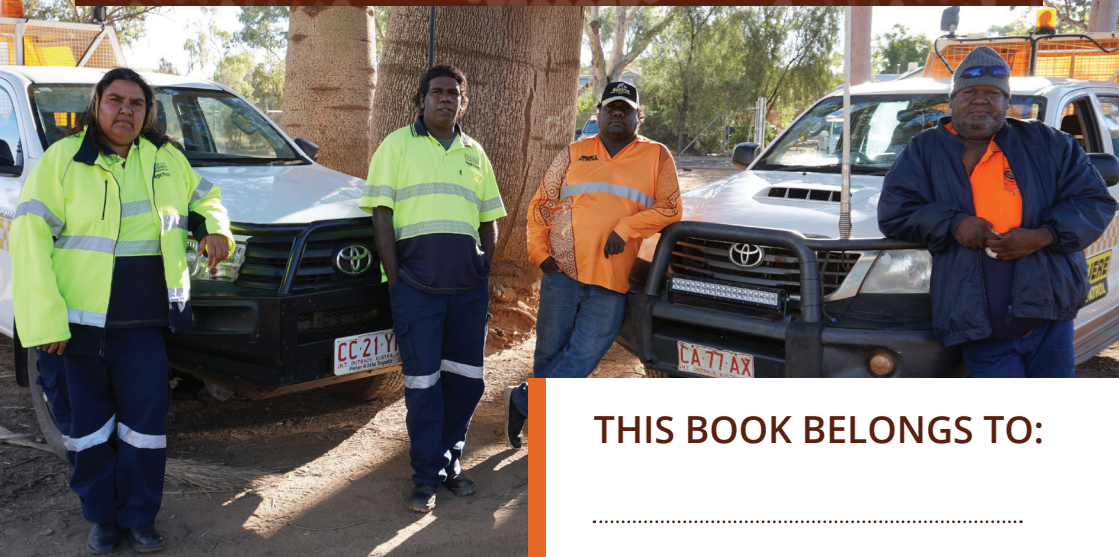


Working Safely in Community Night Patrol

HANDBOOK



THIS BOOK BELONGS TO:

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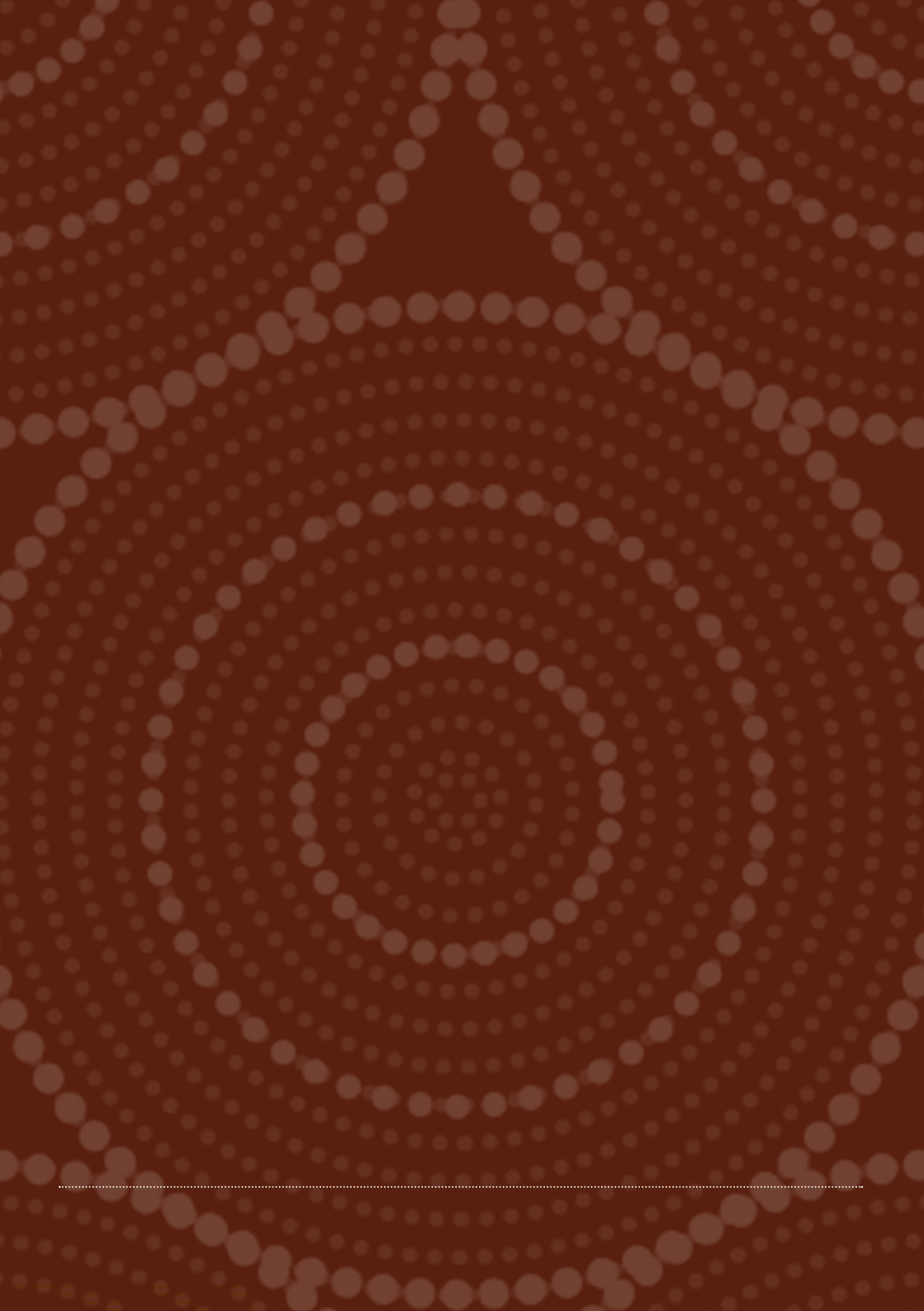


