

SafeZone User Guide

V1.0

Download **SafeZone App** on

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1. What is SafeZone

SafeZone is a free safety application, for Android, iPhone and desktops which is used by TAFE NSW to assist with keeping you, your friends, colleagues, and community safe.

Note: SafeZone only works after full registration has been completed, whilst at a TAFE NSW campus.

2. SafeZone features

- Free app available to all NSW TAFE employees, students and contractors
- Check in manually or automatically (when enabled on mobile device)
- Share your GPS location and the progress of the alert (Alert Sent/Alert Acknowledged)
- Connects you with TAFE NSW Security Control room at Ultimo
- Enables TAFE NSW Security Control Room to communicate with you, sending you location-specific, real-time updates on emergency and security related issues
- Ability to call 000

3. Downloading and Registering for SafeZone

All TAFE NSW staff and students will be prompted to register a SafeZone account when they download the application.

- [Download the app](#) and complete the sign-up process. It requires very little data and won't drain your battery
- It is vital to select your user groups to tailor the app to your campus location/s (refer to Section 8 of this document)

4. Alert buttons

The SafeZone Alert buttons allow a user to request assistance from their mobile phone.

The app consists of three buttons on the home screen. All three buttons will notify the Security control room located at Ultimo, who will contact you via phone or chat to ascertain how they can support you.

Examples of when you may use SafeZone:

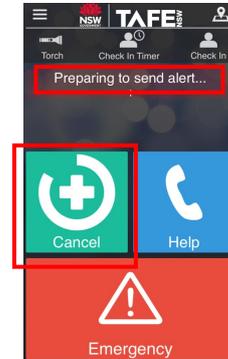
- You are hurt or injured and need non-life threatening assistance
- If you see someone being threatened or assaulted



5. Raising an alert

Pressing any alert button will instantly share your location and details with the Security Control room, and will show on screen that the alert is being sent.

You have the option to cancel the alert by pressing on the button again (as shown with the First Aid example).



Once the alert has been sent it will be acknowledged by Security Control Room at Ultimo and you will receive a call back (or chat message) from Security.

Note, you have the option on this screen to call 000 directly if **it is a life-threatening situation**. Providing Emergency Services with your GPS location can assist them with dispatching a responder to you quicker.

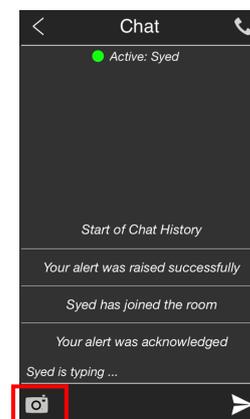


Two Way Messaging via chat

There may be situations where you have raised an alert and may not be able to speak to Security on the phone. SafeZone provides you with the ability to securely chat with Security.

Tapping on the chat button will open a Two-Way Message with you and the Security team.

You can then provide and receive updates via chat. There is also the option to take and send a photo, if required.



6. Check In and Check In Timer buttons

The SafeZone app also allows you to share your location with Security through the use of the Check In and Check In Timer buttons.

Check In

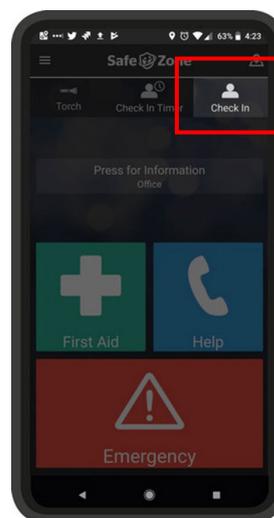
The Check In button may be used when:

- Working alone or after hours
- Visiting an area you are not familiar with such as a remote campus



When you 'check in', you notify Security of your presence and location, so they can contact you if necessary.

- Your location is shared at low frequency (to ensure minimal battery impact), so that Security knows where you are as you move around, without the need for you to continually update your location
- If you are working at a location that is not your normal place of work, you will receive broadcast notifications for that location (e.g. evacuation, lock down) while you are checked in
- When you leave the campus, SafeZone will automatically end your session and check out for you
- If you want to check in each time you are at work, you can set your phone to check in automatically whenever you enter a TAFE NSW location



To stop sharing your location, tap on Check Out (which replaces the Check-In button)



Check in Timer

The Check in timer is an enhanced check-in that incorporates a countdown timer that can raise an emergency alert on your behalf when the timer expires.

The check-in timer feature is useful if you are in:

- High-risk locations
- An environment which you feel may have an elevated risk



Use the check in timer if you wish to be checked in for a certain period of time only.

For example, if you are teaching a class alone or a student studying alone, and only want to be checked in for the duration of the class:

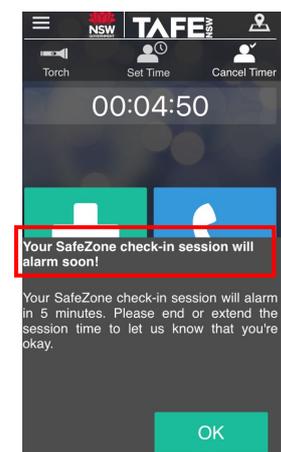
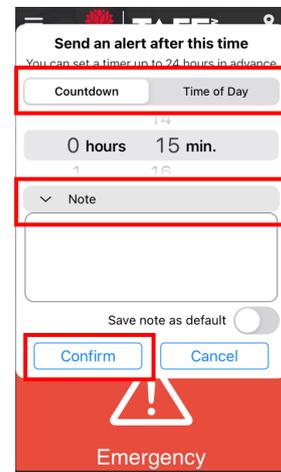
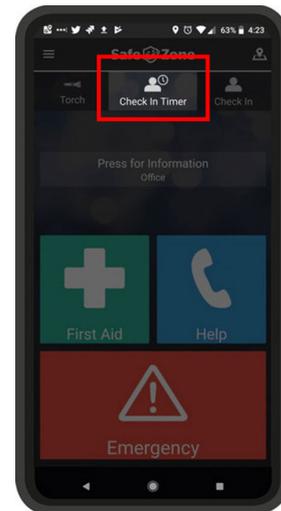
To set up the check in timer:

