisor for advice and assistance and should endeavour to control the risk until further action can be taken.

All home support staff are provided with portable RCDs to protect against electric shock.

See also 5.2 Continuous Improvement Forms for details on processing report forms.

- Information and training on all of the above is provided to staff, as appropriate, immediately after recruitment and refresher training is provided annually.

8.1.3 Safety in Facilities and Venues

In addition to the strategies highlighted above we ensure safety in facilities and venues through:

- Safety audits of our facilities including the leased centres and the office are conducted initially and then 2 yearly or when changes to facilities or venues occur. (see 8.4.2 Facilities Safety Audits).
- Regular fire and evacuation training (see 8.16 Fire and Emergency Procedures);
- Regular inspections of all equipment and servicing as required (see 8.14 Monitoring and Maintaining Equipment and Facilities).
- Monitoring of food storage equipment including temperatures of fridges and freezers in centers (see 8.14 Monitoring and Maintaining Equipment and Facilities).
- Checking of external venues such as restaurants or picnic locations prior to use to ensure their safety and suitability to the clients and staff (see 8.4.3 Safety Audits External Venues).

8.1.4 Ensuring the Safety of Special Needs CLIENTS

Strategies we employ to ensure the safety of special needs clients include:

- Providing a safe and comfortable environment consistent with clients care needs and staff/volunteer safety.
- Making sure staff or volunteers are available who can effectively communicate with clients with language or other communication issues.
- Providing special equipment or facilities as required to meet individual's needs.
- Monitoring the safety of clients homes appropriate to the support they receive.

8.2 Ensuring a Safe Environment for Staff

8.2.1 Work Health and Safety (WHS)

Obligations and rights

Under the requirements of the Workplace Health and Safety legislation, COASTLINK has an obligation to ensure that employees are not exposed to hazards while they are working. Specific requirements include:

- Provide or maintain workplaces, equipment and systems of work that do not expose employees to hazards.
- This duty refers to the whole of the working environment, it covers premises, equipment and methods of work as well as the physical factors (lighting, ventilation, dust, heat, noise, etc.) and intellectual factors (stress, fatigue etc.).
- Provide information, instruction, training and supervision so that employees are not exposed to hazards while they are working.
- Consult and co-operate with the WHS Committee which is the main pathway of WHS information to the Board.
- Provide adequate personal protective clothing and safety equipment whenever hazards cannot be avoided.
- Make arrangements for the safe use, cleaning, maintenance, transportation and disposal of substances and equipment used in the workplace.

Obligations of employees under the legislation include:

- Take reasonable care to protect their own health and safety and the health and safety of others.
- Co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation at the workplace that could constitute a hazard.
- Follow the instruction and training provided by their employers, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety.

The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to:

- Be informed, ie, to know about potential hazards.
- To participate in the setting up of safe standards in the workplace.
- To be represented on matters relating to occupational health and safety.
- Refuse to work if they have reason to believe that they are or would be, exposed to risk of imminent and serious injury or illness, without losing pay or benefits.

WHS strategies

Our organisation adopts the following strategies to ensure the health and safety of staff and clients:

- Making sure the work environment meets regulatory requirements such as building, food preparation and transport regulations.
- The provision of equipment that minimises the risk of strain or injury.
- The locating of goods and equipment to minimise the risk of accidents or injury.
- Stress management strategies including:
 - Providing good working conditions
 - Clearly defining job responsibilities and accountability structures
 - Establishing support systems for all staff
 - Ensuring work plans and timelines are realistic
 - Managing abusive client behaviour
- Making our premises and facilities and *clients* homes a smoke free environment.

8.3 Staff Training

To facilitate a safe work environment all staff and volunteers are provided with training.

(Refer to 7.11.1 Mandatory Training).

In addition staff are offered the opportunity to complete external training to become WHS Representatives.

8.4 Safety Audits

8.4.1 WHS Inspection – Client Home

A WHS Inspection of the client's home is completed by the Coordinator or another delegated staff member either at the time of assessment or prior to the provision of in-home services and at the annual review. The Inspection Client Home Checklist is used to conduct this audit.

If any safety issues are identified that cannot be attended to by the client before the first service delivery, the WHS Inspection – Client Home Checklist is referred to the Coordinator or Operations Manager for further consideration and action.

All actions taken by any staff will be recorded on the WHS Inspection – Client Home Checklist.

Action may include a visit to the home with support staff to investigate safety issues and talk with clients and carers on how hazards can be eliminated.

Issues that may require action by the client could include:

- The need for repairs to the home
- Removal of unsafe items
- The exclusion of support in relation to particular areas of the house
- The control of pets
- Smoking

Where it is unsafe for staff to enter the home, the delivery of services may be delayed until the risks are controlled.

