

## **Working Alone Policy**

### **1. Purpose**

The purpose of this policy is to ensure that all volunteers and staff are working in a safe and supported environment at all times. Additionally we wish to continue to provide quality service at our reception counter.

### **2. Responsibilities**

It is the responsibility of the Centre's Board to ensure that this policy is implemented. It is the responsibility of the Centre's Community Development Officer (CDO) to ensure that the procedures are implemented.

### **3. Principles**

The BOM will endeavour to ensure that the Centre is staffed by a Centre employee (the CSO) or two trained volunteers at all times on each business day between 9-4. If the CSO or a volunteer finds themselves **alone**, the Working Alone procedure must be followed:

- Volunteers will not be rostered to work alone during business hours at any time including during school holidays
- Two workers paid or unpaid should be rostered to person the administration area at all times.
- There can be one person at the reception desk and one other worker in the administration area, who can provide support at any time at the front desk

### **4. Definitions**

#### **Working Alone**

Working in Front Reception Area with no other volunteer/staff in the administration block or any group in the Main room or Group room 1 & 2

A playgroup or other group in the rear of the building cannot support or assist with safety for the reception person

## 5. Procedures

### Reception Volunteers and CSO Working Alone

- If a reception volunteer or paid worker is **unexpectedly left to work alone** due to unforeseen circumstances e.g. an emergency or other rostered volunteers not available due to illness, staff are off site ( CDO/CDSO)

#### The following steps should be undertaken:

1. The worker must put the front doors on lock.
2. The reception shutters should also be closed if there is no one else in the main building, this does not include occupants in the crèche due to access availability from the rear door
3. A **worker** may choose to continue working for a short period if staff or volunteers are expected to come to the Centre within a reasonable time
4. The **worker** must immediately contact the CDO or CDSO, to alert them of the being alone status. If these people cannot be contacted Jan Brown can be contacted at Council if no others are available, see Emergency Contact Procedure on wall above CSO's desk.
5. The decision may be made whether to keep the Centre open or be locked up by the worker working alone after contacting a staff or BOM member.  
**However if no one can be contacted the worker can alarm, lock and leave**
6. Where possible the CSO must have a rostered volunteer at the reception desk until 4pm each day they are employed.
7. The CSO is able to work alone in the building but must notify the CDO, CDSO, or a BOM member to alert them of the being alone status. If one of these people cannot be contacted Jan Brown can be contacted at Council. See Emergency Contact Procedure on wall above CSO's desk.
8. **The CSO must then ring or message the person contacted re 'being alone status' when they have left the Centre**
9. When working alone and the front door is on lock the volunteer or CSO can answer the door at their discretion if they feel completely safe to do so

## 6. References

- Work, Health & Safety

## 7. Forms or Attachments

- Emergency Contact Procedure