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DISCLAIMER

The *Working Safely in Community Night Patrol Handbook* ('Handbook') is a quick reference tool that has been published for the use of Community Night Patrolters.

The Handbook has been carefully prepared to ensure that it is as accurate as possible and follows current acceptable professional standards. Every effort has been made to render the material free from omission or error in order to support Community Night Patrolters. Aboriginal and Torres Strait Islander readers are warned this document may contain images of deceased persons which may cause sadness or distress.

The information provided in the Handbook is current at the time of publication.

The information contained in the Handbook is a guide only and does not replace organisational policies and/or guidelines or professional advice. It is not a replacement or substitute for the services of trained professionals in any field, including, but not limited to, financial, legal (including but not limited to workplace health and safety), medical, and psychological. It is essential that in each situation, relevant legislation and local policies/procedures are considered and applied as appropriate and, where necessary, the advice of a trained professional is sought and obtained.

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ACKNOWLEDGEMENTS

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The Project Team are also grateful to the training organisations (Charles Darwin University and Eagle Training), NAAJA, NT Police and the Department of the Prime Minister and Cabinet (DPMC) Regional Network staff, DPMC Advisory Group, National Office and the Regional Network, who gave their time, resources and the expertise of the Community Night Patrol workforce to help develop this package.

We would like to thank WorkSafe Western Australia for the use of the Safety SAM concept. 'Safety SAM is reproduced courtesy of WorkSafe, Department of Mines, Industry Regulation and Safety, Western Australia'.

These Guidelines were developed by CRANaplus. Original author Judy Hoskins, with revisions from Kristy Hill, Tarneen Callope and Djunagur Callope.

INTRODUCTION

The Working Safely in Community Night Patrol Package was developed following significant consultation with the Community Night Patrol (CNP) workforce. Refer to the Community Night Patrol Workforce Safety Report for further information.

The Working Safely in Community Night Patrol-Handbook highlights key points and principles from the information you would have learnt during the Working Safely in Community Night Patrol eLearning Course. It is designed as a quick reference tool that can be kept in patrol vehicles and offices.

The information in this Handbook is generic. Every community has different ways of working, so it's important to check your local policies and procedures and discuss this information with your manager. This Handbook has reference to some key situations encountered by Community Night Patrollers'. Such as; When to Call Police, Work Health & Safety – Safety SAM steps and the Overall Safety Principles. Once again it is important to refer to the eLearning course for more detailed information and other situations.

So, let's get started with Safe Patrolling!



ORIENTATION: HELPING YOU STAY SAFE!

Remember your orientation? Asking these questions can help you learn your job and stay safe. (More questions are in the eLearning course).



JOB DESCRIPTION

- Where do I find my job description?
- What do I do if I am asked to do something that is not in my job description?