1. Tap on *Check In Timer*
2. Set the timer for how long you want to share your location for. Select **Countdown** or **Time of Day** to specify when you would like the timer to expire
3. You can leave a note for your check-in which can be seen by Security. Tap on **Note** to display the note field. If this activity is something you do regularly, you can tap on *Set note as default* to save the note for next time
4. Tap on *Confirm* and the timer will start counting down to zero
5. You will receive a warning when the timer reaches five minutes to go
6. If you need to extend your timer, tap on **Set Time**.
7. If you do not respond and the timer expires, SafeZone will automatically raise an alert, sharing your location and ID with Security, who will arrange a response
8. You can tap the timer to cancel, re-set or check out at any time.

SafeZone will automatically check out for you if you leave the SafeZone boundary for your TAFE NSW location

If you need to cancel your timer, tap on **Cancel Timer**. This will also check you out of SafeZone. If you still need to share your location with Security, you can tap on Check In to do a normal check in

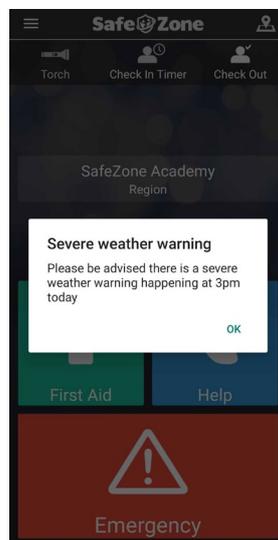
Important: The Check-In Timer will still keep you checked in on SafeZone even if you have exited the SafeZone Boundary. If you have finished your session and are leaving the campus, please remember to check out by tapping on Cancel Timer.



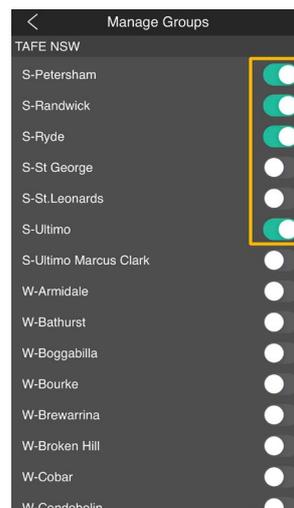
7. Notifications and Emergency Communication

During a major incident or emergency SafeZone can send important messages to your device by push notification, SMS and email. These communications will help you act fast in emergency situations such as campus lockdowns, security incidents, severe weather warnings and more.

When you receive a notification on the SafeZone app you may be requested to Check In. This allows Security to know where you are on-site and can co-ordinate a response to keep you safe and informed.



To receive notifications from TAFE NSW you will need to add yourself to the user group for your campus or campuses. You can opt-in and opt-out of the user groups at any time if you are based at multiple campuses.

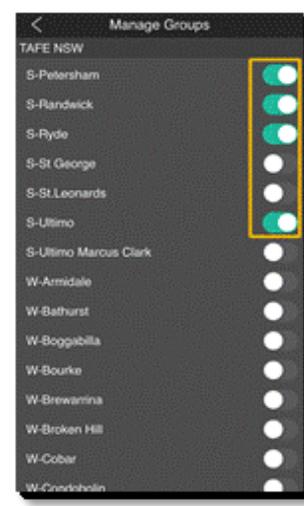
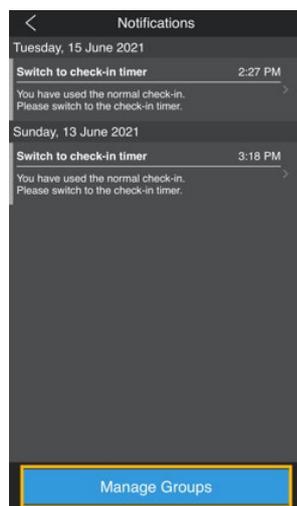
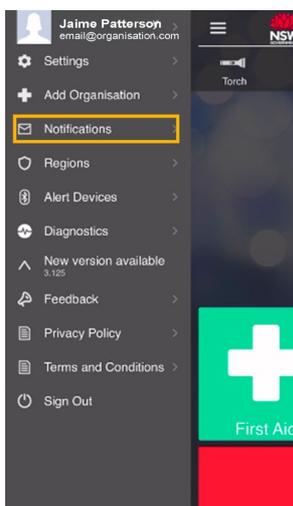


8. User Groups

The communications TAFE NSW send out may be targeted to your location or your campus.

To add yourself to the correct user groups:

1. Tap on the menu  button in the top-left
2. Tap on **Notifications**. If TAFE NSW has sent out notifications previously you may be able to see them here
3. Tap on **Manage Groups** to see the list of user groups that TAFE NSW has available
4. To add yourself to a group, toggle the switch to the right. To remove yourself from the group, toggle the switch to the left.



9. Privacy

SafeZone is built around protecting your privacy, and your location is only ever shared when you check-in or request help through the alert buttons. You are in control of your data and once the alert has been resolved or cancelled or when you have checked out of the SafeZone App, your location sharing stops immediately.