

Services Australia - Guard Alert – March 2022	
1	<p>Attendance</p> <p>Guards running late for a scheduled shift are to contact Secom Operations (T: 02 9461 0000 – option 3) and communicate the reason they are running late and the time they expect to arrive on-site. Secom will then notify the Service Centre Team. The scheduled start time is 0815hrs and that is the time Guards are to be ready and in position to commence duties. Failure to inform Secom of late attendance may result in disciplinary action.</p>
2	<p>Signing On and Off</p> <p>When guards report to a Centrelink Service Centre to commence shifts, they are to sign on via the Securecy app and the site attendance register. You should also advise a client representative that you are on site. Please note that relief guards may be requested to present their security licences to SA staff to verify the identity. Guards are required to sign off in Securecy at the end of shift.</p>
3	<p>Static (Standing) Duties</p> <p>At no time are guards to be seated while on duty at Centrelink service centres. This includes periods where there may be no customers present within service centres.</p> <p>Should any Services Australia staff offer guards a chair or advise guards that they are permitted to be seated, guards are to politely advise staff that it is a requirement of their role to be standing during security shifts so they can provide a high-profile presence within service centres.</p> <p>Please note - seating in chairs is not permitted under any circumstances and leads to other negative performance issues.</p>
4	<p>Personal Phone Use</p> <p>Personal mobile phones are not to be used whilst on duty. This includes taking calls, sending, and receiving text messages, accessing social media or watching you tube or other multi-media platforms.</p> <p>Headphones and earpieces (ear buds etc) are also not to be worn whilst on duty.</p> <p>Personal calls should be made during scheduled breaks, and should you receive an emergency call, you must advise staff that you have an emergency call that you must take. We expect that this situation would not occur very often.</p> <p>Personal phone use distracts guards from their duties, and we have experienced recent occurrences where guards have not been aware of customer aggression escalations resulting in delayed responses from guards due to them using smart phones.</p>
5	<p>Situational & Security Awareness</p> <p>An essential part of conducting security guarding duties is maintaining situational and security awareness and it is essential that guards are alert and focussed on their duties.</p> <p>This includes monitoring customers as they enter and exit service centres, conducting regular visual checks of all areas of service centres, being alert for customer movements, raised voices, aggressive body language and staff making eye contact or signalling guards and conducting regular foot patrols as requested by Managers and Team Leaders to monitor activity.</p>
6	<p>Guards are to conduct COVID screening and access control as directed by Services Australia Managers and Team Leaders. The procedures may vary in each State or Territory and as COVID restrictions change in 2022.</p>

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Customer aggression and security incident response

Security Guards should be mentally and physically capable of identifying and responding to customer aggression incidents and must have, good non-verbal and verbal communication skills, the ability to engage staff and customers and provide an overt, high profile security presence. Security guards are to provide support and response to the situations and incidents as below.

- violence and threatening behaviour,
- intoxicated individuals,
- conflicts between members of public and/or employees,
- destruction and theft of property.
- removal or escorting persons from premises, and,
- Security Guards may be requested to deny entry to unauthorized persons. In this case, Guards will need to be briefed as to how to identify the unauthorized persons and how to deny access without physical intervention and interfering within other customers trying to gain access to the service centre.
- **Security Guards are not to attend or respond to incidents outside of the Service Centres.**

Initial Response

The initial response of Security Guards is to attend the scene of any obvious disturbance immediately, where they are to standby, assess the situation and remain ready until:

they are requested to intervene by the manager, or.

the situation clearly requires immediate intervention, or.

the manager indicates that the Security Guard is no longer required to assist in the situation,

The manager should give the Security Guard sufficient autonomy to verbally warn customers making a disturbance. This should be done in the form of a briefing and to inform the Guard of the manager's expectation and tolerance levels.

Where a customer has been warned by the Security Guard but continues to act inappropriately, the manager/team leader may ask the customer to leave the office. In this case the Security Guard are to accompany (escort) the customer out of the SC. If the customer refuses to leave, only an authorised officer can direct the customer to leave under the Public Order Act.

Defending Services Australia staff and Customers

A Security Guard, as an occupant of a workplace may act in self-defence or act in defence of another person against an aggressor if the security Officer believes on reasonable grounds that it is necessary to do so. The Security Guard will know that only reasonable and appropriate force can be used.

Once the manager requests the Security Guard to intervene, they must allow the Guard to contain the situation and assist the Security Guard by removing all employees and customers from the vicinity of the incident. They should also ensure that the aggressor has a clear path to leave the office and that no further customers enter the office.

If a customer unpredictably turns physically aggressive and immediate action is necessary, the Security Guard should automatically assess and act on how they can best defend employees or customers from harm. A Security Guard may react by verbally or physically intervening with the aggressor to allow employees or customer's time and space to allow escape. Alternatively, the Security Guard may seek to remove employees or the customers from the vicinity rather than directly confront the aggressor. Security Guard physical safety must be considered when deciding on a course of action in response to an incident.