WORK, HEALTH & SAFETY

- Where are the policies & procedures?
- How do I report an issue?
- Who is my teams WHS representative?



EMERGENCY PLANS, FOR THE WORKPLACE & COMMUNITY

- Where are these?
- What is my role in an emergency?
- Who can help me?



COMMUNITY SAFETY PLANS & MEETINGS

- Are there Community Safety Meetings?
- Who from Community Night Patrol attends these meetings?



COMMUNICATION EQUIPMENT

- What type of equipment do we use?
- Where is it stored, how do I check the equipment?
- How do I report a problem with equipment?



UNIFORM AND PPE

- What is my uniform?
- What equipment do I need?
- How do I order CNP uniforms and PPE?



FIRST AID

- Do I need to enrol in FIRST AID training?
- Where is the FIRST AID box checklist?
- How do I order new first aid stock?



KNOWING YOUR COMMUNITY

- Such as: Police, Clinic, Safe Houses, Elders, Family and Kinship leaders
- How do I contact these people or services (after hours)?
- Who can support me in my job?



VEHICLE CHECKLISTS

- Where is the vehicle checklist?
- Who is responsible for completing the vehicle checklist?
- Where do I find the vehicle Standard Operating Procedure (SOP)?



TOOLBOX MEETINGS

- When & where are these meetings held?
- Where can I find the meeting notes and action list?



REPORTS

- When & What do I report?
- How do I report?



SPECIAL REPORTS, MANDATORY REPORTING, DOMESTIC VIOLENCE

- When & What do I report?
- How do I report?



RISK ASSESSMENT

- Where do I find Incident forms?
- Where do I find Policies & Procedures?
- What do I need to do?



WORKPLACE SECURITY - ASK ABOUT

- Office Security – locks, lights, keys
- Out of office sign in and out procedure?
- Who to contact if there is a security problem?
- How to contact someone after business hours?
- Where to find Emergency Procedure manual?
- When is the Emergency Response Training held?
- How to sign up for this training?



ON THE JOB TRAINING

- Who is my mentor?
- How do I access on the job training?
- Who do I go to with patrol questions?



TRAINING

- What training is available?
- How do I sign up for training?
- Who do I talk to if I feel unsafe and/or feel I need more training?
- What training have other patrolers found useful?

THE POLICE: WHEN TO PHONE 000

The Police and Patrollers often work together to keep everyone safe. It's important to develop partnerships with your local police to understand each other's role and responsibilities and how you can best work together.

When should I call '000'?

You should call 000 in an emergency or life-threatening situation, otherwise you should call 131 444

What happens when you call '000'?

1. Your call is first answered by **Telstra**, who will ask: "Emergency. Which service do you require - Fire, Police or Ambulance?"
2. Tell the operator if you need Police, Fire or Ambulance, they will ask where you are, including state/territory.
3. Your call will then be connected to the emergency service you need, who will take **details of the situation**.
4. Stay on the line, speak **clearly** and **answer** the operator's questions.
5. Give them the details of your name, where you are, including street number, name, nearest cross street, and locality. In rural areas it is important to give the full address and distances from landmarks and roads, not just the name of the community.
6. If possible write down as much about the situation as you can, including the PROMIS number.
7. **Don't** hang up until the operator has told you it is ok to hang up now.
8. If possible, wait in an area agreed on with the emergency operator.
9. If you make a triple zero call whilst on a major road or remote road. Know the direction you are travelling, the last road you crossed or community/suburb you passed through. Give this information to the emergency operator.

CULTURAL SAFETY

Cultural safety at work is very important. For Aboriginal people, everything comes from culture and your cultural beliefs and values are a part of you and your community. This means that having strong culture in the workplace and having your own cultural beliefs and values respected is a part of your personal and cultural safety.

If you feel your cultural beliefs and values are not being respected, or have not been included in your job role, then you can feel culturally unsafe in the workplace.

Culturally safe work practices within Community Night Patrol services should include Aboriginal cultural practices and ensure that lore and customs are respected and incorporated into best practice models of service delivery. If you are asked to perform a duty while on patrol that you believe is culturally unacceptable or culturally unsafe it is important to speak to your team leader and/or your manager to tell them your concerns. Talking with Elders, family and kinship leaders or other community leaders will also help to provide guidance and support.



WORK, HEALTH AND SAFETY

You will remember from the eLearning course and other training, that Work, Health and Safety (WHS) is the responsibility of everyone in the workplace. Your manager has the responsibility to help provide a safe workplace, policies and procedures and offer you enough safety training to help keep you safe.