The process for dealing with the reports is described in 5.7.3 Safety Audits.

8.4.2 FACILITIES Safety Audits

Safety audits are completed every 2 years or as changes occur for leased centres, activity centres (such as Hopetown) and the office, using the Safety Audit Facilities form for each facility. The audit is conducted by staff who have completed the external WHS Representatives course.

Completed audit forms are forwarded to the Operations Manager for review and identification of immediate maintenance issues. The Operations manager will keep the CEO informed of any issues arising from the reviews.

The process for dealing with the Reports is described in 5.7.3 Safety Audits.

8.4.3 Safety Audits External Venues

A Safety Audit External Venue with HAZPAK form is completed for all new venues used for client activities prior to the staging of the activity where possible. For venues out of town such as in Sydney or Newcastle, the trained worker in charge of the initial visit is required to complete the Safety Audit External Venue with HAZPAK form.

This form is forwarded to other Coordinators/employees using the venue who are also requested to add any safety issues they believe are present at the venue.

Usually, the form is completed by a worker or coordinator involved in organising the activity. If any safety issues or risks are identified the Program/ senior coordinator is consulted as to whether the venue or facility should be used. The decision and reasons are recorded on the form.

This form is then forwarded to the WHS Committee for their input and comments.

8.5 Accidents and Incidents

Accidents, however minor, and near-miss accidents and other incidents that posed, or could have posed, a threat to the safety of staff, clients or any other person, are reported on using ProSims Online and Incident/Accident/Behaviour Report, including in the case of critical incidents, which must be reported as soon as possible to the CEO.

The process for dealing with the Reports is described in 5.4.3 *Staff Accident Incident Report* and in 5.4.4 Critical Incident Reporting.

8.6 Hazards

Staff are trained to identify and report health or safety hazards in our premises or facilities or in the client's home or external venues. These are reported on a Hazard Report.

Completed reports are forwarded to the relevant Coordinator who carries out (or delegates) any immediate action required.

The process for dealing with the Reports is described in 5.4.5 Hazard Report.

8.7 Communicable Diseases

See 11.8 Infection Control. Also Policy 28 COVID 19 Pandemic

8.8 First Aid

8.8.1 First Aid Kits

A first aid kit is maintained in the office, Coastlink vehicles and in all centres. They are checked and replenished quarterly by the

- First Aid Officers – Gosford Office
- Program Coordinators or delegates at Woy Woy, Hopetown and
-

At orientation each support worker is provided with a backpack containing items which may be required including a first aid kit. Employees are required to restock their kits from supplies located in the office or at our Hopetown, Watanobbi or Woy Woy centres.

All support workers and supervisors are required to maintain their Senior First Aid certificates at all times and will be paid an allowance for doing so.

8.9 Injury Management

Staff who sustain an injury at work that prevents them from carrying out their normal duties, are supported in a return to work program that is appropriate to their injury and abilities and meets the needs of the organisation. The Operations Manager liaises with the staff person in developing the most appropriate program. The Operations Manager is guided by the Medical Practitioner or Health Professional who is overseeing the staff person's recovery. External expert assistance is sought if required.

8.10 Approved Suppliers and External Contractors

To ensure the integrity and reliability of supplies, COASTLINK maintains a list of approved suppliers, including contractors. Depending upon the expenditure level, approved suppliers are selected and evaluated by the Leadership Team on the following criteria:

- *Quality*
- *Reliability*
- *Timelines*
- *Backup support and service*
- *Cost.*

External suppliers and contractors provide an ABN number and, if appropriate, evidence of public liability, current workers' compensation insurance and Police and Working with Children Checks. These details are noted on the Approved Suppliers List that is kept by the Finance/Operations Manager.

If our organisation contracts out any service delivery, an agreement is developed that specifies that the contractor will meet all relevant quality requirements under the Home Care Standards and the NDIS Practice Standards and that our organisation may request evidence of compliance, or conduct on-site audits of relevant information.

If any services to clients are contracted out to other service providers, COASTLINK will immediately inform both Family and Community Services and the.

8.11 Assets Register

An assets register is maintained by the Auditor in conjunction with the Asset Control Officer in Excel. The assets register includes:

- The date of purchase*
- A description of the goods, including brand, model and serial number (if appropriate)*
- Location*
- Purchase cost (including GST)*
- Date of disposal*
- Reference to original purchase documentation*
- Comments.*

All equipment purchased with a value in excess of \$500.00 is recorded. If the purchase price is not known, for example if the asset is donated, then it is recorded at the cost of a comparable item at current prices.

