

**PHONE NUMBERS FOR EMERGENCIES
AND ROUTINE SECURITY QUERIES**

GENERAL ELEMENTS TO BE CONSIDERED FOR PERSONAL SECURITY

- Location of a most suitable car park. Is the area well lit?
- Where is the nearest Public Transport point?
- Is the entry/exit door I normally use to my office/study area the safest entry or exit to the building?
- What is the safest path for me to use when walking to and from my workplace or lecture/study area?
- Is this pathway well lit?
- Does this pathway have nearby shrubs or recesses that could provide cover for other people?
- Is there a public telephone within the vicinity? Should I carry a mobile phone?
- Should I use the Security Escort Service, what is their contact number (see above)?
- Would I feel more comfortable carrying a personal alarm?
- Have I entered into my mobile phone contacts the telephone numbers of University Security?
- If I am confronted in my workplace or study area, is there a natural barrier I can place between me and the other person (e.g. desk, counter)?
- Do I have anything in my study/work area that could be used as a weapon against me (e.g. heavy vase or paperweight, metal ruler, etc.)? Where is the best place to store these items?
- Do I have a good knowledge of my workplace or study environment (e.g. location of toilets, nearest staff offices)?
- What is the most convenient escape route and can I identify "Safe Places" around the campus where I could find safety if under threat? You will always be safer where there is a larger group of people.
- Is it possible to vary my times of entering or leaving my workplace or study area?
- Contact telephone numbers of my network of people I can trust, and contact for advice or assistance, should the need arise. (Friends, Relatives, Security Staff).

WORKING OR STUDYING AFTER HOURS

People who work or study outside of normal office hours on campus need to strengthen their personal security arrangements. Read the [After Hours Work/Study Procedure](#). Advise University Security if you are working/studying on campus after hours. Consider the following suggestions:

- Park in a well-lit area as close as possible to your workplace or study area.
- If working back late, move your car closer to work before it gets dark.
- Make sure there is someone else whom you know in the building.
- When leaving your office or study area you may want to pre arrange to walk with a group.

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- Carry a personal alarm with you.
- Walk confidently, with a purpose, and at a steady pace.
- Use only well-lit pathways.
- Carry your keys in your hand for quick access to your vehicle, workplace or study area.
- If followed or confronted, change directions and go to your pre-planned "Safe Place".
- A mobile telephone may help you feel more secure.
- Consider taking a Self Defence course.

TRAVELLING BY FOOT

- Refrain from taking shortcuts; walk where there is plenty of light and traffic.
- Avoid walking alone at night.
- Walk confidently, with a purpose, and at a steady pace.
- Have your keys in hand and be ready to open a locked door.
- Call University Security for an escort.
- Let a friend or family member know of your return time and route.
- Do not unnecessarily carry or display valuables.

PROTECTING YOUR CAR

- Park in well-lit areas and check for loiterers.
- Try to park as close to your destination as possible.
- Always lock your car doors and never leave your keys in the vehicle.
- Keep windows up.
- Avoid leaving property where it is visible.
- Before getting into a parked car, check the back seat and floor for strangers.

AVOIDING THEFT OF LAPTOPS AND OTHER ELECTRONIC DEVICES

Laptop computers and other electronic devices are prime targets for theft on university campuses.

- Lock office doors whenever electronic devices are left unattended. If possible, the devices should be stored in a locked file cabinet or secured with a locking device.
- Keep electronic devices away from accessible windows.
- Record the make, model and serial number of your electronic devices and any associated accessories.
- Report the theft of any electronic device immediately to University Security.
- Report suspicious activity to University Security immediately.

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HARASSING PHONE CALLS

If you are the victim of inappropriate phone calls consider the following suggestions:

- Hang Up. As soon as you hear an obscenity, improper question or no response to your "Hello?", hang up. Do not gratify the caller with any comment.
- Don't Engage with the Caller. Any response may well be interpreted as a sign of encouragement. Don't extend the call trying to figure out who is calling or attempting to help a disturbed person.
- Keep Cool. Don't let the caller know you're upset or angry.
- Never Volunteer Your Name or Other Personal Information to an Unknown Caller. This is an invitation to call again. If it is a wrong number, the problem is not corrected by your giving the caller your name. Be careful when the caller says he/she is taking a survey. If you have any concern about the legitimacy of the survey, ask the person for their name, and telephone number. Do not give out any personal information that makes you feel uncomfortable.
- Report Obscene or Annoying Calls to Security. Note the time of the call(s), the characteristics of the caller, and what you did. The authorities may need this information. By reporting the call, you have begun the process to stop these calls.

OTHER SAFETY TIPS

- Prevent Follow-in Access. If your workplace has swipe card access, do not let people in who do not have a card. Report breaches to Security, or call Security to determine if the person should be let in.
- Secure Your Keys/Access Cards. Keep University keys and access cards secure at all times. Do not loan them out.
- Secure Valuables. Keep valuables in a locked cabinet or drawer. Do not leave bags, mobile phones, purses, etc. unattended even momentarily.
- Stay Alert. Be alert to strangers wandering around your work area. Refer to the next page of these guidelines.
- Lock Your Office. Make sure that your office or room is locked when you leave. Close and lock windows when leaving. Do not rely on anyone else to do it for you.
- Report Losses. Report any loss or theft of keys, access cards, equipment or valuables immediately to University Security.
- Report Personal Security Threat. Report any concern or threat immediately to Security. This includes situations where domestic/family violence could impact on you whilst on campus.
- Seek Advice from Security. If unsure about your security at FedUni, contact University Security for a workplace assessment.

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SUSPICIOUS PERSONS

Enquire about a suspicious person's purpose for being on campus if you feel it is safe to do so. Call Security if not.

Why enquire?

- It's good customer service for people with legitimate business.
- It lets people know they're in a restricted area.
- They know they have attracted attention to themselves and will be less likely to commit an offence.
- Reporting suspicious behaviour allows Security to actively follow up cases (others may have reported their behaviour elsewhere and Security may already be looking for the intruder.)

What should I do?

Safety first at all times!

If the person's behaviour presents a risk at any stage, defuse the situation including withdrawing from the interaction.

- Be calm, firm and polite.
- You may say something like "Can I help you?", "Are you looking for something", etc. If possible keep a barrier between yourself and any suspicious person.
- If the person does not cooperate:
 - ask them to leave
 - call Security
 - keep them under observation
 - seek to limit their movement into other areas
 - if appropriate, advise nearby personnel
 - collect information that may assist in their identification (physical description, vehicle registration, direction of travel, etc.)
 - hand the matter over to Security when they arrive.
- If you have witnessed a possible offence (e.g. theft, assault, etc.) you should:
 - assist persons in need if safe to do so
 - call for specialist assistance (Security, Emergency Services, etc.)
 - collect information that may assist in their identification (physical description, vehicle registration, direction of travel, etc.)
 - hand the matter over to University Security or Emergency Services when they arrive.

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