You and other workers have responsibility to make sure you follow your employer's policies, procedures and standard operating procedures. You also need to take every action reasonable to keep yourself and others safe at work.

Part of this is following the Safety SAM steps in your work each day. Below are the Safety SAMs steps and some examples of how to manage some situations.

SAFETY SAM - WORK, HEALTH AND SAFETY STEPS

S	Spot the Hazard, Risk or Danger	<ul style="list-style-type: none"> • Look around; Is there trouble or possible trouble • Listen For fighting, anger, screaming • Smell For strange smells –Gunja, fire • <i>Could you or someone else be hurt?</i> • Talk to your team about safety
A	Assess the Risk or Danger. Is it safe?	<ul style="list-style-type: none"> • Check out the scene, is there danger? • Could you or someone else be hurt? • Could you or someone else die?
M	Make the Changes to be safer	<ul style="list-style-type: none"> • Fix it early- think how to keep everyone safe • Make it less dangerous. • Try to be calm • Remove yourself & others from danger • Personal Protective Equipment (PPE) • Never work alone, keep eye contact with partner • Get help & Report it • Emergency Dial 000 • Non-Emergency 131 444 • Talk to your manager & fill in the forms

'Safety SAM is reproduced courtesy of WorkSafe, Department of Mines, Industry Regulation and Safety, Western Australia'.

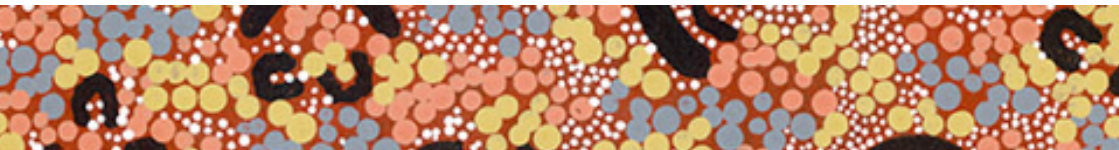


SAFETY PRINCIPLES

- Never patrol alone, stay together and keep eye contact with each other
- Always have 2 radios or phones
- Remember your emergency plan and training
- Always speak calmly and respectfully; do NOT raise your voice; and never argue with another person
- Listen to the person, show non-threatening body language, avoid constant eye contact; allow the person to break their gaze and look away
- Try to help them with their problem- focus on the future
- Stay a safe distance away (at least 4 times your usual distance) and never turn your back on an angry person
- Always plan a safe escape route e.g. in a room have your back to the door
- Stay back if there is a weapon



- Move to a safe area, if possible
- Get help from other patrollers
- If children are in danger: If it is safe - remove the children from the danger.
Do not force the children to go with you or into vehicles.
- Call police if help needed and/or if you feel unsafe or in danger
- Report to your team leader and manager
- Write down as much as you can about the incident
- Complete an Incident Report, Shift Report &/or any other organisational forms
- Dependent on the situation, talk to Elders or Kinship Leaders for advice
- Debrief and/or talk to qualified counsellors



EMERGENCY PLANS

Part of keeping yourself and your community safe is being prepared to respond to an emergency.

Locate the emergency plans for your job and your community, these should be in the Emergency Procedure folder or similar in your workplace. Talk to your team leader and/or manager if you need more information. Learn what your responsibilities are in an emergency. This will help you respond in the best way to help you, your team and community.

VEHICLES

Refer to your organisations Policies, Procedures and Standard Operating Procedures (SOP) regarding vehicle use, vehicle checklists and transportation of community members.

Never force anyone into a Community Night Patrol vehicle.

INCIDENT FORMS

Here are some examples of *when you should fill in an Incident Form*:

- ✓ Property (including vehicle) is damaged
- ✓ If you or any worker has an accident or is injured at work
- ✓ A near miss or a hazard
- ✓ There is an accident
- ✓ If you or someone else is unsafe or in danger
- ✓ Traumatic events
- ✓ If you go to a suicide or attempted suicide
- ✓ If you go to a road accident
- ✓ If you get someone's bodily fluids on you like blood, spit, vomit
- ✓ If something has upset you or caused lots of worry
- ✓ If you have been asked to do something that is not part of your job

CONFLICT

Managing conflict on patrol is difficult and confronting. **Follow the Safety Principles in this Handbook on pages 10 & 11**

REMEMBER YOUR SAFETY COMES FIRST!