Purchase costs show installation costs, cabling, transportation and other associated costs incurred to make the asset usable.

The assets register is updated in line with purchases of assets over \$500.

Under the DSS Comprehensive Grant Agreement an asset means any item of personal, real or intangible property, with a price or value of \$10,000 or more, inclusive of GST, and which has been created, acquired or leased wholly or in part with the Grant, except Intellectual Property Rights and licences provided for in clause 14.

The DSS Comprehensive Grant Agreement specifies for assets purchased with the CHSP grant:

- You can only use the Grant to purchase the assets specified in Item H of the Schedule
- You must obtain prior approval in writing if you want to use the Grant to purchase assets not specified in Item H of the Schedule
- The service provider owns the assets purchased with the Grant unless Item H of the Schedule states otherwise.

Where assets are purchased using CHSP funding or where assets, including capital infrastructure, were previously purchased under the joint CHSP program, their use is governed by the Comprehensive Grant Agreement and referred to as 'assets'. If assets are acquired using funds other than CHSP funding their use is not governed by the Comprehensive Grant Agreement and are referred to as 'other assets'. An item is only considered an Asset or Other Asset if that item has a value of \$10,000 or more (including GST).

For the purpose of the CHSP, capital infrastructure is considered to be real property of a non-expendable nature, specifically buildings and land. Where capital infrastructure has been acquired with funds provided through the joint CHSP, this should be treated as a Transition Asset.

8.12 Equipment Register (Client Loans)

All equipment loaned to support clients remains the property of COASTLINK and is recorded on the Equipment Register (in Excel) by the relevant coordinator and maintained as per the maintenance schedule (see 8.14 Monitoring and Maintaining Equipment and Facilities).

Equipment is provided in a clean and serviceable state. When equipment is returned it is recorded in the Register, cleaned, checked and serviced as required. Cleaning is based on infection control principles (see 11.8.1 Cleaning of Reusable Equipment/Single Use Equipment).

8.13 Insurance

Our organisation arranges all insurances required by funding providers including:

- *Public liability*
- *Workers' compensation*
- *Management Liability*
- *Professional Liability*
- *Property - fire*
- *Contents- theft and burglary (replacement cost)*
- *Volunteer insurance- personal accident and public liability*
- *Motor Vehicle Liability Insurance*
- *Compulsory Motor Vehicle Insurance.*

The CFO ensures that current Certificates of Currency are available for all insurances.

8.13.1 Staff and Volunteer Vehicles

Staff and volunteers are not permitted to use their vehicles for work purposes if their vehicle insurance does not have comprehensive insurance.

Staff and volunteers are required to provide a copy of their drivers license, car registration and insurance and annual renewals and these are kept in their staff file and recorded in the [Employment Checks Register](#).

8.14 Monitoring and Maintaining Equipment and Facilities

The Asset Control Officer maintains an Equipment Maintenance Register in Excel showing both programmed maintenance and ad-hoc maintenance for all equipment owned by our organisation including loan equipment for clients.

The Asset Control Officer is responsible for ensuring programmed maintenance is carried out as per the maintenance schedule. Ad-hoc maintenance is reviewed on an ongoing basis to identify if equipment needs to be replaced.

Vehicle servicing and maintenance is managed by the Asset Control Officer assisted by selected staff.

8.14.1 Maintenance Requests

Staff and volunteers report required maintenance to the Compliance Officer or their coordinator who arrange for the work to be carried out. Details of the work are forwarded to the finance team for recording and payment. Staff to record details in Maintenance Request Form.

8.15 Vehicle/Transport Policy

The use of vehicles is covered by our Vehicle and Transport Policies. Key points are:

- *All grant conditions relating to the use of vehicles are adhered to*
- *Staff have an appropriate current license before using a vehicle*
- *A black license or Green P license is required to drive a COASTLINK vehicle with capacity of five persons or less. Only people with black licenses may drive COASTLINK vehicles with capacity of greater than five passengers. All organisation-related vehicles are used solely for work purposes unless private use is agreed as a condition of employment and contain a first aid kit*
- *Vehicles are locked when unattended*
- *Users of vehicles:*
 - *Ensure that the vehicle is tidy inside*
 - *Has petrol*
 - *Report any damage or issues with the vehicle*
 - *Complete the Vehicle Log Sheet.*

8.15.1 Motor Vehicle Accident Procedures

Staff who have a traffic accident while driving an organisation-related vehicle or their own vehicle when transporting a client must follow the procedures outlined below:

- Stop at once
- As much as possible, ensure that the vehicle is not posing a further traffic hazard
- Offer assistance to anyone who might be injured
- Get the names and addresses of all witnesses to the accident
- Report the accident to the police.