	<p>Detaining / Restraining</p> <p>It is Secom's and Service Australia procedure that unless there is an unavoidable or immediate threat to employee and/or customer safety, a Security Guard will not be directed to, or be expected to; restrain or detain any person in response to an incident. If a Security Guard assesses that the only way, they can prevent any immediate or any further harm to employees or customers is to temporarily detain or restrain the aggressor, they are within their rights to do so. As a general rule any force used must be reasonable and proportionate.</p> <p>At any stage if the aggressor attempts to leave the office the security Guard, employees and customers must let them leave. Security Guards must not pursue or follow a customer outside of sites.</p> <p>Customers not exhibiting an immediate physical threat to employees or other customers, who refuse to leave of their own volition, cannot be physically removed from the site by the Security Guard. In this instance, the Police should be called to remove the individual.</p>
8	<p>Police Statements</p> <p>Where Police Services are involved and respond to security incidents, both Secom and Services Australia strongly encourage and request that guards formalise Police statements.</p> <p>Without formal statements, Police services may decide or not be able to act and the offender will be more likely to escalate their behaviour, potentially resulting in further incidents on sites.</p>
9	<p>Incident Reporting</p> <p>Security Guards must be aware that our interactions and responses to incidents, in particular customer aggression situations in general will more than likely be visually and audibly recorded by other customers and provided to Police, Media Outlets and potentially posted on social media. There have been several incidents in which incidents were recorded and this footage was shown on Australian national media outlets. Security Guards must conduct responses in a non- provocative, calm and professional manner at all times with the primary focus being to de-escalate situations and ensuring any force used is justified and reasonable and proportionate.</p> <p>Formal incident reports are to be completed for code red, grey & black incidents (as below), suspicious activity, verbal threats of violence, phone threats such as bomb or general threats of violence, physical confrontations between customers and between guards and aggressive customers, any situation where a Security Guard use's any type of force, any criminal activity or offence, safety hazards including but not limited to slip, trip and fall incidents, property damage and emergency situations such evacuation and fires.</p> <p>You must report any security incidents to your manager and complete an incident report via the Securecy app as soon as practical, but reports must be completed by the end of a shift. Guards should also formally report any situations that they may result in a customer complaint. A log bog entry should be made refer to the incident type and report number.</p>
10	<p>Communication with customers & staff</p> <p>Security Guards are to keep all conversations with customers brief and assist with elementary customer enquiries regarding queuing and access to SA facilities such as waiting areas, check in desk and toilets only, whilst being always courteous. Security Guards are not permitted to discuss departmental related business or provide any assistance with the completion of forms or provide advice and must direct all business enquiries to the centre check in desk or staff. This is a strict Services Australia requirement and must be always adhered to without exception.</p>

<p>11</p>	<p>Communication with customers & staff cont.</p> <p>Guards should not assist any customers to complete any documentation or forms. Customers are to be referred to staff representatives for assistance. You are not to record any information about any client or customer or member of the public.</p> <p>Communication with staff is also to be kept to a minimum and related to work-related matters only.</p> <p>Guards are not to ask clients, customers, or members of the public for their contact number email address or social media information.</p>
<p>12</p>	<p>Breaks</p> <p>Guards conducting full day shifts (0815hrs-1630hrs/ Last customer) are permitted one morning break of 15mins, one 30min lunch break and one 15min afternoon break. These breaks must be taken on-site; guards must not leave sites. Please note that only one guard should take a break at a time at multiple guard service centres.</p> <p>For a five-hour shift – guards are permitted one 10min break.</p> <p>Guards are not permitted breaks whilst conducting a 4-hour shift.</p> <p>Guards are required to remain on-site for breaks and cannot leave to have lunch outside the service centre or sit in cars or similar. There are staff break areas that have all necessary items to store or prepare food and Guards are paid for the whole shift period. These are adequate break periods and additional breaks are not permitted.</p>
<p>13</p>	<p>Uniform</p> <p>Guards should always be well presented and neatly attired for shifts. Minimum uniform requirements are as follows;</p> <ul style="list-style-type: none"> • Black or navy-blue slacks (No jeans or cargo pants are to be worn). • Secom uniform shirt or white business shirt if a uniform shirt has not been issued. No polo shirts or shirts of different colours are to be worn. • Black leather shoes, with black or dark colour socks. • No hoodie or puffy style jackets are to be worn. <p>Please be advised that Guards are no longer required to wear ties whilst working at Centrelink Service Centres.</p>
<p>14</p>	<p>Leaving Service Centres</p> <p>You should not leave the site you are working at prior to the scheduled finish time or without the approval of Secom management. Guards should not request to leave early for appointments with staff at sites.</p> <p>Any requests for leave or to finish early are to be directed to your manager so relief coverage can be arranged.</p> <p>Leaving sites without approval, is considered serious misconduct.</p>