IF THERE IS CONFLICT WITH A TEAM MEMBER:

- ✓ Talk to the person in a calm manner and try to sort the problem
- ✓ Do not argue
- ✓ If you cannot sort the problem, talk to your team leader

IF THERE IS CONFLICT WITH SOMEONE IN THE COMMUNITY:

- ✓ Your Safety Comes First
- ✓ Talk to your team leader or manager for advice
- ✓ Talk to Elders or Kinship Leaders for advice
- ✓ Talk to qualified and confidential counsellors

FAMILY VIOLENCE

In the Northern Territory it is the law and in other states it is best practice to tell the police if you are worried about anyone getting hurt from family violence or if you have witnessed family violence.

What to do if you witness Family Violence: **Follow the Safety Principles in this Handbook on pages 10 & 11**

REMEMBER YOUR SAFETY COMES FIRST!

- ✓ Talk calmly and respectfully
- ✓ Listen to both sides of the story
- ✓ Do NOT argue
- ✓ If safe, one patroller to move away and get help and/or help move others away
- ✓ If safe, move the victim away
- ✓ Ask the victim if they want to go somewhere safe. E.g. a safe house or family
- ✓ If someone is injured ask if they want to go to the clinic
- ✓ Call police, give Police as much information as possible & ask for a PROMIS number
- ✓ Notify your manager
- ✓ Complete a Shift Report and Incident Form after everything is calm and safe

MANDATORY REPORTING

Family and culture is at the centre.....Children and young people have the right to feel safe. To help ensure this, the government has made laws to protect children. In the Northern Territory and South Australia, you are legally required to report ALL suspected cases of child abuse as a part of your Community Night Patrol role and as an adult.

These Laws Help Keep Children Safe!

What to do when you see these situations?

Follow the Safety Principles in this Handbook on pages 10 & 11

- ✓ Move the children away if you can and if it is safe to do so
- ✓ Always show respect and talk to the family about taking the children to another family home or to a safe place
- ✓ NEVER force children to go with you
- ✓ NEVER force children into a vehicle
- ✓ If there is danger, but not an emergency call 131 444
 - If a child is in danger and its an emergency call 000
 - Give Police the details and get a PROMIS number
- ✓ If the child has been hurt, you must take the child to the clinic and tell the police. It is the law!
- ✓ Complete an Incident Form and Shift Report. Write as much information as you can
- ✓ Report the incident to your manager



BEING ASKED TO DO SOMETHING THAT'S NOT PART OF YOUR JOB?

It is OK to say NO if you are being asked to do something that is going to make you or someone else unsafe. When doing this, make sure you remain calm and speak respectfully.

If someone from another organisation such as police or the clinic are asking you to do something that you don't believe is a part of your role as a patroller, or you believe it could make you unsafe or put you in danger, even if it is urgent, you should;

- ✓ Politely tell the person you don't feel comfortable to do this.
- ✓ Call your manager (on the after-hours number if needed).
- ✓ Ask your manager to talk to the other organisation. Give them as much information as you can.
- ✓ Fill in an Incident Report and Shift Report.

If the person will not accept you saying no;

- ✓ Ask them to contact your manager.
- ✓ Explain that you have been told only to do the work that is in your job description, role and responsibilities, as a Community Night Patroller and you must stay safe.
- ✓ If police, ask for the PROMIS number and record this on the Incident Report and/or your Shift Report.
- ✓ *Debrief.* Talk it through with your manager, your team, or if appropriate elders, family or kinship leaders, clinic nurse or a qualified counsellor.



CARING FOR MYSELF - KEEPING STRONG, STAYING WELL

Looking after yourself is very important. The role of a patroller can be really stressful and you may at times witness lots of trauma like car accidents, suicide or family violence. This can take its toll on you, so it's important to develop ways to cope with this. The eLearning course shares examples of how other patrollers keep themselves strong and well.

Remember you need to look after yourself, so you can care for your family, team and community!

DEBRIEF AND SUPPORT CONTACTS

It's important to talk through your worries. This may be with your team, your manager, qualified counsellor or for some worries your family or Elder/Kinship leaders.

Contacts and support details for counselling, legal advisory groups, training services and other relevant services can be found in the Working Safely in Community Night Patrol eLearning Course, searched via the web or ask your manager or team leader how to contact these services.

NOTES

This page is for writing phone numbers you might need while on the job or other important safety information.

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*I need to keep myself
safe, so I can care for
my community*