If another vehicle is involved make sure you obtain and keep a record of the following information:

- The owner's name, address and telephone number
- The driver's name, address and driving licence number or other identification
- The name of the owner's insurance company
- The make, type and registration number of the car.

Identify yourself to the other driver, together with your name, address and registration number.

If the police attend, make sure you:

- Provide the police with all relevant information about yourself and the other driver
- Obtain and keep a record of the attending police officer's name, rank, number and station.

As much as possible try to recall and commit to memory (or write down) the details of the accident while they are still fresh in your mind.

Do not discuss the accident with anyone other than the police or our organisation's insurance company representative.

If personal injury or serious property damage is involved:

- Phone a senior staff person at the office or on the emergency line who will contact the insurance company at once.
- Complete an Accident/Incident Report and give it to your supervisor as soon as possible after the accident.
- Related policies see Section 7 – Company Car allocation and usage;
- See vehicles section of Employees Employment Manual used for orientation (which forms part of the Policy and Procedures manual)

8.16 Fire and Emergency Procedures

8.16.1 Fire Procedures:

- Fire procedures – each centre displays evacuation plans and undertakes regular fire drills;
- ⊖ Each Coordinator must ensure that one, Fire Drill and Evacuation takes place within each of their programs and venues every quarter, the drill will be conducted by the Support Worker and will involve clients where possible.
- ⊖ The drill and results will be documented via the Fire Drill Record Form the completed form will be sent to the Coordinator, after Coordinator views and actions, it will be forwarded to the Leadership Team.
- ⊖ The Coordinator will analyse the outcomes of the drill, taking any required actions, this may involve consulting the Operations Manager. Any actions required or taken must be documented on the Fire Drill Record Form.
- Clients must be included in all fire evacuations and their actions noted in the Fire Drill Record Form.
- Regular fire and evacuation training is provided, including how to evacuate non-ambulant clients in cases of fire and emergency;
- All centres owned by COASTLINK will have fire equipment installed to reduce loss of life in case of fire;
- Although not required by law, sprinkler systems have been installed in the 2 COASTLINK owned houses at Watanobbi;
- COASTLINK is reliant on the owners/lessees of leased buildings to comply with relevant NSW fire regulations however COASTLINK will require annual fire statements to be forwarded for each of these buildings by their owner/operator;
- All owned centres will be subject to fire inspections by qualified personnel at least annually;

- Annual fire statements undertaken at COASTLINK owned properties will be provided annually to the relevant authorities.

Staff Responsibilities

Each staff member has a responsibility to familiarise themselves with their work place and be aware of:

- The most direct means of exit from the building
- The nominated assembly point for the building
- The location of any portable firefighting equipment within the building and its application.

Annual training in fire and emergency procedures is mandatory for all staff. Fire drills are also held at least 4 times a year by each supervisor (see 7.11.1 Mandatory Training).

8.16.2 Emergency Procedures

- Threatening telephone calls
- Try to calm the person by acknowledging their feeling or frustration. Ask them to explain their needs in a civil manner to enable you to provide help or guidance
- If behaviour continues advise them that you will hang up unless they are civil
- If the behaviour continues, hang up, notify the manager immediately and complete a written record of the incident
- For each call received keep a log of the time, duration, details of the conversation caller details
- If the caller is unknown to COASTLINK and rings more than once, the matter is to be reported to the police.
- Bomb threat
- Take the threat seriously – do not hang up the phone
- Remain calm – try to record the exact wording of the caller and note any distinctive background noises which might help identify the source of the call
- Ask questions to find out bomb location, appearance and detonation time
- Report the incident to the manager immediately
- Assist as instructed to report the incident to the police and evacuate the area
- Armed Hold Up
- Stand still, keep hands where they can be seen and avoid sudden movements
- Be submissive and obey the offender's instructions exactly
- Remain quiet and speak only when spoken to
- Do not draw attention to yourself or provoke the offender
- Avoid direct eye contact
- If it is safe to do so, mentally note the offender's physical appearance and speech
- Allow the offender to leave, do not chase



- Summon help, contact the Operations Manager or CEO and call the police
- Immediately seal off the area and lock entrances to prevent offender from re-entering
- Ask witnesses to remain
- Going to the Bank for COASTLINK
- Never go alone
- Always hand over any cash, cheques etc without question
- Remain quiet
- When the person has left the scene, call the police and COASTLINK
- Emergency actions required in the case of a missing client, a client who becomes ill, and a client whose behavior is exceptionally challenging and in the case of the death of a client.