Hutt Street Centre is a not-for-profit organisation doing vital work helping homeless people rebuild their lives, with care and without judgement. The centre is now using SafeZone to reduce the vulnerability of case workers on assignment in the community.

Hutt Street Centre in Adelaide, South Australia, offers life-enhancing support services to almost 2,000 homeless people every year. This work involves meeting clients sleeping rough, or with a history of mental health issues and in these situations even experienced case workers can be vulnerable.

Now Hutt Street Centre is working with RAA, South Australia's largest mutual organisation, to reduce this vulnerability with a robust emergency response solution. RAA was originally founded to provide roadside assistance and its security division now provides products and services that help people and businesses to protect themselves and their assets.

Over the last year the two organisations have worked together, developing a solution to protect case workers wherever they are. RAA had initially considered using a personal alert device – linked to RAA's 24/7 Australian Security Industry Association (ASIAL) A1-rated monitoring centre – but instead opted for SafeZone® because of its advanced features, accuracy and ease of use.

SafeZone solution

Hutt Street Centre started working with SafeZone in March 2018 with the aim of giving all its case workers a panic button in their pocket and the reassurance that they could get immediate help if ever they were working in potentially dangerous situations.

SafeZone

SafeZoneApp.com

"The RAA SafeZone Lone Worker app is now letting us give more help to vulnerable people in our community and improving peace of mind for our case workers. Having such a reliable way to raise alerts is particularly appreciated by our teams,"

MIKE FRANCIS
Development and Partnerships Manager, Hutt St Centre spokesperson

If a lone worker gets into difficulty, they have two easy options. Either they can use the SafeZone app on their smartphone to raise an immediate alert or they can summon help using a wearable Bluetooth duress button – in both cases, it's a discrete action that won't escalate tension. Going a step further, if they are anxious about meeting a specific client or going to a particular location, users can use SafeZone's unique Check-In Timer function. When a time slot is set for anticipated meetings the system gives a warning five minutes from expiry, and this can be a helpful interruption point to conclude meetings with challenging clients. But if the timer is not cancelled and expires, SafeZone will automatically raise an alert so that RAA's monitoring centre can action a predetermined response plan.

Meanwhile, at the monitoring centre, operators using a Command Console can see real-time alerts and monitor users who have asked for help. This means they can involve emergency responders or external agencies immediately if an incident warrants escalation.

Recently, the solution's effectiveness was proved with RAA responding to an alarm triggered by a mental health worker from another organisation in Queensland within four seconds, and activating

emergency services to attend. Thankfully the situation did not require further intervention, but the speed of the response gave that organisation's staff huge reassurance and the impressive capability of the system was underlined in a live situation. These capabilities were a key factor in Hutt Street Centre's initial decision to purchase the solution and reinforced their decision to deploy it across all customer-facing activities.

Hutt St Centre was the first RAA customer to roll out SafeZone, branded as the RAA SafeZone Lone Worker app. The solution is now being offered to thousands of other small businesses. The mobile app will play a pivotal role in helping many charitable organisations, community healthcare workers and other community-based services to support their existing lone workers, as well as enabling them to expand the range and scale of services they can now offer.

The RAA SafeZone Lone Worker app is also being piloted by RAA in sectors such as agriculture, mining, real estate (survey and appraisals), nursing, maintenance & service industries, financial services and by large government departments where field staff often work on their own.

Benefits and outcomes

SafeZone is helping Hutt Street Centre to protect all its case workers when they are on duty in the local community, often with challenging clients and in unfamiliar environments.

- Providing a simple safety and security solution that all staff can use with ease
- Helping to build field staff confidence
- Demonstrating duty of care
- Helping to improve Work Health Safety practices
- Enabling a faster, more efficient response to personal emergencies and ensuring better incident outcomes.